

SC483710

Registered provider: Horizon Care and Education Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company and provides care for up to three young people with emotional and social difficulties. The registered manager has been in post since January 2019 and is due to complete the relevant qualification this month.

Inspection dates: 3 to 4 December 2019

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 18 February 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2019	Full	Good
24/01/2018	Interim	Improved effectiveness
19/04/2017	Full	Good
19/10/2016	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff fully understand the needs of each individual young person and provide exceptional personalised care to help them to reach their potential. For example, one young person lacked confidence and found it difficult to accept compliments. Staff used the young person's love of Korean culture to help to improve her self-esteem and confidence. They wrote inspirational and encouraging messages in Korean for her, and this has helped her to develop a better self-image and confidence.

Detailed care plans provide aspirational targets for young people, and regular key-work sessions ensure continued learning and development to help them to achieve these targets.

Staff's advocacy for young people is inspiring. They have tenaciously fought for the wishes and feelings of young people about their long-term placement in the home. They have supported and encouraged young people, giving them the skills and confidence to speak up in court about their care. Equally, staff advocate for young people who are moving on from the home, ensuring that the right support is in place before they leave.

Young people make exceptional progress in all aspects of their lives. Those who were previously out of education for long periods now receive full-time education. One has achieved several GCSEs and is now attending college. Attendance rates have soared, with one young person's attendance increasing from 12% to 100% since living in this home.

Staff identify the links between emotional well-being, confidence, presentation and physical health. They work with young people to address any underlying concerns associated with issues such as eating habits and personal hygiene. They support young people to understand their emotions and feelings and build their confidence and self-esteem. Young people enjoy taking a member of staff's dog for a walk, and this encourages them outdoors to take part in other activities. A young person who previously lacked confidence to leave the house now attends a range of activities in the community and has been on a holiday with staff and the other young people.

Staff provide excellent support for young people to see their family, whatever distances are involved.

Young people are prepared for when they leave the home. An excellent programme, delivered by competent staff, provides young people with a range of skills to prepare them for independence.

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

Young people are increasingly safe because of living here. Staff understand the individual risks and vulnerabilities of young people and how to manage these risks effectively to

keep young people safe. There are no incidents of young people going missing from the home. Young people with a history of repeated self-harm learn how to express themselves in different ways and to seek help from staff. As a result, self-harm is a very rare occurrence.

Concerns regarding racist, sexualised behaviour and inappropriate access to social media have been thoroughly addressed with young people through key work with staff, complemented by the education programmes provided by the police and youth offending services. Every possible solution is sought to educate young people rather than to criminalise them.

Staff's learning from incidents is outstanding. Detailed incident packs provide a thorough account of both the incident and all of the debriefings with staff and young people. This helps staff to identify the triggers, patterns and trends and to discuss different strategies to use to prevent further incidents. As a result, the use of physical intervention is decreasing substantially, and young people understand their own behaviour.

Young people build trusting relationships with staff. The nurture and warmth that they receive from staff, combined with the appropriate structure and boundaries, help them to settle and be calm. Young people with a history of poor sleep now feel comfortable in their own bedroom. Night-time routines help young people and they sleep well. Young people also feel confident to disclose historic issues and begin to understand their feelings about past incidents.

The manager keeps up to date with any concerns within the neighbourhood. She regularly reviews the crime statistics for the area and, if there are any spikes in incidents, she discusses any potential impact with the local police community support officer. She ensures that staff receive regular updates regarding any community safety matters.

The effectiveness of leaders and managers: outstanding

The registered manager has exceptional organisational skills and is an inspirational leader. Much of her work is seen by the organisation as an example to other teams. She continues to develop her own knowledge and is due to complete the level 5 diploma this month. In addition, she is taking further qualifications in relevant topics to improve her knowledge and skills.

The staff team is diverse, with a range of skills and experiences. All staff are either qualified or due to complete within the appropriate timescales. Previous shortages in staffing have been addressed. The team is committed, skilled and highly motivated.

Staff support and development is superb. Training is provided on an extensive range of topics, including those specific to the needs of the young people in the home. Support is sought from those professionals already working with the young people. This ensures a bespoke package of training, providing consistent approaches to support the individual. Any training completed online is discussed, as a team, to share their understanding and

reflect on their own practice.

Staff receive regular supervision that is both supportive and challenging. They are encouraged to undertake additional research into relevant topics to help them to continue to develop. Staff meetings provide both a forum for sharing practice and opportunities for the team to forge strong, trusting working relationships. Staff understand each other's skills, strengths and areas to develop, and provide excellent peer support. The manager is building a strong and competent team and equipping members with the skills and knowledge to progress their careers into leadership roles.

The monitoring by the manager is excellent. Young people are fully involved in the review of their care and provide regular feedback to the manager. Case management by senior staff and their support of the key-work teams ensure that quality work continues and that young people continue to make outstanding progress.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC483710

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

Registered provider address: Venture House, Unit 12, Prospect Business Park,
Longford Road, Cannock WS11 0LG

Responsible individual: Emma Carrington

Registered manager: Victoria Davies

Inspector

Judith Longden, social care inspector

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