

SC020611

Registered provider: New Horizons Childcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered for up to three young people, aged between eight and 17 years old, who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager is suitably qualified and holds a level 5 diploma qualification in leadership and management. The manager was registered with Ofsted in April 2017.

Inspection dates: 14 to 15 August 2018

Overall experiences and progress of children and young people, taking into account **good**

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

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

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 February 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/02/2018	Interim	Improved effectiveness
06/06/2017	Full	Good
10/10/2016	Full	Requires improvement
07/07/2016	Full	Inadequate

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, 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 health and well-being standard is that— the health and well-being needs of children are met. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10(2)(c)) In particular, ensure that when health appointments are cancelled these are followed up and rebooked.	12/10/2018
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that promotes children's welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(b)(2)(h))	12/10/2018
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to access and contribute to the records kept by the registered person in relation to the child. (Regulation 14(1)(a)(2)(f)) Specifically, ensure that, when necessary, young people have access to an interpreter so that they are able to understand their records and plans.	14/09/2018
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25(1)(a)) In particular, act on recommendations raised in the home's fire risk assessment, within the required timescales.	17/08/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Young people live in a warm, cosy and nurturing environment. Staff know the young people well and have formed positive relationships with them. Young people told the inspector, 'Staff are friendly and easy to talk to.'

Staff enable young people to maintain safe and positive contact with their friends and family. One young person said, 'I like that I can bring my friends over and have tea with them.' Maintaining friendships supports young people's development and gives young people a sense of belonging and being valued.

Young people make progress in all aspects of their lives, considering their starting points. Staff supported a young person to sit their GCSE exams, and another young person is being supported with their application to join the army. When young people experience problems in school and their education placement breaks down, staff are proactive in looking for alternative provision. Staff are aspirational for young people and persevere to help them to understand the importance of education.

Staff generally meet young people's health needs well. Young people attend all routine health appointments. However, on one occasion staff did not provide enough support to enable one young person to seek specialist advice. This has delayed the young person getting access to this advice, which does not fully promote their well-being.

Weekly young people's meetings with staff give young people the opportunity to express their wishes and feelings. Staff and the manager action requests made by young people. This helps young people to feel valued, and to contribute to the day-to-day running of the home.

One young person has specific language needs. Staff have provided some support to the young person using a 'translator app'. However, this app has limitations and the manager and staff have not advocated for the young person to receive the support of an interpreter, particularly to help him to understand written records. For this young person, it means that he has not always been fully aware of and able to contribute to his written records.

Young people enjoy a variety of activities within their community such as swimming, going to the cinema and go-karting. This helps with their self-esteem and social inclusion.

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

Staff know young people well and understand their risks and vulnerabilities. Consequently, staff can identify any safeguarding concerns to keep young people safe. Staff receive necessary training, and clear policies and procedures provide them with guidance to follow whenever there are concerns about a young person's safety.

There have been no incidents of restraint since the last inspection. Staff have good relationships with young people and use de-escalation techniques effectively, to prevent incidents from escalating. Staff use sanctions that are restorative in nature and help young people to understand and improve their behaviour.

When young people go missing from the home, staff make efforts to contact young people and follow them to try to get them to return safely. Young people also have return home interviews, with an independent person, to talk about why they went missing and what happened when they were away. However, staff do not always record or know the outcome of these interviews, and this is a missed opportunity to use this information to inform risk assessments and strategies to reduce risk.

Safe recruitment practice of permanent and agency staff prevents unsuitable people from working with young people.

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

Inconsistent and sometimes ineffective monitoring does not enable the manager to address shortfalls and develop practice. For example, the manager failed to identify that staff had not made a follow-up appointment for a young person regarding their health. In addition, the manager has not addressed inconsistent record-keeping and factual errors, such as incorrect dates in some missing-from-home logs.

The manager has not reviewed the use of bedroom door alarms for one young person to determine whether these are warranted, given the young person's needs and progress. This means that bedroom door alarms are potentially being used unnecessarily, and this impinges on the young person's privacy.

Health and safety checks are carried out. However, the manager does not act promptly when recommendations are made as a result of these checks. For example, the manager did not address all the recommendations raised in the home's fire risk assessment within the specified timescales. This potentially placed young people at risk of harm in the event of a fire. The manager is now taking steps to remedy this shortfall.

The manager works well with professionals involved with each young person and keeps them updated about young people's progress and any safeguarding concerns. A team manager from a placing authority told the inspector that they were pleased with the level and quality of communication from the manager. Good partnership working ensures that young people's needs are promptly identified, and appropriate support services are put in place.

Staff receive regular supervision, during which they review young people's progress and consider their individual professional development. Staff benefit from a range of training opportunities to help them to develop the skills and knowledge that they need for their role.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC020611

Provision sub-type: Children's home

Registered provider: New Horizons Childcare Ltd

Registered provider address: Maybrook House, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Christine Bird

Registered manager: Adele Boffey

Inspector

Rumbi Mangoma, social care inspector

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