

2797984

Registered provider: New Horizons NW Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company. It provides care for up to 2 children who may experience social and emotional difficulties and/or learning disabilities.

At the time of the inspection, 2 children were living in the home. Both children were spoken to as part of the inspection.

The manager registered with Ofsted in April 2025.

Inspection dates: 10 and 11 February 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 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: 12 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are cared for by a highly dedicated and committed staff team. As a result, children living in the home make exceptional progress. They benefit from a warm, nurturing and stable home environment. They interact warmly and affectionately with staff, demonstrating the trusting relationships that they have developed. Staff know the children well and respond effectively to their emotional and developmental needs. Subsequently, children experience a strong sense of belonging and say that they are happy living in this home.

The home environment is welcoming and provides a family-like atmosphere. Photographs of the children, staff and shared experiences are displayed throughout, reinforcing the children's identity and connection to the home. Children's bedrooms are personalised, well maintained and reflect their individual interests.

Children make significant and sustained progress from their starting points. For example, one child who previously required additional staffing now presents with significantly reduced levels of risk and is able to access free time in the community. This demonstrates the effectiveness of the staff support and the consistent high-quality care that they provide.

Staff routinely go above and beyond to meet children's needs. A staff member attends work on their day off to ensure that a child attends their therapy session. Such commitment enhances children's experiences and outcomes.

Children are well integrated into the local community. Both children attend the local youth club, and one child has formed positive peer relationships, with friends visiting the home. The children also participated in fundraising at Christmas for a local charity providing gifts to children in hospital, helping them to develop empathy and social awareness.

Staff ensure that the children's educational needs are prioritised. Staff recognise children's educational strengths and abilities and advocate for them to access provisions that will help them to thrive and reach their full academic and social potential. One child, who was not in education before moving to the home, is now attending education full time and engaging well. Another child is preparing to transition from a specialist education setting into mainstream provision.

Staff recognise the importance of children maintaining relationships with significant people in their lives. Family time arrangements are well supported and sensitively managed by staff. One child's birthday was celebrated in the home with family and friends attending, helping them to sustain important familial connections.

Direct work with children is creative, purposeful and tailored to their individual learning styles. Staff use a range of tools, including mind-mapping, social stories and interactive

worksheets, to help children understand their experiences and develop new skills. Practice is informed by relevant research, ensuring that children receive high-quality guidance and support.

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

There is a strong safeguarding and trauma-informed culture in the home, which is embedded in staff practice. As a result, risks for children have reduced in all areas. Children say that they feel safe and that they are confident in approaching staff with any worries or concerns.

Staff have an excellent and detailed understanding of each child's risks and vulnerabilities. Support plans are highly individualised, clearly written and consistently implemented by staff. They are reviewed regularly and provide staff with purposeful, practical guidance that promotes safe and personalised care.

There has been a sustained reduction in incidents for children. Staff work with children to develop personalised 'calm-me-down routines', identifying strategies that support children when they feel distressed. These approaches are consistently applied and have been successful in preventing situations from escalating.

Physical intervention is rarely used and only ever as a last resort to keep children safe. When incidents occur, staff and managers complete debriefs with children to reflect on incidents and support their understanding of events. This helps children to develop skills to manage their emotions more effectively. Managers also provide reflective opportunities for staff to consider learning and areas for improvement. This promotes a culture of continual development.

Children do not go missing from the home. This demonstrates that they feel safe, secure and settled in their environment.

Robust safer recruitment processes ensure that only suitably vetted and safe adults work with the children.

The effectiveness of leaders and managers: outstanding

The manager is a committed and child-centred leader who models positive practice and provides direct support to both children and staff. This has created a culture where children's needs are prioritised, and staff feel confident in their roles.

The registered manager has high aspirations for the children and demonstrates a determined focus on improving their outcomes. Her ambition, enthusiasm and experience contribute to a positive and motivated staff team. Morale is high, and staff speak positively about the support they receive. The manager is a strong advocate for the children and challenges partner agencies when necessary to ensure that their needs are met.

The manager and staff work effectively with external professionals to promote excellent outcomes for children. For example, when a child struggled in school, the manager attended the school, observed staff practice and provided constructive feedback to improve the child's experience.

Families and professionals speak highly of the team's dedication. One education professional described the home as the most committed they had encountered in their career.

Staff say that they feel well supported by the manager. They benefit from regular and meaningful supervision and team meetings that encourage reflection and the discussion of research-informed practice. The in-house psychologist contributes to these meetings when needed, helping staff to understand and meet children's individual needs.

Staff access a broad range of training, delivered both online and in person, which ensures that they have the skills required to care for the children effectively. The manager is proactive in identifying any specialist training that is required to meet the specific needs of the children. For example, she arranged foetal alcohol spectrum disorder awareness training when a child was referred for an assessment.

The manager demonstrates a strong commitment to continuous improvement. Monitoring systems are in place to review children's plans, staff practice and patterns in incidents. These systems are effective in ensuring that children continue to receive excellent care and support, although one shortfall was identified when they did not highlight that a child had not had an education, health and care plan review within timescales.

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

Recommendation

- The registered person should ensure that where a child has an education, health and care (EHC) plan that they have EHC plan reviews. ('Guide to the Children's Homes Regulations, including the quality standards', page 26, paragraph 5.4)

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: 2797984

Provision sub-type: Children's home

Registered provider: New Horizons nw ltd

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

Responsible individual: Natalie Waterhouse

Registered manager: Sophia Garbaciak

Inspector

Michelle McGrath, Social Care Inspector

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