

# 1226975

Registered provider: Horizon Care and Education Group Limited

Full inspection

Inspected under the social care common inspection framework

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

This home provides care for up to three children with social, emotional and behavioural difficulties.

This home is led by an experienced manager.

### **Inspection dates: 7 and 8 February 2023**

**Overall experiences and progress of children and young people, taking into account** **outstanding**

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 25 January 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
25/01/2022	Full	Good
30/01/2020	Full	Outstanding
16/10/2018	Full	Good
05/09/2017	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Managers and staff provide children with an extremely warm and nurturing home environment. Staff speak about children with enthusiasm, warmth and compassion. They demonstrate unwavering commitment to the children. One professional said, 'The home is fantastic, certainly in terms of staff's abilities, it is a home from home. Children benefit from a home of high nurture, they [staff] go above and beyond.'

Children grow in confidence and self-esteem. This is because they receive excellent care and support from the staff team. The staff have outstanding relationships with each child. Together, they create a family feel in the home. This enables children to flourish in all areas of development.

Children's contact with their families and friends is encouraged and supported, where this is in their best interests. There is excellent communication between the managers, staff, family members, friends and other external professionals. Staff understand the value of these important relationships for children. This enables children to maintain positive relationships with people who support them.

Staff advocate strongly for the children to have access to good education provision. They ensure that education providers understand the impact of being in care and how children's emotional well-being can be affected. Children have taken exams, and some are going to college. Staff work very creatively to make sure that children have positive education experiences that build on their talents and reflect their aspirations. As a result, children engage with education and make clear progress.

The experiences and progress of children living in this home are exceptional. Most of the children have lived at the home for many years. This level of stability creates a real sense of belonging. This has been significant in allowing children to build secure and meaningful relationships with a team of staff who children know, trust and rely on.

### **How well children and young people are helped and protected: outstanding**

The manager and staff understand the children's risks and vulnerabilities very well. The manager goes to great lengths to understand how best to protect and support children to grow and develop. For example, the manager has studied research-based approaches and adapted this for the practice in the home. As a result, plans for children are very supportive and effective.

Staff support children to develop independence skills that are appropriate to their age and development. This includes taking age-appropriate and well-managed risks. Staff are confident in supporting children to access community facilities and have

new experiences. This encourages children to explore their interests and take part in fun, stimulating activities.

Children are safe in this home. This is because they have strong relationships with the manager and staff. Children talk openly about their current and previous life experiences. This means that staff can support children to overcome past trauma and manage current risks.

Staff have received good-quality safeguarding training. As a result, they have a clear understanding of their safeguarding roles and responsibilities. Staff know how to report any concerns that they may have. Safeguarding incidents are exceptionally rare. When they do occur, staff know how to respond and keep children safe.

Staff are extremely diligent. This ensures that the potential risks to children are understood and minimised. Risk assessments and care plans are extremely thorough. They provide clear and concise information about how children need to be supported. Staff know and understand the underlying causes to more-difficult behaviours that children can present. As a result, children are assured that staff will do everything to keep them safe.

Staff empower children to make choices and decisions about their day-to-day care and future plans. This means that children's wishes and feelings are listened to and considered. Because of this, children are able to have their say and be involved in their plans.

### **The effectiveness of leaders and managers: outstanding**

Leadership and management is highly effective. The manager is motivational in her leadership of the team and this cascades to the care of the children. She leads by example and has created a positive culture in the home. The staff team share the manager's vision for this home. This is to ensure that they provide excellent child-centred care and all children have the best possible experiences.

Teamwork is fundamental in providing children with the best possible care and support. Staff focus on children's strengths and abilities. The team celebrate all successes with children. Staff are committed to ensuring that each child has the best chances and outcomes possible. They advocate for children's rights and needs. The manager and staff see themselves as a family around the child.

Staff experience an excellent level of support through regular one-to-one meetings with their manager and team meetings. These are reflective and mean that staff can learn lessons and adapt their own practice. Staff could benefit from further discussions in their one-to-one meetings on wider safeguarding issues. Staff also receive daily support and guidance from the management team and each other. As a result, staff are highly motivated and feel that they have a voice in influencing the high-quality care provided to children.

The committed manager strives to promote the development of the staff team. Staff are supported to develop and grow. Staff access a range of bespoke training that is essential to the individual needs of the children. Research-informed practice underpins the work with children in this home. This means that children receive care from a highly skilled, reflective and knowledgeable team.

The manager's monitoring is excellent. Effective management systems are in place. Children's records are of a very high standard. Plans are dynamic in nature and change with the child. The child is able to read their plan and see their growth and the progress they are making. As a result, children are rightly proud of their achievements.

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

- The registered person should ensure that the content and/or outcomes of supervision sessions reflect discussion on safeguarding issues, which allows them to reflect on their practice and the needs and risks of children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.4)

## **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:** 1226975

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

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

**Registered provider address:** Unit 12, Venture House, Prospect Business Park, Longford Road, Cannock, Staffordshire WS11 0LG

**Responsible individual:** Luke Taylor

**Registered manager:** Ainsley Stone

## Inspector

Thirza Smith, Social Care Inspector

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