

1245572

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 is operated by a privately owned company. It provides care for up to four children who have social and emotional difficulties. At the time of the inspection, there were two children living at the home. The manager registered with Ofsted in April 2023.

Inspection dates: 18 and 19 April 2023

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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 14 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/06/2022	Full	Good
21/12/2021	Full	Good
19/11/2019	Full	Good
19/09/2018	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children have good all-round experiences of living at this home. Children benefit from living in a family environment. The home environment feels calm and relaxed. The children's rooms are personalised to their tastes and adapted to meet their specific medical needs where appropriate. One child said, 'It isn't like any children's home. It is a real home, a family home.'

The home's therapeutic model of care is well established, and children experience consistency. Staff are confident in delivering this approach, and this has now become second nature to them. The approach can be seen in all aspects of children's care, for example in how staff connect and communicate with children and the caring language that they use when talking to children and writing in their records.

Children are making good educational progress, and their outcomes are improving. Staff have helped one child who has had a difficult educational history to transition to a new school successfully. The child feels more positive about learning and now enjoys going to school. A school staff member for another child described the staff at the home as 'unbelievable' in how they have supported the child. They said the staff and manager 'see the children and the solutions for the children'.

Children are offered a wide range of experiences and activities. Some children need lots of encouragement to take part in activities away from the home. When children choose not to participate, staff listen to their wishes and then seek to find something new to pique their interest. Children are having fun and learning new skills.

Staff understand the importance of children knowing their life story. One child is being well supported to understand his journey. Staff ensure that children receive specialist support when this is needed. This includes working alongside a play therapist to help the children communicate their feelings. Staff use the advice they receive from specialists to inform the children's care. Children receive good care that is responsive to their needs.

Children have free access to all areas of the home. However, the sensors on children's bedroom doors continue to make a sound, despite the manager saying they are turned off. The children's individual plans identify that these sensors are not in use.

Children are actively involved in the planning for their move to independence. A bespoke and personalised approach has helped one child to live independently. The manager strongly advocated for the child to ensure the right support was available. The child said, 'It was like they customised everything for me. [Name of staff] put everything in place. I learned how to use money, and they trained my mind.' The

child has remained in touch, and the manager and staff continue to support them emotionally and practically.

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

Children's individualised risk assessments capture their needs and consider how staff are best placed to help children be safe. The documents are regularly reviewed and kept up to date. Staff know how to help children and keep them safe.

Staff work collaboratively with children. This is helping them achieve good outcomes. Staff frequently talk to children and complete work with them about things that are important. The work is targeted and aligned with children's goals and key issues that arise for them. The child-focused sessions routinely capture the children's voice, and their wishes and feelings are acted on.

The recruitment of staff is generally in line with safe practice. The manager follows up on any practice issues and provides a clear rationale about the decisions made. However, on one occasion, a member of staff had a gap of several months in their employment history. This was not addressed during the recruitment process.

Staff use their knowledge of the children to promote positive behaviour. When incidents occur, they are dealt with effectively. When children are upset, staff use their relationships to connect with them and seek their views. When situations escalate, staff use their knowledge of what works for the child to help them to better regulate. The frequency and duration of incidents are decreasing. Children are learning how to manage their emotions better.

When children behave in a way that may cause harm to themselves or others, staff consistently apply the home's method of physical intervention. On one occasion when the manager was involved in holding a child, they also completed the management review of the intervention. This was completed outside of the timescales set out in regulations. Independent scrutiny of the incident was not achieved in a timely manner.

Children's complaints and allegations, including those against staff and peers, are taken seriously. The manager and staff understand the relevant procedures and ensure they are followed. The manager writes to children to keep them informed. Children feel heard and well supported. This is helping them to develop empathy and tolerance. Staff are also well supported while investigations take place. This helps to keep all involved, particularly children, safe.

The effectiveness of leaders and managers: good

The manager knows the staff and children well. While she is a newly registered manager, she has significant experience and knowledge from her previous role as senior residential support worker. She is child-centred and demonstrates a clear drive to ensure that children receive good care. She understands the home's strengths and where improvements can be made. When weaknesses are identified,

she responds with plans to address these. Consequently, the management oversight of the home is effective.

There has been some staff turnover. The manager understands the impact of this on children and staff and puts measures in place to minimise the uncertainty of change. Agency staff who are familiar with the children and the home are used when needed to ensure safe staffing levels. The home is adequately staffed to meet the needs of the children.

Staff supervision considers both personal and practice issues. Staff feel able to raise concerns about their peers and other professionals, and they have an opportunity to reflect on children's needs. Actions are set and reviewed. Staff feel well supported.

The manager provides staff with relevant training and creative learning opportunities that help them be effective in their role. When children have additional needs, for example medical needs, staff are provided with specific training. Staff are continuously developing their skills and knowledge. Children are cared for by staff who are skilled to meet their needs.

Children's records are relevant, well written and kept up to date. The local authority care plan for one child was not available on file. This does not help the manager ensure that children are being cared for in line with local authorities' expectations.

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>the privacy of children is appropriately protected. (Regulation 21 (a))</p> <p>In particular, the registered manager must ensure that all door alarms are silenced when not in use.</p>	20 June 2023
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d))</p> <p>In particular, the registered manager must ensure that any gaps in employment for individuals are identified and fully explored.</p>	20 June 2023
<p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(ii)(c))</p>	20 June 2023

<p>In particular, the registered manager must ensure that when they are involved in a measure of control, they appoint an authorised person to review the measure and speak to the child within the prescribed timescales.</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a))</p> <p>In particular, the registered manager must ensure that copies of the children's local authority care plans are held within the children's records.</p>	<p>20 June 2023</p>

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: 1245572

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: Oliver Scrimshaw

Registered manager: Sharon Mackenzie

Inspectors

Rachel Walker, Social Care Inspector
Shirin Khan, Social Care Inspector

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