

# SC363268

Registered provider: New Forest Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned and registered to provide care for up to three children who experience social and emotional difficulties. There were three children living at the home at the time of the inspection.

The manager has recently been appointed and has not yet applied to register with Ofsted.

### Inspection dates: 4 and 5 March 2025

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|-------------------------------------------------------------------------------------------|----------------------------------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>requires improvement to be good</b> |
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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 | requires improvement to be good |
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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:** 23 January 2024

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 23/01/2024      | Full            | Outstanding          |
| 21/03/2023      | Full            | Outstanding          |
| 08/02/2022      | Full            | Good                 |
| 02/07/2019      | Full            | Good                 |

## Inspection judgements

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

Some bullying behaviour by the previous manager led to children not always receiving nurturing care. Leaders have responded appropriately, and the new manager has plans to improve the culture of the home. These measures indicate early positives that are not yet embedded and so the impact is not fully known.

Children's educational experiences vary in quality. One of the children struggles to stay in school full time and their attendance is very low. The social work team manager from the placing authority was not aware of this prior to the inspection. Positively, one of the children, who attends the organisation's school, enjoys learning and goes every day.

Not all children are receiving effective support that helps them to maintain healthy routines. One of the children sleeps during the day and not at night. Staff make attempts to wake the child up during the day but have not successfully changed the child's sleeping pattern. This is having a negative impact on the child's attendance and achievement in education and their participation in social activities.

Managers and staff support children to maintain positive relationships with their families. This helps children to have an understanding of their identity and a sense of belonging.

Staff meet children's health needs and ensure that they receive support from healthcare professionals when they need it.

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

Physical restraint is used when necessary to keep children safe. However, children's plans do not include details of the de-escalation strategies that can be used to try to avoid the need for restraint. Additionally, there is not enough scrutiny of restraints by managers to identify learning that may be used to reduce the risk of a reoccurrence.

Children have experienced, and witnessed, bullying behaviour. Consequently, while children have positive relationships with the staff team, they have not gained a sound understanding of how to maintain relationships that are built on trust and mutual respect.

When children go missing from the home, staff follow procedures to make sure that children return safely. However, records do not reliably capture children's motivation for leaving the home or the specific risks that they are exposed to.

When children need additional support to understand how to manage their own risks, this is sought for them. One child is being supported by youth offending service to help

them change their responses when they are upset or angry, and why this is so important.

**The effectiveness of leaders and managers: requires improvement to be good**

The senior leadership team recognises that as well as affecting children's progress and experiences, the bullying culture that has existed in the home has had a negative impact on the emotional well-being of the staff team. They are receiving support from the organisation's therapy services.

Staff are not receiving supervision at the frequency deemed appropriate by senior leaders. As a result, staff do not have regular opportunities to reflect on their practice or discuss their professional development.

There is insufficient management monitoring of children's local authority care plans to ensure that they are being regularly reviewed and updated. This limits managers' ability to advocate for children to ensure that they are accessing the resources and support that they need to reach their goals.

The new manager was appointed in the week prior to the inspection. They demonstrate an understanding of the changes that need to be made to ensure that the support that children receive has a positive impact on their outcomes. As a result, there is a firm basis for improvement in the quality of care to be made.

## 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 within the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Due date    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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.<br/>(Regulation 13 (1)(a)(b) (2)(f))</p> | 31 May 2025 |
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(i)(iii))</p>                                              | 31 May 2025 |
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p>                                                                                                                                                                                                                                                                                                                                                                                               | 31 May 2025 |

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| <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(b))</p>                                                                                                                                                                                                                            |             |
| <p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(iii)(v))</p> | 31 May 2025 |
| <p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p>                                                                                                                                                                                                                                                                                                                                            | 31 May 2025 |

## 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:** SC363268

**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:** Post vacant

## Inspector

Shaheda Dhandia, Social Care Inspector

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Piccadilly Gate  
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