

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.

The manager registered with Ofsted in 2009.

Inspection date: 25 May 2023

This monitoring visit

During a full inspection on 14 and 15 March 2023, inspectors identified significant shortfalls in both safeguarding practice and leadership and management. As a result, two compliance notices were issued, under Section 22A of the Care Standards Act. These related to regulation 12, the protection of children standard and regulation 13, the leadership and management standard. A restriction notice was also served. A monitoring visit then took place on 25 April 2023. Insufficient action had been taken to address the compliance notices, and so the restriction notice remained in place.

Inspectors were aware that serious child protection allegations were being investigated by the appropriate authorities. As Ofsted does not have the power to investigate allegations of this kind, and due to an ongoing investigation, actions taken by the setting in response to the allegations were not considered at the time of the inspection to inform inspectors' judgements.

The focus of this visit was to ensure that the provider has adhered to the restriction notice. No children have lived in the home since the notice was served. The responsible individual and director have made the decision to recruit and train a new staff team. In addition, the registered manager was not working in the home at the time of the visit.

The responsible individual has made a decision to renovate some areas of the home, including the kitchen and bathroom. This means that the environment will be more comfortable when children move in.

Ofsted has imposed a condition on the provider's registration that means that they need to notify Ofsted three months in advance of when they are ready for children to move in. This will allow the provider a period of time to complete the necessary renovations and recruit and train a staff team.

The other requirements were not considered at this visit but will be reviewed at the next inspection.

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 with 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; maintain regular contact with each child's education and training provider, including engaging with the provider and	31 May 2023

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; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.	31 May 2023

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

Inspectors

Sylvia Eboigbe, Regulatory Inspection Manager

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