

SC386837

Registered provider: New Horizons (Stockport) Limited

Full inspection

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 and emotional difficulties. Two children were living in the home at the time of the inspection.

The manager registered with Ofsted in 2009.

Inspection dates: 28 and 29 May 2024

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 14 March 2023

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

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. Subsequently, Ofsted imposed a condition that meant the provider was required to give three months' notice before a child moved in. Following a monitoring visit on 21 November 2023, it was agreed that sufficient steps had been taken since the condition was imposed and the condition was removed.

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

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Two children have moved into the home since it reopened in February 2024. These moves were well planned, and the manager had thoroughly assessed the children's needs by speaking with other professionals. Additionally, the staff team was well prepared to welcome the children and staff were provided with the information that they needed.

Children like living in the home and say that they like the staff. One social worker has noticed the positive impact living at the home has had on her child. She said the child has built good relationships with the staff and has settled in well. 'Miracles do happen,' she added.

The home is clean and tidy and has recently had a new bathroom fitted, along with new carpets. The manager has a good system in place for monitoring maintenance issues. However, despite her requests, there is still work to be done to the roof. It has been reported that tiles have fallen from the roof, which could cause significant injury to people using the garden. Additionally, replacement door panels required for external doors and issues with the water pressure have not been addressed.

One child attends a local high school, and their attendance is slowly improving. The manager ensures that children have the equipment that they need to complete their homework and revision. For another child, education has been difficult. However, the manager ensured that there was tuition in place until an appropriate school was agreed. During this time, staff assisted by supporting the tutor to understand the child and helping to develop a timetable and incentives. Once an appropriate school was found, the manager and staff worked hard to encourage the child to attend and made the transition to school as smooth as possible.

Children's health needs are well met, and appropriate referrals have been made. The manager ensures that children receive the services and assessments they require and encourages children to engage with them, even when they find this difficult.

Staff support children to maintain their relationships with families and friends. The staff understand the importance of this and work with the child and their placing authority to agree robust plans that keep children safe without compromising support networks.

The staff have a good understanding of the children. They have regular supportive and nurturing conversations with children that aim to support their progress towards clearly identified targets. As a result, children have made progress from their starting points.

How well children and young people are helped and protected: requires improvement to be good

Since the last inspection, there have been improvements to staff practice and systems that help to keep children safe. There has been no use of restraint and staff use de-escalation techniques in line with children's support plans. Children have positive relationships with the staff.

There has been one allegation made against a staff member. The manager ensured appropriate action was taken and this was shared with relevant professionals. However, when reviewing other incident records, the manager failed to identify when a child raised concerns about a staff member and a member of the public. The child was supported at the time of incident but the lack of oversight from the manager meant that the child was not offered an opportunity to raise their concerns further.

When children are reported missing from home, the staff respond appropriately. This includes actively looking for the child and maintaining contact with family members and professionals to continually try and locate the child. Staff request return home interviews when children return home. However, these are not always provided. This means that there are missed opportunities for professionals to understand in a timely manner what the child experienced during their time away from the home.

Staff only search children's rooms when necessary and the searches are carried out respectfully and with the child's knowledge. The use of positive consequences and incentives outweighs the use of negative consequences. However, when negative consequences are used, children are asked for their views and the manager evaluates the consequences for effectiveness.

The manager has completed a thorough review of location of the home in which she has identified risks in the area and how these could impact children. However, she has not included relevant information from other relevant people, including the police, to ensure that the assessment is robust.

Staff are recruited safely. The manager ensures that robust checks are completed before staff start working in the home. This ensures that the staff are safe to work with children.

The effectiveness of leaders and managers: requires improvement to be good

The manager is suitably experienced and qualified. The staff team consists mainly of senior workers, all of whom have the relevant qualification. The use of agency staff is rare as the manager uses staff from the wider organisation to cover gaps. This ensures that there is consistency for the children.

The manager notifies the regulator of significant incidents. However, one notification was received late. This related to the dismissal of a staff member and a referral to the Disclosure and Barring Service. This reduces the regulator's oversight of what is

happening in the home. Additionally, the statement of purpose contains some inaccurate information and information about staffing is not kept up to date.

The staff say that they feel supported and are receiving regular supervision. Team meetings are held monthly. These are thorough and child-centred and notes are made available for those staff who were not present, so they have the information needed to support the children.

There has been one complaint made by a neighbour, which was addressed appropriately by the manager and demonstrated the good working relationships that the manager has with the local community.

The staff comment positively on the training they have received. They also have the support of a clinical psychologist. However, not all staff have attended training that would support them with their skills and knowledge to meet the specific needs of the children, including complex safeguarding and attachment and trauma-informed care.

The manager has taken the necessary steps to meet the requirements made at the last full inspection.

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 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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; 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)(c)(g)(ii)(h)) This relates specifically to ensuring that staff have the skills and knowledge to meet children's individual needs. This further relates to the manager identifying and acting on concerns raised by children and any shortfalls in staff practice when reviewing records.	11 July 2024
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;	11 July 2024

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 the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) This relates specifically to repairs being made to the roof, so that children are not harmed when using the garden. This further relates to ensuring that maintenance issues that are raised are completed in a timely manner.	
The registered person must notify HMCI and each other relevant person without delay if— there is any [other] incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	11 July 2024
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b)) This relates specifically to ensuring that the statement of purpose is current and factual.	11 July 2024

Recommendations

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)
- The registered person should ensure that the review of premises includes consultation with relevant people to identify any risks and opportunities presented by the home's location and strategies for managing these. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)

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: 154-156 Buxton Road High Lane, Stockport, Cheshire SK6 8EA

Responsible individual: Bharati Parikh

Registered manager: Amie Evans

Inspectors

Kerri Lynch, Social Care Inspector
Sally Croft, 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
W: www.gov.uk/ofsted

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