

2571846

Registered provider: New Forest Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home's statement of purpose describes the service as one that will provide short-term placements for children, aged seven to 18, experiencing placement breakdowns, those with emerging complex behaviours, and those at risk from child sexual exploitation, gangs, criminality, at risk in the community or posing a risk to others. In line with their placement plans, children may spend some of their time living in the outreach house and activity centres.

The home registered with Ofsted in June 2020 for five children with emotional and/or behavioural difficulties. The manager has been registered since 28 February 2021.

Due to the COVID-19 pandemic, at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021. We last inspected this setting on 23 February 2021. This inspection was completed remotely. The report is published on the Ofsted website.

Inspection dates: 4 and 5 January 2022

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

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

Date of last inspection: 23 February 2021

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not applicable	Not applicable	Not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with the staff. Adults display appropriate and genuine professional curiosity and a nurturing approach in their interactions with the children. All the children were observed to be relaxed and happy. The younger children seek physical affection from the adults, which provides them with appropriate physical affection from trusted adults.

The children spoke excitedly about the new experiences they have enjoyed since arriving at this home. They are given opportunities to explore their identity and ideas about the world. The adults are gentle in their approach to challenging negative views and are mindful of the children's cultural and family backgrounds. As a result, the children are provided with safe, predictable care and a safe space to explore their identity.

The children's health needs are met. The adults are clear about monitoring the children's individual specific health needs and encouraging the children to lead healthy lives. Consequently, the children learn healthy living skills for life.

Children are encouraged, and supported, to attend and make progress in education. An individualised approach ensures that each child has learning opportunities. This includes learning through activity-based experiential learning. This allows children who have experienced disrupted education to achieve and become successful in resuming their education.

All the children described keeping in touch with important people in their lives. Families and key people spoken to were positive about the communication with the adults and the progress that is seen in the children when they visit. One grandparent said, 'Although I am sad [Child] is not at home, I know that she is safe and making more progress than ever before.'

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

The children all spoke about feeling safe, well cared for and trusting the adults who care for them. The adults are regularly trained in safeguarding. They are clear about the expectations of their role, and they are clear about what to do to keep the children safe.

Clearly written plans highlight the children's individual risks and provide the adults with strategies to follow when children display risk-taking behaviours. The adults review and adapt the behaviour management plans as the children's needs change over time. Some children have had settled periods with little to no incidents of going missing. Another child has become more attuned to their own behaviours, which has reduced the need for physical intervention. Others have become more insightful of

their own feelings, and are able to communicate this with the adults. As a result, the children are reducing their risk-taking behaviour.

When allegations are made, the records kept are clear and provide detailed information. The designated officer commented, 'I can confirm that they refer to us appropriately, and [that] overall communication has been good. There are no specific concerns to share with you.' Consequently, the children are cared for in an environment where the safeguarding culture is well embedded.

New staff have been recruited. Records show that the recruitment process focuses on safer recruitment principles. References are sought and verified and adults do not begin working with the children until relevant checks are in place. Risk assessments are implemented when required and clear induction and probation processes further underpin the safer recruitment process.

The home is generally well kept. However, a tour of the home identified some areas of avoidable risk. Two blue barrels of water were unsecured, presenting a potential risk of drowning. Furthermore, there was black mould on the window of a child's room, and some bathrooms required maintenance. Although these issues had not yet impacted on the children, no one working at the home had addressed them. There was no risk assessment in place for the blue barrels. The registered manager made arrangements to rectify these hazards during the inspection.

The effectiveness of leaders and managers: good

This is the first full inspection of this home. The registered manager is dedicated to providing high-quality care. The members of his team share his ambition and describe feeling well supported in a child-focused culture.

The adults all spoke positively about the support and guidance from leaders and managers. Supervision is frequent and provides an opportunity for reflection. Through the development of personal goals for the adults, leaders seek to underpin adults' development with bespoke training. This, in turn, helps to improve staff retention by focusing on the particular interests of adults that can benefit the children's experiences.

Staff changes have been used as an opportunity to develop the team. New adults speak positively of their induction and the support they receive.

The registered manager and his team are outwards facing. They are curious about the dynamics of the children's behaviour and spend time reflecting on their work. They use this reflection to adapt their practice to provide the children with individualised care.

Managerial oversight is largely good. The manager has a good grasp on the strengths and weaknesses of the provision. He makes use of the independent reports to further assess the quality of care being delivered and guide development plans.

The adults are delivering care in line with the statement of purpose. The child-focused ethos is evident and strongly threaded through the practice of the adults and written records for the children. Regular team discussions regarding records about the children ensure that the adults are mindful in what they record. As a result, the children's records have improved in quality.

The location assessment is regularly reviewed. However, it does not comprehensively detail the specific risks of the location or provide the adults with clarity about how the risks may be reduced.

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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12(1) (2)(d))	9 April 2022

Recommendations

- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. (Guide to the children's homes regulations, including the quality standards', page 64, paragraph 15.1)

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: 2571846

Provision sub-type: Children's home

Registered provider: New Forest Care

Registered provider address: New Forest Care Ltd, West Shore House, West Street, Hythe, Southampton, Hampshire SO45 6AA

Responsible individual: David Carter

Registered manager: Jacob Lee

Inspector

Sarah Olliver, 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 2022