

SC068046

Registered provider: New Forest Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private organisation. The home is registered to provide care for one child who has social and emotional difficulties. There is a linked school for this home that is operated by the same organisation.

At the time of the monitoring visit, there were no children living in the home.

The manager was registered on 14 June 2023.

Inspection date: 17 April 2024

This monitoring visit

The home was last inspected in March 2024. Serious and widespread concerns were identified. A compliance notice was issued under regulation 12, due to the significant failings in safeguarding children. This monitoring visit was undertaken to establish the extent to which progress had been made. The provider has met the compliance notice and adhered to the restriction of accommodation notice. Further work was shown to be under way to meet the remaining requirements. These will be fully assessed at the next full inspection

There has been a proactive response from leaders and managers to the compliance notice and further requirements set at the last full inspection. Recent home improvements have included redecorating, and removing some old furniture. This means the building now provides a more welcoming and homely environment.

Improved monitoring systems provide the leadership team with effective oversight of compliance, including staff practice and development. Regular management meetings and daily dialogue promote transparency and direction in achieving the required improvements.

Actions have been prioritised appropriately. Revised documentation, processes and policies have been shared efficiently with the wider team, for example, improved induction for staff working in the home, on-call expectations and the home's revised statement of purpose.

A thorough review of staff roles and responsibilities has been completed. This is in addition to all staff completing necessary training, ensuring that staff understand the importance of keeping children safe and promoting a professionally curious safeguarding culture in the home.

While some of the new documentation, developments in staff practice and training initiatives are not yet fully tested, leaders and managers have addressed the concerns promptly and in a professional manner.

The provider has met the compliance notice and adhered to the restriction of accommodation notice. Further work was shown to be under way to meet the remaining requirements. These will be fully assessed at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2024	Full	Inadequate
28/02/2023	Full	Good
12/10/2021	Full	Outstanding
20/05/2019	Full	Good

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, The 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 with 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; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(h)) This requirement was made at the last inspection and is restated.	28 April 2024
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children;	28 April 2024

use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect; help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1)(a)(b) (2)(b)(i)(ii)(iii)(v)) This requirement was made at the last inspection and is restated.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c) (2)(ii)(v)(x))	28 April 2024

This requirement was made at the last inspection and is restated.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and	28 April 2024

has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(a)(b) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(i)(ii)(c)) This requirement was made at the last inspection and is restated.	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(c)(e)) This requirement was made at the last inspection and is restated.	28 April 2024
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; maintain regular contact with each child’s education and training provider, including engaging with the provider and the placing authority to support the child’s education and training and to maximise the child’s achievement; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of	28 April 2024

exclusion or non-attendance and to return to school as soon as possible; help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(iii)(vi)(viii)(x)) This requirement was made at the last inspection and is restated.	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that each child— is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives; is given appropriate advocacy support; ensure that an explanation is given to each child as soon as reasonably practicable after the child's arrival about— how to make a complaint or representations in relation to the home or the care the child receives and how any such complaint or representations will be dealt with; and what advocacy support or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision. (Regulation 7 (1)(a)(b)(c) (2)(b)(i)(iii)(d)(ii)(iii)) This requirement was made at the last inspection and is restated.	28 April 2024

The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)) This requirement was made at the last inspection and is restated.	28 April 2024
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (1) (2)(a)(b)(c)) This requirement was made at the last inspection and is restated.	28 April 2024
When the independent person is carrying out a visit, the registered person must help the independent person— to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being.	28 April 2024

(Regulation 44 (2)(b) (4)(a)(b))

This requirement was made at the last inspection and is restated.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC068046

Provision sub-type: Children's home

Registered provider: New Forest Care Limited

Registered provider address: New Forest Care Ltd, West Shore House, West Street, Hythe, Southampton SO45 6AA

Responsible individual: Anthony Mostran

Registered manager: David Byrom

Inspector

Jill Sephton-Wright, Social Care Inspector

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