

SC386837

Registered provider: New Horizons (Stockport) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to two children who experience social and emotional difficulties.

At the time of this inspection, two children were living at the home.

The manager registered with Ofsted in March 2009.

Inspection dates: 9 and 10 April 2025

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

Date of last inspection: 28 May 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/05/2024	Full	Requires improvement to be good
14/03/2023	Full	Inadequate
13/01/2022	Full	Good
10/03/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The inspector received feedback from both children living at the home.

There have been no changes to the children living at the home since the last visit. This has provided consistency for the children and allowed them to build relationships with the staff.

Children are actively involved in their care, and their views, wishes and feelings are regularly sought and acted on. This ensures that children feel listened to, respected and involved in their own futures.

Despite ongoing encouragement and incentives, staff have struggled to encourage both children to attend their schools consistently. However, the manager and staff have worked closely with school staff and advocated well for the children to help them reach their potential. This has included arranging tuition and escalating the need for one child to have an education, health and care plan. Despite children's low attendance, there have been successes for them to be proud of due to the support that the staff have provided. For one child, attendance has improved since they moved into the home. Another child has been able to sit exams at a pace suitable for them. Additionally, both children have secured college placements and are excited to start their courses.

The home environment is well maintained and clean. There are photos of the children throughout, including one of the children and staff after completing a charity mud run. However, one child's bedroom was particularly untidy at the time of the inspection.

Staff support the children's relationships with their families. One child is now able to have overnight stays with a parent, and they have had the time and opportunity to strengthen their relationship. The staff understand the importance of children's friends in their lives. Staff promote healthy relationships and manage concerning friendships safely.

One child has enjoyed a holiday with their friend and their family, and it is hoped that this will happen again this summer. Children have enjoyed activities such as a football stadium tour and watching their favourite player during a match. In addition, children enjoy shopping, going to the cinema and visiting places where there are animals.

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

Very recently, there has been a reduction in children leaving the home and not returning on time. The staff have already identified this as positive progress and celebrated with them. Both children say they feel safe living at the home and that the staff frequently call them when they are out to check if they are alright. However, overall, there has been a rise in the number of incidents requiring children to be reported to the police.

The staff response during such incidents is robust. Thorough records indicate that the staff actively try to disrupt children's plans, which includes following them, challenging adults, such as taxi drivers and hoteliers, blocking roads, working closely with other professionals and always ensuring that they collect children when they have been located. One professional said, 'They are doing everything they can to keep [name of child] safe.' Additionally, one parent said, 'They are like CID.'

The staff show professional curiosity. As a result, they have been able to quickly identify individuals of concern, develop connections and share information. Staff work hard to maintain children's safety and well-being. The staff have a thorough understanding of children's risks. They can identify indicators of concern and have a good knowledge of safeguarding procedures.

The manager ensures that the necessary and appropriate multi-agency meetings aimed at safeguarding children take place, and she has successfully escalated the need for these on occasions.

Incidents in the home are rare. This demonstrates that the staff have good relationships with the children and are skilled at de-escalation. The staff understand the models of care and use them well, and this is evidenced throughout. If there are grounds to search a child's bedroom, this is done sensitively. However, the manager does not use the local police to help children reduce offending behaviour.

The manager ensures that she follows safer recruitment processes to minimise the risk of unsuitable people working with children.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced and has managed the home since 2008. A deputy manager supports her. Together, they have improved the quality of care provided to children.

The manager has good oversight of children's experiences. Management evaluations of incidents are thorough. The manager quickly identifies and addresses any issues with staff practice to ensure that change is brought about swiftly.

The independent person visits the home monthly. Reports are positive. However, they do not include feedback from the children's families. This is a missed opportunity to make further improvements to the quality of care.

The staff report feeling supported and receiving regular feedback on their practice during supervision sessions. Regular team meetings provide the staff with the information that they need to support the children effectively.

There have been two complaints made by children, which the manager has addressed quickly and satisfactorily.

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
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a))	6 June 2025

Recommendations

- The registered person should ensure that routines are in place for checking and cleaning children's bedrooms on a regular basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.20)
- The registered person should establish and maintain effective working relationships with local police services to help children reduce offending behaviours and understand the risks associated with them. ('Guide to the Children's Homes Regulations, including the quality standards', page 38, paragraph 8.5)

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: SC386837

Provision sub-type: Children's home

Registered provider: New Horizons (Stockport) Limited

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

Responsible individual: Bharati Parikh

Registered manager: Amie Evans

Inspector

Kerri Lynch, Social Care Inspector

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