

2785274

Registered provider: New Forest Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately own children's home that is registered to provide care for one child with social and emotional difficulties, up to the age of 18 years. There was one child living at the home at the time of the inspection.

The manager has been registered with Ofsted since March 2024.

Inspection dates: 26 and 27 February 2025

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

The child has developed positive relationships with staff. The child's behaviour indicates that they trust staff to support them, and the child feels listened to.

Staff support the child to spend time with their family. This includes visits to the home and phone calls, to promote positive relationships.

The child's physical and mental health needs are well met. The child attends all primary healthcare appointments, and staff follow the recommended actions. There is internal specialist help, such as a mental health nurse who advises staff and supports the child when in crisis. The manager is a strong advocate for prioritising the child's emotional needs and mental health. For example, the manager successfully advocated for the child to start therapy without delay.

Staff support the child to access alternative options to education, such as employment, in line with the child's wishes. Staff help the child to prepare for independence. For example, the child can cook, clean, shop, do their laundry and access community facilities. Staff encourage the child to engage in the day-to-day running of the home and community activities.

Staff work closely with the child's social worker to help the child to understand their future options and the support available to them. This helps the child to consider safe and realistic options when they leave the home and achieve independence.

The home has recently been refurbished and has a homely feel. The child was involved in choosing the furniture and decorating the home. The child's artwork is displayed around the home and their bedroom is decorated to their taste.

The child's social worker is positive about the care and support provided by staff. They referred to the staff's commitment to the child and said that 'they go above and beyond' to meet the child's needs and advocate on their behalf.

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

Staff keep the child safe and support them if they raise concerns. As such, the child is confident in the actions that staff will take to keep them safe.

Staff are skilful in supporting the child to manage their emotions and understand self-harm risks. This helps the child to feel comfortable to discuss their feelings with staff. Individual risk assessment and behaviour support plans provide clear guidance to staff in how to care for the child. This includes therapy and key-work sessions that are facilitated by the child's preferred member of staff. Staff use a therapeutic approach based on safe and nurturing relationships to care for the child. The staff's approach helps the child to

talk about their feelings and accept support. This has reduced the risk of self-harm and there have been no incidents since December 2024. There have been no missing-from-home incidents in this home.

Staff use physical intervention as a last resort to keep the child and others safe. There is good management oversight of such incidents, including reflective sessions with staff and the behaviour management trainer.

Staff understand the child's emotions and behaviours, and their response to these is proactive and child centred. There is good direct work with the child, and multi-agency work with the social worker and mental health nurse. Debriefs with staff and the child take place following incidents. This ensures that the child's needs and behaviours are considered in a robust and holistic way, which reduces the risk of harm to the child.

Staff understand the child's communication style and recognise that the child's behaviours are a form of communication. A member of staff said that the team are 'kind, caring and understand the child's behaviours'.

The effectiveness of leaders and managers: good

The manager leads and develops the team. She has high aspirations for the child and works alongside staff to model practice. Staff feel well supported by the manager and feel that she helps them to improve their practice to ensure that the child has good-quality care.

The manager knows the child well. She talks passionately about the child and is proud of the progress they have made.

Staff receive training in topics that are relevant for the safe care of the child. The training is up to date and ensures that staff have the skills to meet the child's needs.

Staff receive regular supervision, which focuses on staff well-being and how they are supporting the child to progress. The manager's management style makes staff feel comfortable to discuss their worries and challenges, allowing the manager to swiftly put additional support in place for staff if needed.

The manager has good monitoring and quality assurance systems in place, including reflections on her own practice. The manager is aware of the strengths and weaknesses in the home and uses the monthly independent person's reports to make continued improvements.

The manager has reported all incidents to the local authority designated officer and social work team in a timely manner. While these incidents were reported to Ofsted, there was a significant delay. Reporting the incidents late meant that the regulator did not have full oversight of how well the child was helped and protected. The manager has reflected on this shortfall and there is evidence that she is implementing changes. The manager is motivated to improve her and her team's practice.

What does the children's home need to do to improve?

Recommendation

- The registered person should notify Ofsted in a timely manner if one of the situations specified in regulation 40(4)(a)(d) occurs, or if there is an incident relating to the protection, safeguarding or welfare of a child living in the home which the registered person considers to be serious. ('Guide to Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)

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: 2785274

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: Alex Gooderham

Registered manager: Leanne Levett

Inspectors

Claudia Poienar, Social Care Inspector
Sharron Dormand, Social Care Inspector

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