

SC063767

Registered provider: New Forest Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately operated children's home is part of a group of homes and educational premises. It is registered to provide care for up to 4 children who may have social or emotional difficulties.

At the time of the inspection, there were 2 children living at the home.

The manager has been registered with Ofsted since September 2023.

The inspector only inspected the social care provision of the home.

At this home, the children refer to the staff who work there as 'adults'. This terminology is reflected in the report.

Inspection dates: 4 and 5 February 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 14 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2025	Full	Good
06/03/2024	Full	Outstanding
14/03/2023	Full	Good
15/02/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living in this home make exceptional progress. They thrive because of the excellent standards of care delivered by highly skilled and dedicated adults. Children benefit from the stable relationships they have with the adults and are confident to seek them out for guidance and support. Children and adults demonstrate affection towards one another. This creates an environment similar to a family home.

Children's health and wellbeing are prioritised. Adults ensure that children receive the wellbeing support they need through regular discussions and key-work sessions. These help children to make sense of their lived experiences, emotions and behaviours.

Adults encourage children to participate in creative activities, based on the children's individual preferences. This provides an outlet for children to process their emotions and develop their self-esteem.

All children are in full-time education. Adults communicate effectively with children's educational provisions to ensure that the children's specific needs are met. These lines of communication ensure there is thorough planning and opportunities to address any challenges when they arise. Adults give purposeful, insightful and practical support to children to help them succeed.

Children enjoy a huge range of activities and experiences. Children participate in community-based activities as well as developing their talents and interests at home. Adults and children speak fondly about attending events together, which have provided opportunities for children to make positive, lasting memories.

Children's life chances are enhanced as a result of the care they receive. Adults provide support that benefits children in the long term. They prepare exceptionally well for when children move on from the home to support positive outcomes for children's futures. One professional praised the adults for their 'brilliant insight', which was instrumental in achieving a positive future outcome for the child.

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

There is a positive safeguarding culture at this home. The leadership team responds proactively to children's views and concerns. This provides a positive experience for children and ensures they feel heard.

Children say that they feel safe living at this home. Adults provide consistent care and implement clear boundaries so that children know what to expect. Adults use restorative approaches to help children repair relationships and to manage their emotions safely. Risk assessments are thorough and detailed and ensure that adults are familiar with all risks associated with the children they care for. The support that adults provide equips

children with the knowledge and skills to maintain their own safety, both now and in the future. Adults develop effective plans to manage and minimise risks affecting children within and outside the home.

Adults have completed training that enables them to respond effectively to children's needs. The induction for adults working in the home is thorough. Weekly meetings and wellbeing sessions are available for adults to support their professional development.

Managers maintain good oversight of physical interventions to ensure that they are used proportionately and only when necessary. Adults inform other professionals about the use of any measure as well as any learning that arises. Following one incident, managers introduced the use of beanbags to improve children's safety and comfort during certain holds. However, there has been a delay in completing the relevant risk assessment and delivering training to adults so that they can use this technique confidently.

The effectiveness of leaders and managers: outstanding

The leadership team demonstrates an empathic approach to the children whom they care for. They are ambitious for children's futures and influential in changing the lives of those in their care. Managers lead by example, ensuring that children feel safe, secure and heard. Leaders and adults provide the support needed to nurture opportunities for children to thrive.

Children benefit from living in a home where there is excellent leadership. The registered manager, alongside a competent deputy manager, is organised and has excellent oversight of the home. Leaders are receptive to feedback from the independent visitor and take effective action in a timely way. However, the reports do not include regular feedback from the children, parents, relatives and relevant professionals, which would further enhance the registered manager's oversight.

Adults are satisfied in their roles and they say that the team's morale is high. One adult described the home as being 'like a family'. Regular team meetings help adults to focus on what matters to the children and this creates a safe, positive space for children to flourish. Adults have plentiful opportunities to learn and reflect on their practice, with support from an in-house clinical team.

Adults benefit from supportive supervision discussions and impactful support from managers. Leaders promote a transparent culture for learning and adults say that they are confident to share their views in this 'safe space'. Adults understand the importance of maintaining their own wellbeing and feel that this is promoted by leaders, who recognise the significance of a healthy and happy workforce that provides care to children.



Senior leaders are actively involved in the management of the home and visit regularly. They have built solid relationships with the children. Consequently, the children feel comfortable to talk to senior leaders.

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

Recommendations

- The registered person should ensure that all adults have been adequately trained in the restraint techniques that are appropriate to the needs of the children in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.57)
- The registered person should ensure that they appoint an independent person., who makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. This should include regular feedback from the children, parents, relatives and relevant professionals. This should be written in a format which can aid the registered manager in their oversight and development of the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

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: SC063767

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: Lee Hicks

Inspector

Maria Calway-Kennedy, Social Care Inspector

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