

SC362094

Registered provider: New Horizons Childcare Ltd

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 two young people aged 8 to 17, who have experienced adverse childhood experiences, that have led to associated trauma and presenting complex behaviours. There is an acting manager in post who is not yet registered.

Inspection dates: 18 to 19 September 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 **good**

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

Date of last inspection: 29 November 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/11/2017	Full	Good
07/02/2017	Interim	Sustained effectiveness
23/05/2016	Full	Good
18/01/2016	Interim	Improved 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 recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) and (3)(d)) This relates to ensuring that references are verified properly and are of a satisfactory quality.	23/11/2018
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date. (Regulation 36 (1) (a) (b)) This is with reference to written records for the administration of medication at school.	23/11/2018

Recommendations

- Ensure that there is a workforce plan which details the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding and health and safety and mandatory qualifications). This is with specific reference to training around radicalisation. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

Inspection judgements

Overall experiences and progress of children and young people: good

The home is welcoming and has many photographs throughout of young people having fun. It is very clean and well cared for, encouraging young people to respect their home. The garden is well looked after and has a large trampoline for young people to enjoy.

Staff provide consistent routines based on the individual needs and choices of young people. Staff ensure that clear guidance and boundaries are provided, giving

reassurance to young people. Care plans are very well written; they document young people's progress in line with local authority care plans.

Staff promote the importance of education and help young people with school projects. For example, the young person living at the home has almost 100% attendance for the last academic year. As a result, young people want to achieve and grow in confidence.

Young people's meetings, daily recordings and key-working sessions demonstrate the wishes and feelings of young people. An independent advocate also visits the home, and this enables young people to be a part of the care they receive.

Young people are encouraged to stay healthy. Staff provide healthy food choices and physical activities including swimming, attending the gym, walking and horse riding. Staff are creative in motivating young people. For example, a young person walked over a mile per day during June for a charity.

Young people receive care from a small but dependable staff team. Young people improve their aggressive and challenging behaviours because of the care provided by staff.

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

Staff prioritise the safety of young people. A young person told the inspector that they feel safe living at this home and are very happy. Staff have a good knowledge of safeguarding practices.

There have been no incidents of physical restraint since the last inspection. This is because in-depth and well-written behaviour management plans inform staff practice. Staff are highly skilled at using de-escalation, which minimises potential upset to young people.

There has only been one episode of going missing since the last inspection. Staff make sure that young are closely supervised and positive relationships with staff help reduce episodes of going missing.

There have been no medication errors since the last inspection and the medication policy has been reviewed. However, records were not available of medication administered by school staff for a young person. Therefore, staff cannot be sure this medication has been given as required.

The effectiveness of leaders and managers: good

Since the last inspection, the previous manager has left the home. The deputy manager has been recruited to the manager post and is in the process of applying to Ofsted for registration. The current manager ensures that regular good-quality supervision is provided.

All staff are up to date with their mandatory training and records are very clear to ensure effective oversight. However, not all staff have completed training on radicalisation. As a result, staff lack an awareness of how to manage any potential risks to young people in this area of practice.

The staff team is very experienced and committed to providing high-quality care. Staff feel well supported by the manager and responsible individual. Managers make sure that monthly team meetings take place to share knowledge and updates about practice.

No new staff have joined since the last inspection. However, when reviewing recruitment files, the inspector found that the verification of references for one staff member was not clear enough. In addition, references were not of a good enough quality. This could mean that children are at risk if recruitment processes are not followed properly and reviewed by the manager.

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: SC362094

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: Post vacant

Inspector

Anna Gravelle, social care inspector

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