

2670262

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 owned by a private provider. It provides care for up to 4 children with emotional and/or social difficulties and/or special educational needs and/or disabilities.

There were 4 children living at the home at the time of the inspection. Two children have moved out of the home, and 2 children have moved in. The inspector spoke to 5 of the children about their experiences of living at the home.

Inspection dates: 26 and 27 May 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the staff in the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 27 August 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2025	Full	Outstanding
04/02/2025	Full	Outstanding
30/01/2024	Full	Good
13/12/2022	Full	Good

Summary of findings

Children make exceptional progress in the care of staff, who care for them unconditionally. Staff are skilled at implementing routines for children which mirror their developmental needs. This helps them to make outstanding progress in engaging in formal education, especially children with more complex health needs.

Leaders and managers in the home are both highly visible and supportive. The registered manager was on holiday at the time of the inspection; however, this did not impact on the effectiveness of the management oversight of the home.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Care planning for children is exceptional. A child who has recently moved into the home said, 'I have made so much progress and only been here a short time.' Another child, who has now left the home, said, 'They [staff] pulled me out of some tough times.' This child has successfully moved out of the home to live on their own and attends college, with firm plans to establish a career in public service. The unconditional commitment to children's progress by managers and staff helps children to flourish.

Managers and staff focus on helping children to stay connected to the people who are important to them. Parents say that thanks to the outstanding support of the staff, they now have positive relationships with their children.

Managers and staff skilfully build routines into children's daily lives. This has supported children to thrive in their educational settings. As a result, all the children attend education and have firm ambitions for their futures.

Staff's relationships with children are built on trust. All children speak highly of the staff, and they love spending time with them. Children seek them out to chat about their day or talk about things that are worrying them.

Staff support children to lead on activities, which are based on their individual interests. Children say that when they suggest an activity, it is met with enthusiasm by staff. Staff help children to build their confidence, and one child said, 'That's what they do, they push you so that you are able to do more stuff.' Children enjoy water fights in the summer and days out horse riding as well as regularly attending local youth clubs and Police Cadets. Children's confidence flourishes from the moment they begin living in the home.

The kitchen is the heart of the home, where children naturally gravitate to spend time with each other as well as staff. However, some areas of the home require minor repairs. In addition, there are repairs that are not always completed quickly and to a

high standard. Managers have identified that a child's bedroom needs to be repainted and the floor replaced, but this has not yet been done.

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

Staff support children to build positive relationships with each other. Children enjoy spending time together with staff supervision, which is unintrusive. When children do have arguments, staff take appropriate steps to help them calm and resolve their disagreement. This means that children develop important social skills safely within the home.

When children go missing from the home, staff take immediate action. They skilfully evaluate the right time to follow up and speak with children about the risks, so that children can talk openly without feelings of shame. As a result, the number of missing-from-home incidents for one child has reduced significantly.

Staff attune to children's emotions and help them to understand and process their feelings when they are upset. Staff introduce children to new techniques that not only help them to self-soothe but also promote positive mental health.

Staff have received training tailored to the needs of the children. Managers are persistent in identifying training that reflects the children's changing needs. This has created a staff team that is confident and equipped with skills that reflect the children's emotional and health needs.

Staff empower children with the knowledge they need to understand and manage their health needs. One child with a serious health condition struggled to take their daily medication. This resulted in frequent emergency involvement from medical professionals, which the child found intrusive. Managers and staff went on a learning journey alongside the child to understand their condition and what the medication is for. The child now proudly talks about how calm things are as they take their medication regularly.

The effectiveness of leaders and managers: outstanding

The registered manager is meticulous in her organisation and planning of the home. Together with the deputy manager, staff are led by a leadership team which is highly motivated and child focused.

Leaders and managers embed research-based practice in the home. This helps staff to develop a high level of curiosity, particularly when children become upset. They seek to understand the emotions underneath children's behaviour. This helps children to communicate their feelings without feeling judged.

Leaders and managers hold regular supervision meetings with staff, reviewing their practice and checking in on their wellbeing. Staff are supported to explore their own

thoughts and feelings in a safe space to ensure that their practice remains child focused. As a result, children receive consistently calm and positive responses from the staff caring for them.

Leaders and managers respond to allegations made by children effectively. They act without hesitancy to ensure that every allegation is explored and escalated to the relevant safeguarding professionals by managers. Children live in a home where their voices are heard to ensure that they are safe.

Leaders and managers are ambitious for the quality of service they provide for children. The registered manager has implemented a system of monitoring that shares positive outcomes with the children as well as driving improvements. Areas of development are identified at the earliest opportunity and acted upon. However, leaders and managers sometimes miss the opportunity to ensure that they fully evaluate if children's risks can be managed to ensure that they can live together safely before they move in.

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

Recommendations

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)
- The registered person should ensure that one child's bedroom is repainted and the flooring replaced, and that any repairs needed to the home are completed quickly and to a high standard. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2670262

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:

Registered manager: Leah Dalton

Inspector

Sarah Gilbert, Social Care Regulatory Inspector

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