

SC020611

Registered provider: New Horizons Childcare Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned home, registered to provide care and accommodation for up to three young people who have emotional and/or behavioural difficulties.

Inspection date: 21 February 2018

Judgement at last inspection: good

Date of last inspection: 6 June 2017

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

The dedicated staff team meets the diverse needs of each young person. Since the last inspection, young people have left the home and there has been a new admission. The young people in the home are settled and continue to make considerable progress in all areas of their lives.

The young people told the inspector that the staff in their home are 'the best' and they wanted everyone to know about the excellent support that they receive from them. Both of the young people said that the registered manager and the staff understand them. Staff encourage them to express their views and because of this, they trust the staff and the registered manager. As a result, young people feel able to openly discuss their anxieties. The young people said that the staff always do their best.

A social worker told the inspector that her young person, who moved into the home since the last inspection, 'Has received the highest standard of support and guidance since arriving in the home. He has been given the opportunity to be himself and gain

trust in adults again in a safe environment. These positive changes have been down to the persistent hard work and caring nature of all the staff who have consistently worked hard and have been determined in prioritising the young person's needs above anything else.'

The home, local authority and school worked together to ensure education consistency within the first week of the young person being in placement. This ensured that the young person's education placement prior to admission continued.

The registered manager undertakes her own research to gain a better understanding of the issues which are relevant to the young people in her care. She consults with other professionals and has sought further training for staff when needed.

The registered manager has ensured that young people have a care plan, which is reviewed regularly with the local authority. Staff have not ensured, however, that the agreed statutory local authority placement plan is on the young people's files.

The home is nicely furnished to a high standard. The young people have been encouraged to say what changes they want to their home. The young people take pride and feel comfortable in their surroundings. The young people told the inspector that there are regular weekly meetings in the home where they are able to raise any issues. However, they said, 'We don't have to wait if things need to be sorted straight away.'

Staff support young people to maintain links with their own family and develop positive friendships in the local area.

One young person told the inspector that he is now back on track and has grown up. Incidents of going missing from home have reduced significantly. The registered manager has worked with the young person and the local authority in order to achieve this outcome. There have been no incidents of physical intervention, which reflects the mutual respect between staff and young people.

The registered manager has worked hard to support the young people with their education, college and workplace attendance. Preparing young people for independence is a strength of the home and young people are encouraged to develop relevant skills. One young person told the inspector that his aspirations for the future are to save money and travel to different countries, seeking employment with the skills he has acquired through his education and training.

The staff team embraces diversity. For example, staff supported a young person whose first language was not English. The staff were creative and developed their own communication techniques. The staff also made links for him in the local community, which he has retained after moving on to his next placement. The staff supported him in developing his independence skills and worked closely with the local authority during this planned move. Due to his positive experiences at this home, the young person returned to join staff and other young people for his Christmas dinner.

The registered manager has addressed the requirements from the last inspection. She has established good partnerships with the professionals involved and has maintained a stable staff team, which provides stability for the young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2017	Full	Good
10/10/2016	Full	Requires improvement
07/07/2016	Full	Inadequate
27/01/2016	Interim	Declined in effectiveness

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 registered person must ensure that they co-operate with the child's placing authority in agreeing and signing the child's placement plan. (Regulation 17 (1)(2))	04/05/2018

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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

Balsinder Jaspal-Mander, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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