

SC485956

Registered provider: New Horizons NW Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and provides care for up to 2 children with social and emotional difficulties and/or learning disabilities.

The manager registered with Ofsted in April 2025. There were 2 children living at the home at the time of the inspection. Both spoke to the inspector about their experiences of living there.

Inspection dates: 25 and 26 February 2026

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: 13 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2025	Full	Outstanding
27/02/2024	Full	Outstanding
14/02/2023	Full	Outstanding
09/03/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from a home where their needs are understood by a knowledgeable staff team. The routines for children are predictable, which helps children feel safe. Daily life is shaped around what helps each child feel settled and this has created a strong foundation for the progress they are making.

Transitions into and out of the home are handled with careful planning and a clear focus on what each child needs to feel secure. Staff gather information early, introduce themselves gradually and use familiar objects, photos and routines to reduce anxiety. When children move on, staff coordinate closely with new carers and professionals, preparing children through visits, visual tools and direct work. These approaches ensure that moves are calm in pace and child centred.

Staff have a detailed understanding of each child's developmental and sensory needs. This knowledge is used to shape support that is responsive to children's needs. One child has made positive progress in their communication, their vocabulary has expanded considerably and they now use a blend of communication methods to share their views. Professional expectations about their communication potential have been surpassed, which is due to the persistence of staff.

One child has rebuilt their confidence in education following a challenging period. Staff used therapeutic routines and sensory strategies, and the strength of their relationships helped the child return to full-time education.

Children's individuality is recognised and celebrated. They choose activities and have a say in bedroom layouts and decoration that reflect their preference. One child has developed new interests in music and dance and staff have woven these into daily routines in ways that build children's confidence and enjoyment.

Children take part in regular activities and events outside the home, which increases their abilities. Neighbours know the children well enough to exchange greetings, cards and small gifts. These experiences contrast positively with earlier periods of instability and exclusion.

Preparation for adulthood is progressing strongly for one child. They have taken part in several holidays and a wide range of community activities to increase their knowledge of the wider world. Children are developing independence skills, with increased use of public transport with staff support. Life skills work is purposeful and linked to future goals for each child. Transition planning is coordinated well with external professionals.

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

Safeguarding practice is firmly embedded in understanding each child's individual needs. Staff draw on their knowledge of children's vulnerabilities and communication styles. Risk assessments are clear and practical and they are updated regularly so that staff always have current guidance to follow.

Physical intervention is used only when absolutely necessary and the records show careful reflection and a clear focus on learning from incidents. Debriefs help children understand what happened and how they might manage similar feelings in the future.

Direct work is a strong feature of the staff team, where they deliver structured sessions on topics such as friendships, emotional regulation, boundaries and online safety. These conversations help children build insight into their behaviours and develop strategies that support safer decision-making. The direct work is based on relevant research.

Partnership working is highly effective. Staff maintain close communication with schools, health professionals and local authority social workers, ensuring that information is shared promptly and accurately. This coordinated approach strengthens planning around risks and ensures that children receive support that is timely and well aligned.

Staff draw on research and consultation to understand children's diagnoses and sensory needs. This informs the use of sensory diets, structured routines and therapeutic strategies that support better regulation and sleep. One child's progress with medical procedures is particularly notable. After several unsuccessful attempts in the past, they recently completed all overdue vaccinations. Staff used reassurance to build trust and confidence, resulting in a positive and successful experience.

The effectiveness of leaders and managers: outstanding

Leadership is steady, ambitious and clearly focused on children's progress. Management oversight is robust and the manager has a number of methods that demonstrate that he has a detailed understanding of the home and the impact that the staff's work is having on children. External scrutiny through the independent person and senior manager is used constructively to strengthen practice. Self-evaluation is honest and reflective and leads to meaningful improvements.

Research-informed practice is embedded across the home. Staff use theories and targeted research to understand children's needs and to shape direct work, routines and behaviour support.

Reflective supervision and team discussions ensure that approaches are monitored and adapted when necessary. This creates a learning culture where staff think critically about their practice and remain focused on what works best for each child.

Staff development is a strength in this home. Training is relevant and tailored to the needs of the children, and staff describe feeling supported and valued. Performance management is thorough and includes competency checks for staff. Team cohesion is strong and supported by team-building activities and shadow-shift reflections that help new staff understand expectations.

Training to ensure that staff have the right skills is well established. The deputy manager has completed management development training. Staff are undertaking research-based programmes delivered by the psychologist that build confidence in understanding children's development better.

External professionals describe staff as reliable, balanced and child focused. Transition planning for one child's move to adult services was extremely well planned and staff are still in touch with this leaver and have supported them through various life events. This demonstrates enduring relationships beyond the home, which has helped this adult adjust well to life outside the home.

No recommendations or requirements were raised as a result of this inspection.

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: SC485956

Provision sub-type: Children's home

Registered provider: New Horizons NW Ltd

Registered provider address: Unit 17–18, Navigation Business Village, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Jordan Parkinson

Inspector

Colin Jones, Social Care Inspector

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