

# SC475347

Registered provider: Horizon Care and Education Group Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

**Inspection dates: 18 and 19 November 2025**

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 17 December 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 17/12/2024      | Full            | Good                 |
| 29/08/2023      | Full            | Good                 |
| 02/11/2022      | Full            | Good                 |
| 17/08/2021      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

At the time of this inspection, two children were living in the home and have done so for a significant period. Staff have formed nurturing and trusting relationships with the children, which help them feel safe and secure. Both children were able to identify staff members they feel care about them and would approach for support during times of need. These positive relationships have contributed to a period of stability for the children.

Staff actively promote the children's education and maintain a consistent approach to ensure good school attendance. The manager works closely with external professionals to secure fair opportunities for the children. For example, the manager successfully challenged a delayed start date for one child, enabling the child to begin school at the same time as their peers. Both children are now fully engaged in formal education and follow a full timetable.

Children's health needs are well supported. They attend regular health appointments, and staff respond promptly when concerns arise. The manager advocates effectively for the children, ensuring they receive appropriate assessments and interventions to address emerging health needs.

Staff encourage social inclusion and support the children to participate in community activities and spend time with friends. Both children regularly enjoy trips and activities, and staff nurture new interests, enabling the children to try different hobbies, such as Scouts, rollerskating, dog walking and gymnastics. These opportunities have strengthened the children's social skills and helped them to form new friendships.

Partnership working is strong. Professionals provided unanimously positive feedback, recognising the quality of care and the staff's commitment to understanding the children's needs. This collaborative approach has supported the children's progress.

The home environment reflects the children's presence, with photos displayed in communal areas. However, some aspects of the décor are tired, and the carpets are stained and worn. These areas detract from the otherwise homely atmosphere and do not fully support the home's ethos of providing a warm and welcoming environment.

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

Managers and staff have a comprehensive understanding of the children's needs and associated risks. They use this knowledge to plan ahead and reduce potential harm. When new vulnerabilities are identified, staff respond proactively and implement strategies to ensure the children remain safeguarded. As a result, incidents are minimal, and both children told the inspector that they feel safe.

When children leave the home without permission, staff consistently follow agreed policies and procedures. Incident records show that staff actively search for the children and liaise with the police to assist. This multi-agency approach ensures that the children return home safely at the earliest opportunity.

Staff demonstrate a strong understanding of online risks and have effective measures in place to keep children safe. An internet security application is installed on the children's phones, alerting staff to any inappropriate activity. When concerns arise, staff take proportionate action to mitigate further risks. They use creative and playful approaches to deliver direct work on sensitive topics, helping children develop awareness of online dangers and strategies to avoid them.

The use of sanctions is minimal. Staff adopt a restorative approach that focuses on repairing harm and promoting positive behaviour. The manager and staff benefit from guidance provided by the internal clinical team, which helps them to understand the children's behaviours and adapt responses so that children feel supported and understood.

Physical intervention is rarely used. Records show that staff primarily use de-escalation techniques to manage challenging situations. In one incident, physical intervention was not considered necessary or proportionate. Another incident highlighted a short delay in a child receiving medication because staff were managing behaviours that were difficult to control.

### **The effectiveness of leaders and managers: good**

The registered manager has had a planned leave of absence, during which the home has been overseen by the interim manager, who led this inspection. Together, the management team share a clear vision that places positive experiences for children at the centre of practice. The interim manager is highly motivated and committed to driving improvement. They welcome advice and act promptly on recommendations. Their child-focused ethos is evident in all aspects of the home and is embedded throughout the staff team. The interim manager is persistent in advocating for the children, including securing independent advocacy services. This has strengthened the children's ability to express their wishes and has improved outcomes.

Children benefit from care provided by a stable and dedicated staff team who work hard to build meaningful relationships. The manager challenges poor practice respectfully and constructively. Staff receive regular, detailed supervision, and practice issues are addressed promptly, which improves the quality of care. Staff morale is high, and they speak positively about the managers, describing them as approachable and supportive.

New staff are recruited safely and receive a thorough induction. Their probation is regularly reviewed, and additional supervision is provided to maintain high standards. Where practice has failed to meet expectations and improvement has not been

achieved, the manager has ended probation to ensure children are cared for by suitable adults. Team meetings are interactive and promote reflective discussion, often leading to positive changes in the home. Staff training is prioritised so that practice remains current and responsive to children's needs.

The interim manager uses effective systems to monitor and review the quality of care. They have a clear understanding of the home's strengths and areas for development. Incident records demonstrate detailed management oversight and follow-up actions to prevent recurrence. This robust approach contributes to the continuous improvement of the care provided to children.

## 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        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii))</p> <p>This relates to ensuring that the areas of the home such as worn carpets and tired furniture are improved.</p> | 1 January 2026  |
| <p>Restraint in relation to a child is only permitted for the purpose of preventing—</p> <p>injury to any person (including the child);</p> <p>serious damage to the property of any person (including the child); or</p> <p>a child who is accommodated in a secure children's home from absconding from the home.</p> <p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b)(c) (2))</p>                                                                                                                                                                                                                                                                                                                                                               | 1 December 2025 |

## **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:** SC475347

**Provision sub-type:** Children's home

**Registered provider:** Horizon Care and Education Group Limited

**Registered provider address:** C/O DWF Company Secretarial Services Limited, 1 Scott Place, 2 Hardman Street, Manchester M3 3AA

**Responsible individual:**

**Registered manager:** Razia Begum

## Inspector

Latoya Morgan, Social Care Inspector

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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