

2594985

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for up to four children who may have social and emotional difficulties and have special educational needs and/or disabilities.

The home has been registered with Ofsted since August 2020. The manager registered with Ofsted in September 2022.

Three children were living in the home at the time of the inspection.

The inspection started on 23 July 2024. Inspectors returned on 13 August 2024 to gather additional evidence in line with Ofsted inspections and visits: deferring, pausing and gathering additional evidence policy

Inspection dates: 23 and 24 July 2024

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: 20 September 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/09/2023	Full	Outstanding
04/10/2022	Full	Good
02/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children and staff have good relationships. There is warmth and interest demonstrated. Achievements are celebrated, and skills are learned through daily interactions with staff. Direct work is purposeful and researched, taking into consideration individual need and understanding.

Children's experiences of education are varied. Two children are accessing school daily and achieving milestones from their starting points. However, another child has not secured a school placement and has not been in a school for over 12 months. While there has been strong challenge by management and the child has an educational package to enhance their learning school, their opportunities to learn with their peers or reach their academic and social potential are hindered.

Children's health needs are promoted. Staff carry out regular direct work with them to explore any worries or anxieties they may have regarding health appointments. One child has met with their dentist virtually, and staff have agreed to support a child in having a cannula fitted to enable required dental treatment.

Children are provided with a good quality of care, and staff are committed to ensuring children are actively involved in participation. Staff have been creative in supporting children to explore interests and activities. This enables the children to have their likes and needs met. One child is going to a mixed martial arts activity to support their interest and to celebrate their educational achievements.

Staff use a balanced approach in determining risks in line with children's developmental stages. This includes spending time with friends in the local area. This enables the children's confidence to develop and provides opportunities for them to take balanced risks.

The home environment is warm and welcoming. Children contribute to the decor and furnishings in the home. Children's bedrooms are personalised to their individual tastes. This allows the children to develop their sense of identity, belonging and pride.

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

The manager and staff have a detailed understanding of the children's specific needs. Staff work creatively and collaboratively to manage risks when they occur.

Staff take appropriate action when children go missing from home. As a result, one child's risk of going missing from home has notably reduced.

Safeguarding concerns are well managed. When concerns arise, the manager works proactively to ensure that there are clear safety plans in place to minimise risk. However, the safety plans in place have impacted children's sense of stability in the home, and the manager is working closely with the placing authorities to identify a clear solution.

There have been some occasions when children have displayed behaviours of concern. Staff are proactive in their approach. They respond appropriately and sensitively. Staff carry out meaningful direct work with children that focuses on the risks associated but also supports children to understand and recognise risk. This helps to keep children safe.

Staff sometimes hold children to keep them safe. Staff are trained in the use of physical intervention. Records of interventions are detailed and contain the relevant information, with management oversight, reflection and learning. The manager ensures that children and staff are spoken to and have opportunities to reflect; in addition, children are offered an independent advocate. This allows children to maintain trusting relationships with staff.

The manager is aware of the risks associated with the location of the home. This information is used to inform a location risk assessment and is reviewed regularly, which ensures that this is a suitable location for the children who come to live in this home.

The effectiveness of leaders and managers: good

The manager is ambitious and focused on driving practice forward to achieve the best outcomes for the children. She is reflective, identifies learning and is confident in embedding learning with the staff team. This enables staff to work together and provide consistency for the children.

There have been a lot of changes within the staff team since the last inspection. These have been managed sensitively to reduce the impact on the children. Safer recruitment is in place, and when concerns have arisen, these have been acted on in a timely manner to prioritise the children's safety.

Staff are happy and enjoy coming to work. Staff feel valued, respected and fully supported. Regular team meetings and supervision sessions take place. These are well planned and structured, allowing for constructive reflection on practice. Children's experiences are a priority.

Management scrutiny is not consistently applied in ensuring that records for children are accurate or detailed. On occasions, incidents have not been adequately recorded. This does not provide clear guidance for staff or a true picture of children's daily experiences.

Staff work closely with involved agencies, identifying actions to promote improved outcomes. One professional said, 'The staff at the home appear to genuinely care and have an excellent relationship with the children. The children are respected, and decisions are explained to them.'

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, the provider must ensure that all incidents are recorded and evaluated with scrutiny, taking into consideration any possible learning outcomes that can be implemented to support the development of staff.	25 September 2024

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: Unit 17-18, Navigation Business Village, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Leanne Ellaby

Inspector

Angeline Clarke, Social Care Inspector

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