

2571846

Registered provider: New Forest Care Ltd

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 and provides care for five children with social and emotional difficulties. The manager has been registered since 28 February 2021.

Inspection dates: 21 and 22 February 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	inadequate
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 4 January 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Children have made progress during their short time at the home. Children have made progress with their emotional and social skills. Staff review care plans regularly and set targets for each child to achieve. Staff involve the children in this process.

Children have access to a full range of activities. They take part in activities such as axe throwing, bushcraft and climbing. Staff encourage children to develop their independence skills. Children achieve accredited qualifications for their achievements.

Children's school attendance is variable. One child is in education full time and attends regularly. Another child is not currently attending school. Staff are working with school staff and the local authority to resolve this.

Staff plan for and prepare children when they move in and out of the home. However, consultation with children already living at the home is not as well considered and staff do not prepare them for new children moving in.

Staff do not support children, or record key conversations, to help them understand the risks associated with smoking. This does not promote a healthy lifestyle for children.

How well children and young people are helped and protected: requires improvement to be good

Staff understand and know about children's past experiences and risks. This allows staff to support children and take into account their lived experiences.

Staff often use physical interventions with children. Following physical interventions, children have debriefs and the staff complete medical checks. Managers inform relevant professionals and review the incident. The home's statement of purpose states when staff use a 'ground hold', there should be a critical review. On one occasion this has not happened.

The manager responds to allegations well and shares the outcomes of investigations with children. The manager involves the local authority designated office (LADO) and social workers. The LADO and social workers have no concerns about the management of allegations.

The children have door alarms on their bedroom doors. There are consents obtained from social workers and children for their use. The use of door alarms is not

individually assessed for each child. A generalised approach is taken that does not consider risks and why the alarms need to be used.

The effectiveness of leaders and managers: inadequate

The manager has ineffective monitoring systems in place. When reviewing incident reports, the manager has failed to show professional curiosity to explore staff practice. On one occasion, the manager failed to assess whether a staff member's conduct was appropriate and whether the child was safe.

The manager does not explore professional boundaries with staff when their practice is poor. This includes their interactions with children and family members. When there was a known conflict of interest between a staff member and a parent, the manager failed to implement a risk assessment or a policy to guide staff on the appropriate use of social media when interacting with children or family members.

Supervision has not always been carried out in line with the home's policy. The manager's monitoring systems did not identify this quickly enough. Once the issue had been identified, the manager took action, and supervision is now happening regularly.

On one occasion, a staff member failed to promptly raise a safeguarding concern about images a child had seen on social media. The manager had a conversation with the staff member, but did not consider this as part of the staff member's formal probation review. This does not promote a safeguarding culture at the home.

The workforce plan is not complete. The plan does not include the additional training staff have completed, specifically the training on attention deficit hyperactivity disorder and autism spectrum disorder. The plan does not detail how the manager will address poor performance.

On one occasion, the manager bought a gift for a child who no longer lives at the home. The provider investigated this, and the outcome was to review the gift-giving policy. This policy has not been reviewed.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(f)) In particular, the registered person should ensure that policies for staff are clear on the use of social media with children and their families. In particular, the registered person should ensure that critical reviews of high-risk physical interventions are carried out as detailed in the home's statement of purpose. In particular, this specifically relates to the use of management reviews to identify shortfalls in staff practice, to develop the quality of care provided.	17 March 2023
The registered person may only use devices for the monitoring or surveillance of children if—	17 March 2023

the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(d)) In particular, this specifically relates to implementing individual risk assessments to ensure that the door alarms are no more intrusive than necessary.	
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) In particular, ensure that children's records are updated in a timely manner to reflect conversations held with children.	17 March 2023

Recommendations

- The registered person should ensure that supervision and performance management of staff safeguard children and minimise potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1. The plan should detail further training required for staff. The plan should detail the process for managing and improving poor performance. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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 Ltd

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

Responsible individual: David Carter

Registered manager: Jacob Lee

Inspector

Mark Dawkins, Social Care Inspector

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