

2804768

Registered provider: New Horizons Northwest 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 offers care for up to four children who may experience social and emotional difficulties and/or have disabilities.

The home and manager registered with Ofsted in November 2024.

Since registration, three children have moved into the home, and one child has moved out.

Inspection dates: 14 and 15 April 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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children are beginning to make good progress in most areas of their lives. When possible, managers ensure that children visit the home before they move in. Professionals say that managers consult them to ensure that the children can live together safely and happily. The children are beginning to form positive relationships with the staff and benefit from the routines that are in place.

Managers understand the importance of children having access to education. They escalate concerns with external professionals when children's educational needs are not being met. When children do not attend education, staff provide worksheets and alternative activities. Staff support children in developing the essential skills that will enhance their future opportunities.

Staff encourage children to engage in physical activities. Children take part in activities that challenge them and enable them to have fun in their local area. This helps children to develop their self-confidence and experience the benefits of physical activity.

Children are supported by staff to see their family and friends. Staff build relationships with family members and ensure that they feel welcome in the home. Children invite their friends and relatives to their home to relax and have fun together. This means that children stay connected to the people who are important to them.

Leaders and managers understand how the environment affects children's safety and progress. The home is well maintained, and the children's bedrooms are personalised to reflect their individual tastes. Managers provide areas for children to relax and use the computer independently while ensuring that staff are close by to keep them safe.

Alarms are routinely used on children's bedroom doors when they move into the home. Although managers ensure that their use is reviewed in children's risk plans, staff do not consistently follow the plans to ensure that they are switched off during the day and are only used to keep children safe. This is not in line with the home's statement of purpose and unnecessarily infringes on the children's privacy.

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

Staff understand how to keep children safe. Leaders and managers provide training opportunities for staff to ensure that their knowledge and skills are relevant to the children's individual risks. The staff are capable of recognising and responding appropriately when children are at risk.

Managers ensure that staff follow missing-from-home procedures. When children leave the home because they are distressed, staff follow them and provide them with

reassurance, helping them to return safely. As a result, none of the children have gone missing from the home.

Several new staff have started working in the home since its registration. Leaders and managers ensure that they carry out safer recruitment practices and that all staff receive a thorough induction. This ensures that children receive care from individuals who are safe and appropriate.

Staff struggle to support children when there is conflict. Although children have shared many moments of fun together, managers have not ensured that staff have the skills to manage incidents between children quickly and effectively. This has limited the children's ability to settle in the home and build positive relationships with each other.

Staff are beginning to form trusting relationships with the children. Children can speak freely with staff about the risks in their lives without feeling judged. However, staff fail to have these conversations as often as is necessary to adequately support the children's progress and reduce their risks.

The effectiveness of leaders and managers: good

The manager is highly experienced in children's residential care and supported by an area manager. There is high management visibility in the home, and staff say that managers are supportive and fair.

Leaders and managers ensure that staff receive regular supervision sessions. The sessions encourage staff to progress and explore areas for development. This provides children with an environment where staff are motivated to improve their practice.

Staff attend regular team meetings led by managers. There is a clear agenda, and tasks are delegated to staff effectively. This ensures that staff clearly understand their roles and responsibilities when caring for the children.

Incidents are reviewed by managers to identify shortfalls in staff practice. However, the evaluations by managers are not always thorough. As a result, opportunities for staff development are missed. Leaders and managers have identified this issue and are taking steps to address it.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)) Specifically, the registered person must ensure that staff can assist children in forming positive relationships and prevent them from causing emotional harm to one another. The registered person must ensure that staff speak to children about their individual risks and help them develop strategies to keep themselves safe.	6 June 2025
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	6 June 2025

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home’s workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)) Specifically, the registered person must ensure that the home has effective management oversight and that any shortfalls in staff practice are promptly identified and addressed.	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the monitoring or surveillance is no more intrusive than necessary, having regard to the child’s need for privacy. (Regulation 24 (1)(a)(d)) Specifically, the registered person must ensure that alarms on children’s bedroom doors have a clear rationale for their use and are used in line with children’s individual risk plans.	6 June 2025

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: 2804768

Provision sub-type: Children's home

Registered provider: New Horizons Northwest Limited

Registered provider address: Units 17 and 18, Navigation Business Village,
Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Rachel Solomon

Inspector

Sarah Gilbert, Social Care Regulatory Inspector

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