

2594985

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for up to 4 children who may experience emotional and/or social difficulties and/or have learning disabilities.

The manager registered with Ofsted in September 2022.

At the time of this inspection, 3 children were living at the home. The inspectors spoke to all 3 children about their experiences of living in the home.

Inspection dates: 6 and 7 May 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 June 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/06/2025	Full	Good
23/07/2024	Full	Good
20/09/2023	Full	Outstanding
04/10/2022	Full	Good

Summary of findings

The home is run by an experienced manager who supports staff to develop their knowledge and skills. This enables staff to safeguard children effectively, and risks to children have reduced since living in the home.

Children make progress in education while living at the home and are supported to access formal education.

Children enjoy positive relationships with staff, who know them well. They are supported to take part in a variety of positive activities.

There are some areas within the home that require attention to ensure that they are of an acceptable standard and provide a clean and safe environment for children to live in.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 2 children have moved out of the home. They were supported by staff to move on to semi-independent living. Staff continued to provide support after they had moved out of the home. This ensured that their moves were successful.

Staff encourage children to explore their own identities and interests. Children take part in a variety of activities, including hiking, visiting theme parks and going to the gym. These experiences support children to improve their physical and emotional wellbeing.

Staff work closely with educational professionals when children experience barriers to attending formal education. This coordinated approach ensures that children are reintroduced to formal education successfully. As a result, children's attendance at school has improved significantly since they moved into the home.

Feedback from different agencies about the staff's care of the children is positive. They say that children are happy and settled in the home and have positive relationships with staff. When asked about living in the home, one child said, 'It's amazing, the staff are lovely.'

Leaders and managers prioritise embedding a child-centred ethos within the home. However, some of the language used and recorded about children is not always objective and not trauma informed. This is a missed opportunity for managers and staff to ensure that their care of children remains child focused.

The downstairs of the home is generally well maintained, and children have areas to relax and socialise. However, repairs and refurbishment to the home are not always timely and not always carried out to a high standard. Additionally, there are poor levels

of cleanliness in 2 of the children's bedrooms. This does not provide children with a clean and safe environment to live.

How well children and young people are helped and protected: good

Staff follow individual risk plans for children to ensure that they are safe. Children's plans reflect their individual vulnerabilities and are regularly updated by managers. However, leaders and managers did not fully identify and evaluate the risks for a child completing part-time work in the community. Although staff took appropriate steps to ensure that the child was safe, this was a missed opportunity to ensure that there are clear plans in place prior to any activities.

When children are missing from home, staff respond appropriately and encourage them to return home safely. The number of missing-from-home incidents has reduced significantly since children moved into the home.

Staff successfully de-escalate incidents when children become distressed. This means that physical interventions are used proportionately and only when necessary. When physical interventions are used, the manager evaluates each incident to establish learning and develop new strategies of support for children. This ensures that physical intervention is used in a safe way.

Leaders and managers ensure that allegations are managed quickly and appropriately. When an allegation was made, appropriate action was taken, and managers ensured that the child's voice was central to the investigation. This ensured that the child felt listened to and supported.

The effectiveness of leaders and managers: good

The manager was not present for the inspection. However, the impact of her positive leadership was visible in the home. Staff speak highly of the valuable support and positivity she provides in the home.

Leaders and managers support staff to reflect on their practice with regular supervision sessions and appraisals. These help staff consider the progress of children and the impact of their own practice. In addition, managers hold weekly team meetings and provide staff with new information and strategies to develop their practice and remain motivated. Feedback from colleagues and children is also used to support staff development.

Leaders and managers ensure that staff are provided with training opportunities to develop their skills in line with children's individual needs. The provider also commissions a clinical psychologist to support with tailored training to the team. This ensures that staff practice is continuously developing to reflect the changing needs of the children.

Leaders and managers advocate for children to ensure that they receive the support they need. Effective working relationships with other agencies support children to make progress. They speak highly of the home and the care that children receive. One partner agency said, 'The team consistently advocates for [the child's] best interests and undertakes meaningful work and conversations with [the child] to ensure [they feel] safe, supported, and understood.'

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The quality and purpose of care standard is that children receive care from staff who— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (2)(c)(i)(ii)) In particular, the registered person must ensure that the home is of a high standard of cleanliness and repairs are completed in a timely manner.	19/06/2026

Recommendations

- The registered person should ensure that the language that staff use when recording about children is careful, objective and clear. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that the risks to children are fully assessed prior to them engaging in any activities where they may be vulnerable. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.10)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2594985

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Limited

Registered provider address: New Horizons (NW) Limited, Unit 17-18, Navigation Business Village, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: post vacant

Registered manager: Leanne Ellaby

Inspectors

Ruth Mortimer-Jones, Social Care Regulatory Inspector
Sarah Gilbert, Social Care Regulatory Inspector

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