

1267650

Registered provider: New Horizons Childcare Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private organisation and is registered to provide care and accommodation for up to three children or young people who have emotional and/or behavioural difficulties.

The manager was registered in January 2018 and is appropriately qualified.

Inspection date: 14 March 2019

Judgement at last inspection: good

Date of last inspection: 11 July 2018

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Since the previous inspection, no children or young people have moved on and none have been admitted to the home. Two additional members of staff have started work and none have left.

The children and young people have good relationships with the staff. The staff are resilient and have worked hard to offer consistent care to the children and young people despite encountering some challenging behaviours from them. Staff tackle issues directly and provide clear guidance and firm boundaries. They have also offered the children and young people individualised work and support from external specialists when required. The impact of these high standards of care is that the home has been a safe and secure

base and has provided the children and young people with a good experience.

All of the children and young people have made some progress in one or more areas of their lives, taking into account their starting points. The older young people are encouraged to develop their independence skills and are part of planning for their futures.

There have been some safeguarding concerns, but the staff have dealt well with these. There have been some missing from home incidents, but these are mostly young people returning later than they should. Staff are proactive in ensuring that they return safely. Some of the young people have experimented with drugs and alcohol. Again, staff have worked hard alongside external professionals to reduce these concerns.

There has been some aggressive behaviour in the home, both towards the staff and between the children and young people. The staff have dealt with this well and, generally, they are able to defuse situations without recourse to physical interventions or to calling the police. However, there have been some occasions when physical interventions have been needed or when calling the police was appropriate.

The registered manager is experienced, skilled and confident and clearly wants the best for the children and young people in her care. She has built a staff team whose members work closely together, and she supports them well with good-quality supervision and training. She is well organised and efficient and acts as a good role model to her staff team, being both committed and enthusiastic. She has built good relationships with other professionals and other agencies and uses these well to obtain the best services for the children and young people. The registered manager has continued to improve recording systems and develop care practices within the home. She has also continued her own development by attending further training.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/07/2018	Full	Good

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 differences 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: 1267650

Provision sub-type: Children's home

Registered provider: New Horizons Childcare Limited

Registered provider address: Maybrook House, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Janet Porter

Registered manager: Nicola Dick

Inspector

Colin Imrie, social care inspector

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