

SC386837

Registered provider: New Horizons (Stockport) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run children's home, providing care for up to two children with social, emotional and learning difficulties. No children were living in the home at the time of the monitoring visit.

The manager registered with Ofsted in 2009.

Inspection date: 21 November 2023

This monitoring visit

The visit took place after a three-month condition was imposed due to concerns around the operation of the home. This enabled the provider to consider the role of the registered manager, the operation of the home and the ethos and vision of the home. The home has complied with the condition.

The registered manager has returned to work. She has a new staff team and has designed systems that will improve her management oversight. Most of the staff have relevant experience. The registered manager is in the process of finalising recruitment checks for the new staff who will join the team. This will ensure that they are safe to work with children.

The registered manager has implemented a development plan that she reports will be kept under review. This will identify areas of practice that require improvement, with clear actions and timescales. The registered manager has developed an induction plan for all staff. As part of the induction, a meeting is planned to discuss expectations of the role of care staff and their responsibilities.

The home environment has improved. The lock on the kitchen door has been removed, allowing children access to all areas of the home. The bathroom and toilet area have been refurbished and children's bedrooms have been redecorated.

Previous concerns about mould in the home and damaged furniture have been addressed. The home presents as comfortable, clean and free from damage.

The manager has reviewed policies and procedures, along with induction processes. The new processes will encourage staff to listen to the views of children and support an open and transparent culture. Staff have attended training on managing allegations and whistle-blowing. This will improve care practices. The manager and responsible individual have received additional training as designated safeguarding leads.

As sufficient steps have been taken since the condition was imposed, Ofsted has agreed to remove the condition. The previous requirements were not considered at this visit but will be reviewed at the next inspection. The home is ready to provide care for children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2023	Full	Inadequate
13/01/2022	Full	Good
10/03/2020	Full	Good
15/08/2018	Full	Good

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(d)) This requirement was not reviewed and is restated.	22 May 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and	22 May 2023

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)(g)(ii)(h)) This requirement was not reviewed and is restated.	
The care planning standard is that children— receive effectively planned care in or through the children’s home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose;	31 May 2023

that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)) This relates specifically to ensuring that the statement of purpose reflects the individual risks of children being cared for. This also relates to when children move into and out of the home and that this is a positive experience for them. This requirement was not reviewed and is restated.	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally;	31 May 2023

maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement; raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; help each child to attend education or training in accordance with the expectations in the child's relevant plans; and that each child has access to appropriate equipment, facilities and resources to support the child's learning. (Regulation 8 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(x)(b)) This relates specifically to ensuring that children are engaged and attending education, and that staff understand the reasons why a child may be refusing to attend and make arrangements to minimise this disruption. This further relates to when a child is not attending education that the staff are supporting education within the home to complete education set by schools, and that the children and staff have a structured plan of education. This also relates to staff ensuring that they communicate with education providers and ensure that children receive the assessments they need. This further relates to ensuring that children have the resources and equipment needed to complete education. This requirement was not reviewed and is restated.	
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;	31 May 2023

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— ensure that staff— protect and promote each child's welfare; treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; provide to children living in the home the physical necessities they need in order to live there comfortably. make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iii)(iv)(v)(vii)(ix)) This relates specifically to ensuring that children are provided with an advocate to protect and promote their welfare. This also relates to children being supported when they find something difficult. This also relates to children being able to access the local community independently and appropriately. This further relates to children being provided with new furniture when required to ensure that they are comfortable. This requirement was not reviewed and is restated.	
The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and	31 May 2023

any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv)) This relates specifically to the removing of locks on communal doors. This also relates to the use of bedroom door alarms being monitored and reviewed. This requirement was not reviewed and is restated.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record	31 May 2023

confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(a)(b) (3)(a)(vii)(b)(i)(c)) This relates specifically to children being informed that room searches have been completed and that these have been evaluated for effectiveness. This requirement was not reviewed and is restated.	
The registered person must— The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c)) This requirement was not reviewed and is restated.	31 May 2023
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c)) This relates specifically to ensuring that children receive outcomes from investigations that are impacting their well-being. This requirement was not reviewed and is restated.	31 May 2023
The registered person must notify HMCI and each other relevant person without delay if— 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. (Regulation 40 (4)(b)(c)) This relates specifically to ensuring that the regulator is made aware of any incident of police involvement or any allegation that a child makes against a staff member.	31 May 2023

This requirement was not reviewed and is restated.	
A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation 44 (3) (4)(a)(b)) This relates specifically to reports identifying whether the visit is announced or unannounced. This further relates to the visitor identifying issues that affect whether a child is safeguarded and their well-being is promoted. This requirement was not reviewed and is restated.	31 May 2023

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC386837

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: Amie Evans

Inspector

Sylvia Eboigbe, Regulatory Inspection Manager

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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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