

SC007284

Registered provider: Horizon Residential Children's Home

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care for up to six children who may experience social and emotional difficulties.

The home was registered with Ofsted in April 2000. The manager registered with Ofsted in April 2010.

There were five children living in the home at the time of this inspection.

Inspection dates: 19 and 20 March 2024

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	good
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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: 14 March 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2023	Full	Outstanding
08/03/2022	Full	Outstanding
07/10/2019	Full	Outstanding
11/12/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children consistently receive high-quality care in this home. They experience positive relationships with staff that provide them with stability, which helps them to develop their willingness and ability to communicate how they feel. For this reason, children have positive experiences, lead productive lives and make exceptional progress in their learning.

Children are making excellent progress in education and exceeding expectations. One child is the first student in Year 11 to complete their BTEC First course work. Positive role modelling from staff has a positive impact on children's attitudes towards going to school and to doing well. Children are gaining qualifications in the things that interest them, such as engineering. Staff have supported children to apply for college places and later help them to find employment. One child has now been shortlisted for an interview with a railway network.

Children are supported to develop their independence skills, such as being able to do their own laundry, wash dishes and maintain good bedroom conditions. Children are also supported to develop their skills to maintain their own personal care. Parents and professionals report that children make excellent progress while living in this home. One parent said, 'The staff are non-judgmental. I could not thank them enough. I do not think there could be a better bunch of people. My child has improved so much since being there.'

Children are supported to maintain positive relationships with people who are important to them. Staff listen to children's views, wishes and feelings about family time, and plans are put in place to make this safe and meaningful. This reduces children's anxieties and helps them to settle well in the home. As a result, children have meaningful contact with their families, which helps them to mature and make a successful transition to adult life.

Children have good relationships with each other. Staff act swiftly to address any fallouts or disagreements, which are resolved using restorative approaches. Regular discussions about respecting others are helping children to live together safely.

Complaints are rare in this home. Children are confident sharing their views with their key workers in children's meetings and giving regular feedback about their home. Children's views are listened to and acted on. The home promotes a culture of respect and empathy towards children, which contributes to their growing confidence and positive self-identity.

The home is maintained to a good standard. Repairs and wear and tear are addressed swiftly. Children are able to personalise their bedrooms. For example,

children choose their own bed linen and decorations and have family photos and decorations on the walls.

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

Staff know the children really well, and this helps them to understand their risks and needs. Staff manage risk and behaviour well. Children's risk assessments and behaviour management plans are thorough and effective. They appropriately identify areas of vulnerability and clearly set out actions that should be taken to address risk.

The number of incidents of children missing from the home has significantly reduced and, in some instances, stopped completely. One child regularly keeps in contact with staff if they are late when returning to the home. The child's relationships with staff are a key reason why they choose to return home.

Children have positive relationships with staff. They enjoy cooking, talking and watching videos with staff around the kitchen table. One child said that their favourite aspects of the home were 'inclusivity of diversity' and 'staff support'. For example, staff and other children participated during religious occasions, such as Ramadan, and religious celebrations, such as Eid and Christmas.

Staff have excellent skills to engage children in meaningful discussions and they find ways to support children to understand risks that are relevant to them. They also help them develop strategies to keep themselves safe. For example, they use a 'safe word' if they are in danger in the community. Children also receive help to meet their cultural and religious needs. These discussions help children to understand their identity, feel valued and understand their particular needs and risks.

Since the last inspection, physical interventions and consequences have not been used. Staff are highly responsive to children's complex needs. Positive interventions enable staff to de-escalate potential incidents effectively.

Staff have a clear understanding and knowledge of safeguarding and whistle-blowing procedures.

Safer recruitment practice helps to ensure that all staff are suitable to work with children.

The effectiveness of leaders and managers: outstanding

Leaders, managers and staff are inspirational, confident and ambitious for children. They are influential in changing the lives of those in their care. Additionally, the registered manager and staff have good working relationships with professionals to ensure that children experience the best possible care and outcomes.

Leadership and management of the home are exceptional. The ethos of the home is well established, and staff know exactly what is expected of them. They offer highly

individualised care and understand that all children's needs are different. Staff's approach to caring for children encourages their participation and engagement, which helps them to make excellent progress.

Leaders, managers and staff share an ambitious vision to help children thrive. They are child-focused and highly effective in making a significant difference to children's lives. The registered manager and staff have positive relationships with children. The staff team is established and experienced; staff work consistently well together, which helps to support the individual needs of the children. This provides children with a sense of security and helps them build trusting relationships.

Leaders and managers ensure that they fully understand children's needs before children move into the home. They consider the needs of the children already living in the home to make sure that the children can live safely together. As a result, children settle, have positive experiences and live in the home for a long time.

Leaders and managers know the service's strengths and weaknesses well and put action plans into place. They learn from inspections, ongoing monitoring and training. Monitoring systems are effective, and there is a continuous plan to improve the service as a whole.

Leaders and managers promote tolerance and inclusivity. There is good attention to the identity and diversity needs of children, such as their culture, dietary needs, religious practices and communication needs.

Staff morale is high. Staff say that they are 'valued, respected and well supported'. Staff receive good-quality training that is research-based and relevant to children's particular needs. Staff work as a team to embed this training in their everyday practice. They have regular supervision sessions and team meetings that are child-focused. This offers opportunities for learning and supports staff to provide an excellent quality of care for children.

Children's records are of superior quality. They are written in a way that children can read easily and gain a good understanding of their experience in the home.

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: SC007284

Provision sub-type: Children's home

Registered provider: Horizon Residential Children's Home

Registered provider address: 46 The Ridgeway, North Harrow, Harrow,
Middlesex HA2 7QN

Responsible individual: Mehnaaz Chaudhary

Registered manager: St Simmons Muhammad

Inspector

Melvin Davies, Social Care Inspector

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