

2638487

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It offers care for up to four children who may experience social and emotional difficulties and learning disabilities.

At the time of this inspection, four children were living at the home and two children had moved out.

The manager registered with Ofsted in May 2023.

Inspection dates: 16 and 17 September 2025

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: 21 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2024	Full	Good
20/09/2023	Full	Good
14/03/2023	Full	Good
09/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children experience a warm, engaging atmosphere where staff spend quality time with them through everyday activities such as cooking with music and swimming. Staff's consistent presence and responsiveness build strong, trusting relationships, helping children feel valued and included. This was clear when one child excitedly welcomed back a trusted staff member after a long absence, reflecting the positive bonds between children and staff.

Staff have a strong understanding of the children's individual needs and provide consistent support that helps them manage challenges and build positive relationships. One child has made significant progress by spending more time with peers and staff. The child has established daily routines and taken important steps towards independence, including preparing to complete driving lessons and applying for employment. Because of these trusted relationships, children feel supported to remain at the home and continue making positive progress over time.

Children go to school every day, with staff making sure they get there and back safely. Attendance is high, showing how well routines are working. This consistent structure helps children feel secure, cared for and ready to learn.

Children new to the home are warmly welcomed and supported to personalise their bedrooms to reflect their interests, for example a football theme. An assessment is completed that considers each child's individual needs alongside the other children already living in the home. This process is enhanced by an internal trainer, who identifies if additional training, such as autism awareness, is required and reviews staff skills to ensure that they can meet each child's needs.

Children benefit from a newly created cinema room, complete with a projector, comfortable seating and beanbags. It offers a calm, flexible space where they can choose to spend time alone, with friends or with staff. This helps children feel relaxed, strengthens relationships, and supports their emotional well-being.

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

Children trust the staff caring for them and feel safe in their relationships. Staff have regular, meaningful conversations that help children understand risks and how to stay safe, covering topics such as relationships, online safety and difficult experiences, including loss or change. This strong safeguarding culture means children feel protected, supported and confident in the adults around them.

Safeguarding is a clear strength across the team. Staff understand their roles and responsibilities in keeping children safe and respond effectively when concerns arise, such as exploitation or substance misuse.

Each child has a clear plan in place should they go missing from home and staff know exactly what to do. They search the local area, check known locations and contact relevant individuals. Children are offered return home interviews with an independent person, giving them the chance to talk openly about what happened and why.

Room searches are carried out when there are concerns about a child's safety. These are done sensitively and proportionately, with clear records kept. Children are helped to understand why the search has taken place, which supports their sense of safety and trust.

Children are supported through one-to-one work that helps them understand risks and feel more secure. Physical intervention is only ever used as a last resort and staff take time to explain what happened and why.

Staff regularly reflect on their practice through debriefs and reviews, with plans updated to meet children's changing needs.

When safeguarding concerns involve staff, investigations are thorough, and action is taken to ensure that only safe, suitable adults work with children. This consistent, reflective approach helps children feel safe, listened to and better able to manage the risks in their lives.

The effectiveness of leaders and managers: good

The home is led by an exceptionally skilled and experienced manager, who has built a cohesive, motivated staff team. Staff bring a wide range of experience and skills and benefit from many opportunities to develop and progress in their roles. The manager is well supported by a knowledgeable responsible individual and area manager, both of whom are actively involved in the day-to-day oversight of the home, ensuring that children's outcomes remain central to all decision-making.

The current manager is leaving, and a new manager is in place. This transition has been managed very well, with careful planning to ensure that there is stability for both children and staff.

Staff are creative, invested and committed to their work. They receive regular supervision and targeted training, and all staff have annual appraisals in place. Assessments are completed so the manager has a clear understanding of each staff member's strengths and areas for development. This ensures that training and support is tailored to individual needs.

Team meetings are well attended and provide valuable opportunities to reflect on children's progress, discuss safeguarding and share learning. Tasks are delegated effectively, and staff are reminded of their roles and responsibilities to maintain consistency and high standards. Management oversight is evident across all aspects of practice, with clear accountability and a strong focus on learning and improvement.

Feedback from a range of professionals, including social workers and family members, is consistently positive. They commend the manager and staff for regular, clear communication and for providing high-quality care that supports children's progress from their starting points. Professionals highlight the team's strong commitment to supporting children through transitions and ensuring that their individual needs are understood and met within a safe, nurturing environment.

Information about this inspection

The inspector has 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: 2638487

Provision sub-type: Children's home

Registered provider: New Horizons (NW) limited

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

Responsible individual: Natalie Waterhouse

Registered manager: Ruth McCaig

Inspector

Nicola Forrester, Social Care Inspector

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