

2490996

Registered provider: Horizon Care and Education Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately run. It provides care for up to three children with emotional and/or social difficulties.

The manager registered with Ofsted in February 2022. She is currently undertaking her level 5 qualification in leadership and management.

Inspection dates: 29 and 30 November 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 22 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/02/2022	Full	Good
16/01/2020	Interim	Improved effectiveness
10/04/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit immensely from the strong, meaningful and trusting relationships that they have with staff. The staff know and understand each child, their individual needs and identity well. Children said that the best thing about the home was that the staff care for them. They can talk to any of them if they were struggling or worried about something.

Children are settled, blossoming and well on their journey to thriving. Staff have a strong focus on reflective care practice. This approach assists staff to make changes to their care strategies to better meet the children's needs. This care practice works extremely well for the children, and this is evident in each child's progress.

Most children attend school and are well on track to achieve in exams. Books and extra tuition support their learning and attainment. Established education routines support the children to understand the importance of learning. It is part of everyday life. Where a child struggles to attend school, staff are proactive and continue to work to engage the child in learning and plan for education and work as a young adult.

Children enjoy a healthy lifestyle. They enjoy a balanced diet and are encouraged by staff to take part in daily activities that promote well-being. Children are registered with a local surgery and attend routine health check-ups. Where children decline to attend health appointments, staff persist with care, explaining the benefits and potential effects of not doing so. Staff advocate to ensure that children's health is prioritised. However, in recent months, two health appointments have been missed due to the home's car breaking down. This is a concern as rescheduling appointments has meant a further delay for the children. This impacts negatively in addressing potential health needs.

Children are consulted about the care they receive, activities and day-to-day events. There are daily conversations, children's meetings, one-to-one discussions and letter writing. This forms part of normal life in their home. This empowers children to be able to give their views and opinions about matters that affect them. In addition, it has built each child's confidence and self-esteem.

Children have new experiences through social and leisure activities. Their interests are pursued with vigour. These include dog walking, ice skating, music and playing instruments, swimming, trips to Blackpool, and spending time with friends. A music room has been created in the home and the children enjoy and make good use of it, playing their instruments and singing.

All children see their families regularly. Staff ensure that the children maintain connections and support networks with those who are important to them.

The children are teenagers and are actively more involved in tasks around their home. They have learned how to cook and go food shopping, and they keep their bedrooms clean and tidy. Where needed, children have ongoing help from the staff. These age-appropriate everyday tasks, assist the children to gain the essential skills that will enable them to better look after themselves in adulthood.

The house is decorated and furnished to a high standard. Children have personalised their bedrooms to their taste and interests. There are lots of homely touches around the house, such as ornaments, photos of the children and staff on activities together, and soft furnishings. A child said, 'I see this house, as my home.' However, it is evident that the kitchen is showing signs of wear and tear. The inspector noted that a cupboard door is missing, laminate is damaged on parts of the worktop, and door handles are loose. This is a missed opportunity to maintain all the facilities to a high standard.

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

Children benefit enormously from the great attention given to keeping them safe. Any safety concern is taken very seriously, and appropriate action taken to reduce or eliminate any identified risks.

Children are settled and feel safe and secure due to the strong and trusting relationships that they have built with those who care for them. There are lots of discussions with children about how to keep safe, and dangers in the wider world around them and the potential associated risks. Children respond well to this care and guidance by making good choices that help to keep them safe.

Since the last inspection, there have been no incidents where children have gone missing or have needed to be physically held to keep them and others safe. This further demonstrates that the children are happy and settled.

The risks and vulnerabilities of each child are documented in individualised written risk assessments. These provide staff with guidance and clear strategies on how to keep children safe. They are regularly reviewed to support and protect children from harm.

Where there have been serious safety concerns, swift action has been taken, following safeguarding procedures. This ensures that children remain safe.

The effectiveness of leaders and managers: outstanding

There is excellent and very strong leadership in this home. The manager leads by example, with high aspirations and a high nurture approach for the children. Staff follow this lead. This makes certain that the children benefit immensely from the therapeutic ethos and care culture.

There is meticulous implementation of the monitoring of the quality of care of the home. Auditing systems include records, care practices, health and safety. These

systems help the manager to swiftly detect shortfalls so that they are quickly addressed. Recommendations from the last inspection have been implemented. This ensures that the standard of care remains at a dependable, good standard.

Staff state that they are very well supported, and this assists them immensely with providing consistent and child-centred care to the children. They routinely receive supervision and attend team meetings. In addition, the manager always makes herself available when staff need to talk and discuss matters that affect them. There is a great sense of togetherness and teamwork.

Good staffing levels mean that the children's needs can be well responded to on a day-to-day basis. This includes supporting children to attend school, visit their family, attend health appointments, and participate in social activities.

Staff have established and maintain excellent partnership working with professionals. There are frequent emails and telephone contact, along with weekly updates. Professionals state that staff always attend meetings. They are prepared, and strongly advocate for the children. The staff contributions are positive. This ensures that there are clear care plans going forward that are in the best interest of the children.

The children's care planning is frequently reviewed in close partnership with the in-house therapeutic team. There are monthly joint meetings and access to ongoing guidance and advice. These assist the staff immensely in gaining a greater understanding of each child's early life experiences and the impact of how this affects them now. In turn, individual care approaches are planned that best meet each child's needs. This results in children making continued good progress.

Staff receive a wide range of training, including to obtain the level 3 qualification to work with children and young people. All staff undertake mandatory training that include, first aid, behaviour management, safeguarding, and health and safety. The staff also access more specialist training, including self-harm, autism, mental health, drugs awareness, and county lines. This ensures that the staff have a breadth of knowledge, skills and understanding to be able to fully meet the needs of the children.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that the home has a key role in organising and ensuring each child's attendance at necessary primary and secondary health service appointments. In particular, make sure that there is reliable transportation for children to attend health and other essential appointments. ('Guide to the Children's Homes Regulations, including the quality standards,' page 34, paragraph 7.11)
- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of their children. They will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislation. In particular, the kitchen units, cupboards and work surfaces should be in good repair to ensure that good hygiene and safety standards can be maintained. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)

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: 2490996

Provision sub-type: Children's home

Registered provider: Horizon Care and Education Group Limited

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

Responsible individual: Oliver Scrimshaw

Registered manager: Anna Noble

Inspector

Debbie Foster, Social Care Inspector

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