

SC008600

Registered provider: New Horizons (Stockport) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private provider. It is registered to provide care for up to 6 children with social and emotional difficulties.

There were 3 children living at the home at the time of the inspection.

There is no registered manager in post.

Inspection dates: 21 and 22 April 2026

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 23 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2025	Full	Good
18/06/2024	Full	Requires improvement to be good
14/11/2023	Full	Requires improvement to be good
23/08/2023	Full	Inadequate

Summary of findings

Children are warmly welcomed into the home. Children's views are listened to, they are encouraged to learn, engage in activities and spend time with people who are important to them.

Risks for children are well understood. Staff know what action to take when children go missing from home. They provide support and work collaboratively with other professionals.

Staff help children who are struggling with their emotions to feel more settled.

Despite the provider's best efforts, they have been unable to recruit a permanent registered manager for over 12 months. Action has been taken to provide interim management oversight and support for children and staff. However, this does not mitigate the impact of the absence of a consistent permanent manager within the home.

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with staff. They can share their views, wishes and feelings openly without fear of being judged. One child now spends most of their time in the main living areas of the home and enjoys spending time with staff. This has helped to build the child's self-esteem and confidence.

Children are encouraged and supported to engage in learning. Staff support children's school attendance. When there are attendance issues, staff talk to children about this and advocate on their behalf to consider alternative learning provisions. One child attends college and has ambitions for the future.

Leaders and managers give careful consideration to children when they move into the home. Where possible, children are supported to move into the home in a planned way. They are able to meet with staff in advance, and their families are involved in the plans. This helps children to feel settled and safe.

Children are supported to maintain relationships with family and friends. Family and friends are welcomed into the home and able to spend time with children enjoy a meal, playing games or watching films. Staff also support children to spend time safely with their families in the community.

Children are encouraged to develop their hobbies and interests. Staff are proactive in exploring children's interests and understand the need for daily structure and routine. Children enjoy watching films, going shopping, cooking meals and going to the seaside.

Children are involved in personalising the home environment, including their bedrooms. Staff keep the home clean and tidy. However, some areas of the home appear tired and there is general wear and tear that has not been adequately maintained.

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

Staff respond effectively when children go missing from home. They are proactive in trying to contact and locate children when they are missing. Staff work with other professionals and carers to try to establish children's whereabouts so they can be brought home safely.

Allegations are appropriately managed and referrals are made to external safeguarding professionals when required. Internal investigations are detailed and thorough. Children know how to raise complaints about the care they receive without fear of judgment, and they can talk openly with staff about their feelings. Outcomes of investigations are appropriate and proportionate.

Staff understand the individual risks to children. There are clear risk assessments in place which provide detailed information about children's risks, emerging behaviour and clear actions for staff to follow to help to manage and reduce risks for children, which helps to keep children safe.

Children who experience difficulties with their emotional wellbeing are supported by staff who create a safe and trusting environment. Children feel confident to talk openly with staff and are supported to express their feelings safely. Staff work effectively with external professionals to ensure that children receive the right help to reduce risks. As a result, one child who previously struggled to attend appointments has been successfully supported to engage with CAMHS and now consistently attends all sessions.

Staff spend time talking to children about the risks posed to them to help them to understand the concerns and make informed decisions. When concerns were identified about substance misuse for one child, staff addressed this openly with the child and made timely referrals for appropriate support to address the concerns. As a result of this proactive and consistent approach, the risks have significantly reduced and there have been no further concerns.

The effectiveness of leaders and managers: requires improvement to be good

There has been no registered manager of the home for over 12 months. Although the provider has attempted to recruit a suitable manager, they have not succeeded in appointing someone who is committed to registering with the regulator. Despite this, the provider has implemented interim arrangements to strengthen management capacity. The responsible individual and the head of care provide regular oversight and support staff on a day-to-day basis. While these measures have helped maintain basic operational stability, they do not fully compensate for the absence of a permanent registered manager.

Extensive in-house training is available to all staff to ensure that they have the necessary skills to care for children. Leaders and managers ensure that staff receive training tailored to the identified needs and risks of the children in their care.

New staff are supported through an induction and probationary period. They say that they feel well supported and welcome at the home. Staff find the induction training beneficial and useful for their learning and development. Leaders and managers ensure all necessary checks are completed for new staff as part of safer recruitment. This ensures that children are cared for by adults who are safe.

Leaders and managers have a clear understanding of the children's progress. They complete regular reviews of the quality of care provided, including identifying areas for improvement in staff practice. The independent person completes monthly visits to the home to identify if children are effectively safeguarded and their wellbeing is promoted. Any recommended actions from the independent visits are addressed quickly.

Leaders and managers have oversight of serious incidents. They talk to children and staff about events and provide reflective evaluations to ensure that guidance about managing behaviours is provided. However, they do not always inform the regulator promptly. This reduces the regulator's oversight of serious events in the home.

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
A person may only manage a children's home if— the person is of integrity and good character; having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children— the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children; and the person is physically and mentally fit to manage the home; and full and satisfactory information is available in relation to the person in respect of each of the matters in Schedule 2. For the purposes of paragraph (1)(b)(i), a person has the appropriate experience and qualification if the person has— within the last 5 years, worked for at least 2 years in a position relevant to the residential care of children; worked for at least one year in a role requiring the supervision and management of staff working in a care role; and by the relevant date, attained— the Level 5 Diploma in Leadership and Management for Residential Childcare (England) ("the Level 5 Diploma"); or a qualification which the registered provider considers to be equivalent to the Level 5 Diploma. The relevant date is— in the case of a person who starts managing a home after 1st April 2014, the date which falls 3 years after the date on which that person started managing a home; or	4 June 2026

in the case of a person who was managing a home on 1st April 2014, 1st April 2017. The registered provider may defer the relevant date if the person— does not manage, or has not managed, a home for a prolonged period; or manages, or has managed, a home on a part-time basis. (Regulation 28 (1)(a)(b)(i)(ii)(c) (2)(a)(b)(c)(i)(ii) (3)(a)(b) (4)(a)(b)) Leaders and managers must ensure that there is a suitability qualified and experienced manager in post who must apply to register.	
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home’s statement of purpose; ensure that staff— ensure that staff— understand and apply the home’s statement of purpose; provide to children living in the home the physical necessities they need in order to live there comfortably; ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(iv)(c)(i)(ii))	4 June 2026

In particular, leaders and managers must ensure that the home is well-maintained.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; and must be made or confirmed in writing. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e) (5)(a)(i)(ii)(b) (6)) Leaders and managers must ensure that they notify the regulator about all serious incidents involving the police immediately.	4 June 2026

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: SC008600

Provision sub-type: Children's home

Registered provider: New Horizons (Stockport) Limited

Registered provider address: 154-156 Buxton Road High Lane, Stockport, Cheshire SK6 8EA

Responsible individual: Bharati Parikh

Registered manager: Post vacant

Inspector

Sarah Probert, Social Care Inspector

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