

# 1249184

Registered provider: Horizon Care and Education Group Limited

Monitoring visit

Inspected under the social care common inspection framework

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

The home is one of a group of homes operated by the same organisation. It is registered to provide care for up to two children who may display complex emotional and behavioural needs.

There is no registered manager in post. A new interim manager has been appointed and has applied for registration with Ofsted.

**Inspection date: 17 November 2021**

## **This monitoring visit**

This children's home was judged inadequate at the full inspection on 10 June 2021. As a result of the concerns about children's safety and welfare, a notice restricting the accommodation of the home and two compliance notices were issued. This children's home was again judged inadequate at the full inspection on 29 September 2021. As a result of the ongoing concerns, the notice restricting the accommodation of the home remained in place and three compliance notices were issued. In addition, 11 requirements and two recommendations were raised.

This visit found that the notice restricting accommodation of the home had been adhered to. In addition, the three compliance notices, 10 of the requirements and both recommendations were met. The notice restricting accommodation has now been removed.

Since the last inspection, the provider has appointed an experienced interim manager to lead the home. The interim manager has used monitoring systems effectively to quickly understand the shortfalls raised by inspectors. The interim manager has used this information in staff supervision to challenge the staff's practice. She has clearly recorded these meetings and made it clear what changes

staff need to make. This results in staff being clear about their responsibilities and they feel supported.

The interim manager has used team meetings and individual meetings with staff to emphasise the approach of the home. She has also spent time talking with staff about how they need to work consistently. The interim manager has updated guidance for staff about using physical interventions in different parts of the home, and has worked with staff to help them respond differently to children so that they can de-escalate situations more quickly. This has had a positive impact on the day-to-day experiences of children. However, there are still areas to work on to ensure that children receive consistent care.

The interim manager has spent time with staff to explain safeguarding procedures in relation to allegations against staff, complaints and whistle-blowing. She has used short quizzes to test staff's knowledge. One member of staff has used these safeguarding procedures to raise a concern about a colleague's approach at work. Managers have addressed this and were clear about their expectations of staff at work. The interim manager has also made it clear that the cupboard where chemicals and knives are stored should be kept locked, and it is. Staff are now better able to safeguard children because of this increase in knowledge and clearer expectations.

Staff have worked with children to help support them to make changes to their behaviour. Since the last inspection, both children's schools have contacted staff and told them about the children's positive attitude and behaviour.

Staff have changed the way they write about children. They no longer use judgemental language and records are better presented. While the interim manager acknowledges that there are still improvements to be made, records are now more accessible to children.

The provider has recognised that it is unable to recruit sufficient staff for the home. After careful consideration, the responsible individual has moved the children to other homes nearby that are owned by the provider. The provider has also moved staff with the children so that the children have familiar faces to support them. Although the children have only recently moved into their new homes, they appear to have settled well. The provider has requested that Ofsted varies the home's conditions of registration to reduce the number of children it can care for and to add a condition that means the provider must notify Ofsted three months before children move into the home. The variation of registration conditions has been agreed and put in place.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/09/2021	Full	Inadequate
09/06/2021	Full	Inadequate
18/02/2020	Interim	Declined in effectiveness
18/06/2019	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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff work as a team where appropriate. (Regulation 13 (1)(a)(b) (2)(b))</p> <p>In particular, leaders and managers must support the staff team to be consistent in its practice and to work in collaboration with each other. Staff should also consistently apply the underlying approach of the home so that children have predictable care.</p> <p>This requirement was issued at the last inspection and is restated.</p>	9 February 2022

## 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:** 1249184

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

**Registered provider:** Horizon Care and Education Group Limited

**Registered provider address:** Horizon Care and Education Group Limited,  
Venture House, Unit 12 Prospect Business Park, Longford Road, Cannock WS11 0LG

**Responsible individual:** Rebecca Grimshaw

**Registered manager:** Post vacant

## **Inspector**

Karol Keenan, Social Care Inspector

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