

# 1235384

**New Horizons (NW) Ltd**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This children's home is owned and managed by a private organisation. It provides care and accommodation for up to two children or young people with emotional and/or behavioural difficulties. The home also provides care for children and young people with learning disabilities.

The manager was registered with Ofsted in May 2020.

**Inspection date:** 3 March 2021

## **This monitoring visit**

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

Social workers reported that communication and safety planning is effective. Social workers say that the staff team is committed to the young people and work hard to become attuned to young people's needs. Staff have made positive connections with young people and, because of this, young people trust staff and can talk to them about how they are feeling.

Young people say that they feel safe and happy living at the home. They feel listened to and involved in decisions about their care. Young people are developing positive relationships with each other and, consequently, are encouraged to spend some planned time together on activities.

Staff understand young people's individual risks and work positively with young people to help them to make safer choices. For example, staff encourage young people to identify alternative ways to manage their emotions and mental well-being, rather than engaging in risk-taking behaviour. Young people have also improved their

understanding of how to safely manage their use of social media as a result of careful monitoring and clear consequences implemented by the staff team.

Risk management plans contain up-to-date chronologies of young people's behaviour. They provide staff with detailed guidance to safeguard young people in key areas such as helping to reduce the risk of self-harm. Behaviour support plans include thorough safety plans and agreed strategies that young people feel help reduce their anxieties.

Direct work with young people is a strength of the staff team. Young people engage in sessions about being positive role models for each other, promoting a family environment, and helping young people to acknowledge the impact of bullying on others.

Restraint is rarely used in the home. The restraint measures used are proportionate and necessary to keep young people, or others, safe during serious incidents. Staff are appropriately trained in restraint and de-escalation strategies to help young people to manage their behaviour.

Restraint records and evaluations are comprehensive. They give clear accounts of staff intervention and preceding factors. Debriefs with staff and young people identify lessons learned to guide future practice. However, the manager should ensure that staff record the duration of individual restraints within a single incident, taking into consideration where there are breaks in the restraint and a change of staff member involved in a restraint.

Matching risk assessments carefully consider young people's individual needs and the impact of them living in the same home. The manager ensures that the staff have the experience and skills to be able to meet young people's needs. As a result of effective matching, young people are making positive progress as they become used to living together.

Staff are well supported by the manager and feel that team morale is positive. One staff member said, 'It is the best management I have ever experienced.' The manager acts as a positive role model for the staff team. She has clear expectations of professional practice and ensures that the staff understand why and when they should follow whistleblowing procedures.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/10/2019	Full	Good
08/02/2019	Interim	Sustained effectiveness
02/10/2018	Full	Requires improvement to be good
30/11/2017	Full	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 registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>a description of the measure and its duration.</p> <p>(Regulation 35 (3)(a)(iv))</p> <p>Specifically, the manager should ensure that staff record the duration of individual restraints within a single incident, taking into consideration where there are breaks in the restraint and a change of staff member involved in a restraint.</p>	<p>15 April 2021</p>

### 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:** 1235384

**Provision sub-type:** Children's home

**Registered provider:** New Horizons (NW) Ltd

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

**Responsible individual:** Natalie Waterhouse

**Registered manager:** Sara Osborne

## **Inspector**

Cheryl Field, Social Care Inspector

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