

1235384

Registered provider: New Horizons (NW) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children who may have social, emotional and learning difficulties.

At the time of the inspection, two children were living at the home.

There has been no registered manager since 1 August 2023. The new manager in post has applied to register with Ofsted.

Inspection dates: 5 and 6 December 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: 1 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2023	Full	Good
23/02/2022	Full	Good
08/10/2019	Full	Good
08/02/2019	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living at the home are flourishing and have grown in confidence. There is a strong focus on structured routines and boundaries. Excellent staff practice provides consistency and stability for children. Children experience a sense of permanence and belonging.

Children benefit from excellent relationships with individual staff members. Children trust the staff who care for them and they enjoy spending time together. Staff are highly skilled and experienced. Staff are nurturing and use a therapeutic approach to care for children. Children are consulted about any decisions in the home. They give feedback about new staff to help the manager consider the staff's long-term suitability.

Staff keep children at the centre of their practice in the home. Children are making exceptional progress from their starting points. One child who faced significant challenges in school is now excelling. The child now has a sense of pride about being part of the school and loves attending. A member of school staff said, '[Name of child] has been one of our success stories. This is down to the consistent care, support and excellent communication in place from staff and managers.'

Children previously unable to develop and manage friendships now have the confidence and skill to build positive relationships with their peers. Children now have friends visiting them at home for regular sleepovers. Staff nurture these friendships and develop positive relationships with friends' families so arrangements can be made safely.

Staff understand the complexities and difficulties children face in their day-to-day lives. Staff continue to support children to build their confidence and self-esteem and create opportunities for them to socialise and develop. Children who have previously struggled to participate in group activities have been gradually introduced to a range of community-based activities. One child now attends activities such as drama and a circus skills group. Another child now goes independently to the gym. This approach means that children build confidence and experience sustained improvement in their lives.

Children are treated with dignity and respect. Staff have a comprehensive understanding of their experiences. They understand which people are important to children. Complex family relationships and dynamics are managed sensitively. One child has recently enjoyed a holiday with their sister and staff.

Staff focus on the individual children's needs while recognising the importance of the children's relationships with each other. Staff have managed challenging incidents and supported children to overcome difficulties in their relationships, leading to more

positive interactions. These improvements are made because of the excellent quality of care provided.

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

Clear plans in place set out the individual risks for each child. Detailed documents set out what staff need to do so that children are safeguarded. Children regularly review their own records and are encouraged to be involved in thinking of ways to de-escalate situations, such as needing to be hugged. Over time, this has supported children to trust staff, so they feel safe.

Staff understand trauma and research is used to develop their understanding of incidents such as self-harm. Staff have put in place specialist support for children to help them to understand how to manage their feelings safely. This has led to a significant reduction in self-harm incidents for one child. The child has been supported to feel safe and has now asked for therapy to be reintroduced.

Staff recognise that children need to feel safe and secure. A nurturing environment has led to, for example, one child being supported to manage their feelings of self-worth. This has been done through regular discussions to encourage them to invest positively in their personal space in the home. Their bedroom now reflects that of a child who has invested in and feels safe in their home.

When children have needed to be held, this has been proportionate and necessary. Over time, one child has been supported to understand consequences. A social worker said, '[Name of child] is now aware of consequences and able to take responsibility.'

Staff understand the risks associated with children's use of the internet and mobile phones. Children, together with staff, have put in place their own safety plans. Children understand why this is necessary. There are age restrictions and downtimes and live location is shared. This means children are supported to remain safe and develop a positive understanding of technology.

Children rarely go missing from home. Highly effective planning means that when this has happened, staff have acted on the child's individual missing-from-home plan. Staff have carried out local searches and have used the strong relationships they have with children's friends to support children to return home safely and without delay.

The effectiveness of leaders and managers: outstanding

Since the last inspection, there have been changes to the management arrangements. The previous deputy manager is now managing the home and has applied to Ofsted to be registered. The manager has been supported with the move to their new role by the previous registered manager, who is now the area manager.

There has been no detrimental impact for children or staff, because of the consistent approach in the home.

The manager is suitably qualified. His knowledge of the home and the children is exceptional. He is child-focused and supports children to make excellent progress.

The manager is inspirational and has maintained the ethos in the home, with a culture of high aspiration and positivity. This is reflected across the staff team. Staff are encouraged and supported to understand and develop their practice through research, in areas such as trauma and sibling rivalry. This supports children to make exceptional progress in their lives.

The manager consistently seeks to develop staff practice. Innovative training has been put in place, delivered by trainers who are themselves care-experienced. This learning has been used as an opportunity to review and change working practices in the home. One child who was unable to sleep now has regular reflective sessions as part of their routine. This has made a significant difference to their ability to function and manage day to day.

The manager leads by example. He and staff have excellent working relationships with partner agencies and schools. Professionals involved with the children report that both children are receiving the best possible care and enjoying experiences that will support their futures.

New staff in the home have embraced the culture promoted by existing staff. Regular reviews of their practice and suitability are carried out. Team meetings, staff supervision and appraisals are in place. Staff are supported to develop their learning through regular individual and team training.

Children's progress is monitored through clear audit systems. Children are receiving high-quality care from a consistent and stable staff team who place the needs of the individual children at the centre of their practice.

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: 1235384

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Limited

Registered provider address: Unit 17 & 18 Navigation Business Park, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Manager: Post vacant

Inspector

Nicola Forrester, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023