

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 children with emotional and social difficulties.

The home is led by an experienced registered manager.

Due to COVID-19, at the request of the Secretary of state, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 30 November and 1 December 2021

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: 3 December 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2019	Full	Outstanding
18/02/2019	Full	Good
24/01/2018	Interim	Improved effectiveness
19/04/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children grow in confidence and develop self-esteem because they are so well cared for by staff. The staff have an in-depth knowledge of each child. This means the overall quality of care provided to children is exceptional. Children take pride in their achievements, no matter how small or large these may be. The staff are highly competent and confident in their ability to meet children's complex needs. Children's progress is outstanding across all areas of their development.

Children are motivated to learn and succeed in education. Staff advocate strongly for children in their education provision, to make certain children receive the help and support they need to make progress. For example, children have increased their time in lessons and some children have progressed onto college courses. Staff encourage and support children to have positive educational experiences; this is part of the culture of this home. Consequently, children achieve in their learning.

During the COVID-19 pandemic restrictions, the children developed strong bonds with each other and staff. The children experienced a wide range of activities and had a lot of fun. For example, staff arranged a graduation ceremony for children who had passed their exams. There is a real sense of emotional warmth shown by staff toward the children. This helps to build trusting relationships that continue even when children have left the home.

The staff work closely and proactively with healthcare services to ensure children receive the healthcare they need. Additionally, staff receive consultation and guidance from these services, which helps to improve their responses to children's health needs. Staff are creative and can adapt to children's changing and emergent health needs. Children overcome health barriers because of this approach.

Children thrive and make excellent progress with their development. The care practice of the staff team is guided by detailed care plans that pay meticulous attention to children's needs. This leads to exceptional care and progress.

Staff support children to have good memories of their time at the home. Staff go to great lengths to make sure children have positive experiences. However, views and feedback from children are not always recorded. Also, children are not currently provided with the opportunity to read recordings and documents about them or provided with advice about how to access these records in later life.

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

Children feel safe and are kept safe. The manager and staff understand children's vulnerabilities very well. The staff have a good level of safeguarding training.

Training is thorough, diverse and planned. This means that staff have an in-depth understanding of safeguarding processes. Staff understand their roles and responsibilities very well if they have a concern. This reflects the sense of security that children have.

The registered manager and staff understand the risks posed to and from children very well. Risk assessments are thorough and strong. As a result, staff protect children from risk while simultaneously supporting them to increase their independence and try new things. This is effective care practice and safeguards children.

Staff use their skills and training to help and protect children. The preferred therapeutic approach to supporting children and managing distressing feelings is effective. Staff have developed unique ways for children to communicate when they are unable to vocally express themselves. This helps children to feel listened to and kept safe from harm.

The manager and staff regularly review known risks outside of the home. Staff have strong relationships with external agencies, such as the police and local authority. Staff are proactive in making sure any risk is reduced and that children have extra help or support outside of the home to ensure their safety.

The registered manager takes clear and prompt action in response to an allegation or complaint. Only one allegation has been made since the last inspection. This was managed extremely well. Records reflect a highly competent and sensitive response. Staff place the best interests of children first and foremost.

The effectiveness of leaders and managers: outstanding

The manager is passionate and demonstrates a real commitment and dedication to the children. She is highly ambitious for children and staff. She leads by example and is an integral part of the home and its success. Staff are highly motivated because of this.

Staff feel very supported in their roles. They receive regular high-quality supervision and appraisals. They also receive daily support and guidance. The manager is visible and approachable. Staff flourish under the direction of the manager. The manager's leadership style produces a strong sense of commitment and loyalty. This has led to a settled, confident staff team.

The manager recognises and utilises the skills and talents of staff to good effect. Staff flourish under the management team. They have a voice and influence the care provided to children. Staff are involved in considering new placements. This has led to a stable environment for children, as matching is so carefully considered.

There is a strong and commendable learning culture in this home that sculpts the best care practice. Staff have access to high-quality training and development. They use their learning and apply it in their approach to the holistic care for each child.

Staff value the additional guidance and advice given by the health team. This provides staff with additional skills and strategies to support children.

The manager and staff speak with real passion and knowledge about each child. The team celebrates all successes. Staff are committed to ensuring each child has the best chances and outcomes possible. Staff focus on children's strengths and abilities. They advocate for children's individual rights and needs. The manager and staff see themselves as a family around the child. This approach produces excellent outcomes.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that children are encouraged by staff to see the home's records as 'living documents' supporting them to view and contribute to the record that reflects their voice on a regular basis. ('Guide to the children's homes regulations including the quality standards', page 58, paragraph 11.19)
- The registered person should ensure that staff actively encourage children to read their records and to add further information to them. They should be regularly reminded of their rights to see information kept about them and be given information about how they might be supported to access their records in later life. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.6)

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: 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: Luke Taylor

Registered manager: Victoria Davies

Inspector

Thirza Smith, Social Care Inspector

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