

SC485956

New Horizons (NW) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to accommodate up to two children who have emotional and behavioural difficulties and/or learning disabilities. The service is delivered and managed by a small independent organisation.

The manager registered in May 2020.

Inspection date: 18 February 2021

This monitoring visit

The purpose of the off-site visit was to review the progress made in relation to requirements and recommendations given at the home's last full inspection. The home has not received a visit from Ofsted since May 2019. The inspector found that all the requirements and recommendations have been met.

Effective communication strategies, individualised to children, mean that children and staff understand each other well. Children feel safe, happy and listened to by the staff team. They told the inspector that they have positive and fun relationships with all staff. During the COVID-19 (coronavirus) pandemic, children have been kept occupied with regular outdoor exercise, home cinema nights and fancy-dress discos. One child said, 'Staff are not like my carers; they are my family.'

Social workers said that the staff team has offered stability to children living in the home. Children have trusting relationships with staff and, because of this, children have responded well to the emotional support the staff team provides for children. The staff team works consistently with family and promotes regular family contact for children. One social worker described a child's placement at the home as a 'success story'.

Children are encouraged to personalise their bedrooms to their own needs and preferences. Staff work positively with children to ensure that they feel their

bedroom is a safe space and introduce new furnishings at the children's own pace. There are sensory areas in the home and garden, to help children to calm and relax.

Children are regularly praised and encouraged by staff. Staff are very proud of the children and their achievements. The inspector found that children have made lots of progress since living in the home. Children's communication abilities and confidence have improved. Consistent routines and structure also help children to thrive in areas such as settling at bedtimes and education attendance.

Staff have training specific to the needs of all the children and, as a result, staff understand children's individual needs and effectively help children to manage their behaviour. Risk assessments are detailed and identify clear strategies for staff to follow, specific to children's risk-taking behaviour.

Individual sessions with children are creative, using photos, television programmes and play to raise children's awareness of key issues, such as race and culture. Children engage well in sessions. Staff help children to talk about and communicate any issues that are personal to them or are having an impact on their lives.

The staff team works proactively to safeguard children, ensuring that children know how to communicate if they feel they are being mistreated by anyone involved in their care. Staff regularly monitor any new or unexplained bruising and notify the relevant professionals so action can be taken to explore further. The manager monitors this system well, to ensure that staff are following the correct procedures.

Missing from home is not a high risk for children living in the home. When incidents occur, records are thorough and demonstrate that staff understand the missing from home protocols and have taken immediate action to safeguard children. Children engage in detailed debriefs and follow-up sessions to help reduce future missing from home. The manager's evaluation of missing from home records is robust, and she ensures that the staff team is clear about any new risks for children.

There have been two medication errors within a period of two months. Following the first error, the manager acted by implementing a medication refresher training course and regular management medication stock checks. A further medication error occurred when staff administered medication to a child over the prescribed dosage. The manager took action to address her concerns with staff and implemented the practice that only senior staff are permitted to administer medication to children. A requirement has been issued because of the nature of the medication error, as it could have had significant implication for a child's health.

Children know how to make a complaint. The manager acknowledges complaints with a clear written response and discussion with children, so they understand the outcome. The children's guide is up to date and contains all relevant information for children, including names of other professionals they can make a complaint to. This is discussed with children on admission.

Staff feel supported through regular supervisions, development sessions and keeping in touch meetings. This structure has strengthened the level of support and guidance for staff. Management has made staff's well-being a priority throughout the pandemic. One staff member said, 'I have never worked in such a good team. The manager has high expectations and gives us clear direction.'

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/05/2019	Full	Good
15/05/2018	Full	Good
06/06/2017	Full	Good
23/02/2017	Interim	Declined in effectiveness

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 registered person must make arrangements for the handling, recording, safe keeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(b)(c))	2 April 2021

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: SC485956

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Limited

Registered provider address: Unit 12, Riversway Business Village, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Nia Jones

Inspector

Cheryl Field, Social Care Inspector

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