

2571846

Registered provider: New Forest Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to five children with social and emotional difficulties. At the time of the inspection, four children were living at the home.

The home is run by a private organisation that operates several registered children's homes.

The manager registered with Ofsted in July 2023.

Inspection dates: 18 and 19 September 2024

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: 21 June 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/06/2023	Full	Good
21/02/2023	Full	Requires improvement to be good
04/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children have positive relationships with the staff. The staff know them well and help them understand their feelings and behaviours. The staff support the children to explore ways to manage these and difficult situations.

The staff develop positive working relationships with professionals and those who matter most to the children. Professionals speak positively about the care and support that children receive. Professionals said that children have started to open up about some of their experiences and are able to name their feelings as a result of the nurturing and supportive care that they receive from staff. One professional commented, 'They have made so much progress; it's a joy to see.'

The staff support family time well, and children are enabled to see people who are important to them. This has had a significant positive influence on some children's relationships with their parents. A parent said, 'Without the help of the manager and staff, my child and I would have no relationship.'

The children make good progress because of the help and support of staff. Staff talk fondly and positively about the children and are proud of the progress each child is making. The children are supported in getting along well. They show empathy and care towards each other. Staff are alert to any developing frictions and quickly act to help the children resolve these. The positive relationships between children and staff help children feel emotionally safe and secure.

The staff are child-focused. They ensure the children's voices, feelings and wishes are heard and responded to. Staff are proactive in seeking children's views with respect to care planning. They support them to understand the decisions being made around them.

All the children have previously struggled to attend school. Due to the help and support of staff, the children are now in full-time education. They have good school attendance and enjoy going. As a result, they are learning new skills, gaining new friendships and growing in confidence.

Children live in a safe and welcoming home. Each child has their own personalised bedroom that is decorated with posters of their favourite characters. The children's photos and artwork are proudly displayed throughout the house, and the atmosphere feels like a family home.

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

A positive culture of safeguarding is established in the home. The staff understand their roles and responsibilities. They receive good-quality safeguarding training. They

regularly update their knowledge through discussions in team meetings, debriefs and supervision sessions. Staff demonstrate appropriate professional curiosity and consistently take action to ensure the safety of children.

The staff are skilled in recognising when children need support. They respond to incidents quickly and effectively. Incidents are consistently well recorded, and reflections take place with staff and children.

Due to the needs of the children, physical intervention is sometimes used. The manager maintains a suitable oversight of incidents, including any physical holding of children. Physical intervention is used as a last resort, and the minimum level of intervention is used for the minimum amount of time. Any physical intervention is carried out by suitably trained staff, in line with children's plans. Staff have been successful in helping children manage difficult emotions, and there has been a decrease in physical intervention.

The positive relationships between staff and children promote an open culture where children feel able to share worries or concerns. Children know how to make a complaint, and when they do, staff support them well.

Any allegations made by children are investigated promptly. Any concerns about adults are promptly shared with the local authority designated officer. Senior leaders work collaboratively with children's professional networks to ensure that children are kept safe. Managers consistently seek to learn from investigations to enhance practice and improve the children's care.

The effectiveness of leaders and managers: good

The home is led by a reflective manager who knows the staff and children well. Her influence is clear. She leads by example to support and develop the staff team. The manager is actively involved in the children's day-to-day care and is identified by the children as a trusted adult. The manager and staff have high aspirations for each child and help them enjoy their childhoods.

Senior leaders ensure that staff are well supported. The regular team meetings and individual staff supervisions are reflective and engaging. Individual staff supervision sessions, through exploring scenarios, encourage staff to remain alert to what to do in difficult situations. There is a strong sense of teamwork and commitment to children. One staff member said, 'I have never been more supported in a job.'

Staff feel professionally and appropriately challenged and supported. Newly recruited staff receive a comprehensive induction. Staff benefit from a variety of training that is relevant to the needs of the children they care for.

Before new children move into the home, the manager carefully assesses their needs and considers whether the staff have the skills to meet the child's needs and the

needs of other children in the home. Additional suitable training to meet the needs of the child is provided to staff.

Senior leaders are reflective and use effective monitoring and learning to implement positive changes to enhance the quality of care for children.

No requirements or recommendations were set at this inspection.

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 Limited

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

Responsible individual: David Sayers-Carter

Registered manager: Melanie Spiers

Inspector

Sharron Dormand, Social Care Inspector

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