

2571846

Registered provider: New Forest Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation that operates several registered children's homes. This home is registered to provide care for up to 5 children with social and emotional difficulties. At the time of the inspection, 5 children were living at the home.

The manager registered with Ofsted in July 2023. She is currently away from the home, and an interim manager is in place, who registered with Ofsted in March 2026.

Inspection date: 17 March 2026

Date of last inspection: 10 June 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Leaders and managers have taken effective action to address previously identified shortfalls, resulting in measurable improvements across the service.

Staff know the children well and understand how to interpret their behaviours. Staff respond flexibly to support children's social, personal and emotional development, and consistently take their wishes into account to help them feel safe. As a result, children are making progress and they feel cared for, in an environment that is increasingly stable and with staff practice that is more consistent and focused on their individual needs.

Children know how to use the home's complaints process. Staff demonstrate that they take complaints seriously and follow the correct internal guidance when managing, recording and delivering outcomes for children.

Allegations are well managed, with clear, child-focused recordings and outcomes in all cases. Managers and staff seek the appropriate professional advice and notify all relevant persons in a timely manner. Records are clear and identify actions taken by the manager to keep children safe.

Staff know each child's risks and how to keep them safe. Record-keeping has improved in quality and records provide a clearer narrative of children's experiences, progress and the support that they receive. Children's support plans are individualised, regularly reviewed and contain succinct, clear guidance for staff to follow to keep children safe.

There has been a significant reduction in the use of physical restraint. Staff demonstrate a stronger understanding of de-escalation strategies and are more skilled in responding to children's behaviours in a calm and proportionate way. When restraint is used, this is clearly recorded and subject to increased management scrutiny. Opportunities for reflection and learning following incidents are more routinely embedded in practice, enabling staff and children to learn and develop.

Staff report feeling better supported in their roles through more regular supervision, clearer guidance and improved access to managers. This has contributed to a noticeable improvement in staff morale and confidence. As a result, relationships between staff and children are more positive and there is greater consistency in how children are cared for.

The home is managed effectively and efficiently by the acting registered manager, who is insightful and focused on positive outcomes for children and good staff support. She has enhanced the oversight of the service, the monitoring systems are now more robust and they are used effectively to identify patterns, evaluate

practices and drive improvements. There is a clear emphasis on learning and feedback, which has created a culture of accountability and continuous development.

Overall, the service demonstrates improved practice, stronger leadership and a more positive environment for children and staff.

Leaders and managers have ensured that all the requirements set at the last inspection have been met. No new requirements or recommendations were made at this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2025	Full	Requires improvement to be good
18/09/2024	Full	Good
21/06/2023	Full	Good
21/02/2023	Full	Requires improvement to be good

Children's home details

Unique reference number: 2571846

Provision sub-type: Children's home

Registered provider: New Forest Care Limited

Registered provider address: West Shore House, West Street, Hythe,
Southampton, Hampshire SO45 6AA

Responsible individual: Richard White

Registered manager: Melanie Spiers and Francesca Clayton

Inspector

Sharron Dormand, Social Care Inspector

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