

1249184

Horizon Care and Education Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a group of homes operated by the same organisation. The statement of purpose indicates that the home provides accommodation for up to three children, offering a period of stability to reflect on their difficulties and make plans for their futures.

The registered manager has been in post since June 2018.

Inspection date: 22 April 2020

This monitoring visit

This monitoring visit was conducted remotely due to COVID-19 (coronavirus). The inspector considered a sample of documents provided by email, and conducted telephone interviews with staff and video calls with children.

This children's home was judged as declined in effectiveness on 18 February 2020. Five requirements were raised, and two compliance notices issued in relation to shortfalls in regulations 12 and 13.

This inspection examined progress made at the home against the compliance notices. All areas of the compliance notices are now met.

The registered manager has stopped working in the home and plans to cancel their registration. The home is currently being managed by a registered manager from a nearby home while a permanent manager replacement is recruited.

Staff now complete timely risk assessments which include essential information about children. Staff and clinicians also complete support plans which are in line with the organisation's underpinning model of care. These two documents give clear guidance to staff to help them understand children, respond to their needs and

reduce risks for them. Children are safer in the home because of the guidance staff are now using.

The interim manager has clear oversight of incidents in the home. She ensures that there are reflective discussions with staff after incidents, which they learn from. Where action is needed, she ensures that this is followed through. By taking an active role in understanding incidents, the manager can ensure that staff practice develops, and a culture of curiosity is evolving. This will help staff to reflect on the reasons why they may see different behaviours in children and respond to meet their needs.

Staff have worked with children to help them understand positive relationships, but there have been some serious physical incidents between children since the last inspection. In response, staff are now confidently intervening to stop things from escalating and incidents are happening less often. As a result, children are beginning to be better helped to regulate their behaviour.

The interim manager and the responsible individual now have a good understanding of the home's strengths and weaknesses and have begun to address shortfalls effectively. For example, there is now a clear action plan to respond to concerns noted by the independent visitor. The interim manager's oversight has meant she can help staff to build their skills and understanding of their roles in the home.

The manager has made the staff rota clearer, but this does not always include full details for agency staff who are working with children or the manager in charge of the home.

Physical intervention in the home has become more effective. Staff intervene more quickly to prevent children from becoming distressed. This has meant that incidents are shorter and less intense. However, not all agency staff are trained to use the restraint method used by the home and so it is not clear how they can support effectively those staff who are trained.

Relationships with professional stakeholders are inconsistent. Some placing authorities have noted concerns regarding the quality of care children receive and the limited progress that children make. There is also a concern about communication with all levels of the home, internally and externally. Managers are working to address these shortfalls.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2020	Interim	Declined in effectiveness
18/06/2019	Full	Requires improvement to be good
11/03/2019	Interim	Sustained effectiveness
25/04/2018	Full	Requires improvement to be good

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, 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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child. (Regulation 6 (2)(c)(i))</p>	03/06/2020
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>understand and communicate to children that bullying is unacceptable. (Regulation 11 (1)(a)(b)(c)(2)(a)(xii))</p>	03/06/2020
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must maintain in the home the records in Schedule 4. (Regulation 37 (1)(2)(a))</p>	03/06/2020

Recommendation

- The registered person is responsible for ensuring that all their staff have been adequately trained in the principles of restraint and any restraint techniques appropriate to the needs of the children the home is set up to care for as defined in the home's statement of purpose. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.57)

Information about this inspection

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we inspect. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of coronavirus by the home. This has included the effect these have had on staffing arrangements.

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: 1249184

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: Denise Knowles

Registered manager: Valerie McKean

Inspector

Karol Keenan, social care inspector

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