

2614703

Registered provider: New Horizons NW Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It is registered to provide care for 4 children who may experience social and emotional difficulties and/or learning difficulties.

The home registered with Ofsted in January 2021.

The manager registered with Ofsted in May 2025.

Inspection dates: 27 and 28 January 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: 12 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2025	Full	Good
24/10/2023	Full	Good
27/09/2022	Full	Good
25/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, 4 children were living at the home. The inspector spoke with all 4 children.

Since the last inspection, one child has moved on from the home to return to live with family. This move was well planned and in line with the placing authority plan. One child has moved to live at the home. The move took place in an emergency. The manager liaised with the placing authority to ensure that the child's needs could be met. The needs of children already living in the home were carefully considered. This supports children to live together safely.

Children have trusting, secure relationships with staff who know them well. Staff regularly help children to share their views, wishes and feelings about the care they receive. Weekly children's meetings and direct work sessions provide children with the opportunity to plan menus, activities, and other important topics.

Children are supported to spend time with people who are important to them. Staff understand children's complex family dynamics and help children to navigate difficult feelings. Managers and staff build positive relationships with family members. One parent said, 'Staff provide the right care. They genuinely care. My child's wellbeing is their priority.'

Children's health needs are understood by staff. Staff support children to attend routine health appointments and access specialist support when this is necessary. Staff talk to children about issues that may impact on their health, including vaping and alcohol misuse. Arrangements for the recording and administration of medication are safe.

Children's experiences of education vary. One child attends school regularly and is making progress. Managers liaise closely with multi-agency professionals when children do not have appropriate education provisions. Staff provide children with structure and routine to help prepare them to return to full time education. Children are encouraged to take part in educational activities, including online learning and trips to museums.

Children enjoy new and exciting activities, including karate and roller skating. Children enjoy holidays in a caravan and have travelled abroad together with staff. These experiences help children to have fun and develop confidence.

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

Staff understand their safeguarding responsibilities. Children's risks and vulnerabilities are known and staff follow detailed, individualised support plans. Plans are updated after any incidents. Staff speak to children about how they would like to be supported.

Children say that they feel safe and can identify trusted adults they can speak to about any concerns. Staff talk to children about issues that may impact on their safety. This includes online safety, managing difficult emotions and risks they may face in the community.

Staff help children to develop effective strategies to use when they experience distress. Consequently, incidents requiring physical intervention have significantly reduced since the last inspection. When children have been held, this has been necessary to ensure that they are safe. Detailed records are kept. Managers evaluate incidents of restraint to identify any learning, and this is shared with the wider staff team.

Children have clear plans that set out what actions staff should take if children go missing. There is one occasion of a child going missing from home. Staff promptly notified safeguarding professionals, including police. Staff searched for the child and maintained regular contact with the child, professionals, and family members. The child was welcomed home, and an independent return home interview took place. Managers and staff spoke with the child to understand their reasons for going missing and reduce the risk of future incidents.

Staff understand the risks in relation to self-harm. When incidents have occurred, the child has sought support from staff, who have responded sensitively and with care. Room searches have taken place to remove anything that may present a risk. The reason for the search has been explained to the child.

Safer recruitment checks are robust and ensure that only safe adults are working in the home.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified and experienced manager. He is supported by a knowledgeable deputy and together they provide effective leadership to staff. Staff say that managers are approachable and supportive. Managers have a visible presence in the home and know the children well.

A core team of staff provide nurturing care to children. Supervision takes place regularly and provides staff with an opportunity to reflect on children's needs and their own practice. There is a focus on staff wellbeing and development. This helps staff to feel motivated and valued. Records of supervision are detailed and include actions, however timescales for completion are not set.

Probation and appraisal processes monitor staff performance. However, feedback from children and professionals is not included. This is a missed opportunity to further develop staff skills and knowledge.

The manager updates the statement of purpose when there are changes in the home. However, these updates are not shared with the regulator as required. This limits the

regulators oversight of the care that children can expect to receive. Action was taken during the inspection to rectify this.

Staff complete mandatory training. Additional training helps staff to understand and meet children's individual needs, including autism, ADHD, and self-harm. A clinical psychologist delivers a structured training programme which staff say helps them to feel confident in caring for children.

Leaders and managers have systems in place to monitor the progress that children are making. The manager uses research to inform decision making and improve practice. Feedback from children is valued and gathered regularly by managers and staff. Managers respond to this feedback. For example, when children requested a greater variety of meals, staff purchased cookbooks and involved children in planning and cooking meals.

Team meetings take place regularly and are well attended. Important information about children's needs is shared, and staff are helped to understand how they need to respond. Actions are set and allocated across the team. This creates a sense of shared ownership about how the home operates.

Partnership working is a strength in the home. Family members and professionals speak highly of managers and staff and the care that they provide. One family member said, 'I know [Name of child] is safe there. They do an amazing job.'

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

Recommendations

- The registered person should ensure that the homes statement of purpose is kept under review and shared with the regulator in a timely manner ('Guide to the Children's Homes Regulations, including the quality standards,' page 14, paragraph 3.5).
- The registered person should ensure that staff appraisals take into account, where reasonable and practical, the views of children and other professionals who have worked with the staff member over the year. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.5).
- The registered person should ensure that actions identified in supervision records include timescales for completion. ('Guide to the Children's Homes Regulations, including the quality standards,' page 61, paragraph 13.4).

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: 2614703

Provision sub-type: Children's home

Registered provider: New Horizons NW Ltd

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

Responsible individual: Natalie Waterhouse

Registered manager: Mathew Bullock

Inspector

Anna Belshaw, Social Care Inspector

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