

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 owned and operated by a private organisation. It provides care for up to 3 children with social, emotional and/or mental health difficulties. There were 3 children living in the home at the time of the inspection.

The manager registered with Ofsted in May 2025.

Inspection dates: 21 and 22 April 2026

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 19 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/05/2025	Full	Good
04/03/2025	Full	Requires improvement to be good
23/01/2024	Full	Outstanding
21/03/2023	Full	Outstanding

Summary of findings

Children in this home make good progress and have positive experiences. Staff know them well and children's care is tailored to their individual needs and preferences. Children feel safe. Staff enable children to explore their feelings and emotions following any incidents, through thorough discussions. Managers and staff value children's education. They ensure that children receive educational support and have developed positive and collaborative relationships with education professionals. This supports consistency of care between the staff and education providers. Since the last inspection, leaders and managers have worked hard to improve the culture in the home. This has led to staff feeling better supported and has in turn improved consistency of care for children.

Inspection judgements

Overall experiences and progress of children and young people: good

The children are cared for by committed staff who support them and have a good understanding of their needs, likes and dislikes. Staff know children well and have positive relationships with them. Interactions between staff and children are warm and affectionate.

Children said that they are happy in the home and they know who they can talk to if they have worries. Talking about their experience of living in the home, one child said, 'We have the best staff ever.'

The home is clean, well decorated and has a genuine homely feel. Children's bedrooms are personalised to their own individual interests. The garden has recently been redeveloped, giving the children a large and safe outside area to enjoy.

Children receive individualised care in line with their personalised plans and targets. This has contributed to the positive progress that children make. One child has been supported to make their own way to their education provision by public transport, helping to prepare them for independence. Another child is supported to understand and name their emotions, helping them to develop self-regulation and resilience skills.

Children are supported by staff to spend time with their families in a way that is accessible and enjoyable for them. Children share their views about seeing their family members, and staff have supported changes to family time in line with these views. This helps children to maintain relationships with those who matter to them.

All the children are engaging in their education. Staff have frequent communication with education professionals to ensure that care between home and school is consistent. This is because children's educational needs are valued by staff.

Children's equality and diversity are considered and supported, and any inappropriate use of language is appropriately challenged by staff. Children are helped to understand the impact of this on others. Staff use children's preferred pronouns; this supports children to feel able to express themselves openly and to understand and develop their identities.

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

The relationships and interactions between staff and children show that children feel safe with those who care for them. Children are able to speak openly and honestly with staff about their thoughts and feelings.

Physical intervention is used as a last resort and always at the lowest level required. Records of these interventions are clear and well written, and children are appropriately spoken to after any incident.

Children's internet use in the home is well monitored and individualised to their age and understanding of online risks. This has led to children being able to safely navigate the internet, providing them with age-appropriate independence online while still receiving support and guidance from staff.

Door and window alarms are used. While this is an appropriate safety measure for some children, this is used in practice for all children. The relevant policy has not been regularly reviewed and is not in line with all children's specific needs and plans.

At times, staff use consequences when children show behaviours that challenge. However, the consequences used are not always proportionate and have sometimes been punitive. Information in records relating to consequences is sparse in places and lacks detail and the reason for the consequence is not always captured.

The effectiveness of leaders and managers: good

The manager has high aspirations for children and is dedicated to their work. Staff say that there has been a positive shift in the culture of the home and that the management team has worked hard to achieve this. The commitment, focus and collaborative working of the registered manager and the deputy have helped to achieve this.

Staff feedback is positive. They said that the home feels like a happy and safe place to work. Staff have positive and collaborative relationships with each other. They work well together to ensure that children have consistency in the care that they receive.

Staff supervision takes place frequently and is of good quality, covering staff wellbeing, safeguarding and opportunities for reflection. Staff speak positively about their experience of supervision and feel well supported by those who supervise them.

There is a comprehensive training package for staff from induction onwards. This includes regular refreshers, both face to face and online. The training provided also

focuses on the specific needs of the children in the home. For example, staff received specific training after a child received a diagnosis, and further training was carried out in relation to self-harm to help them to understand the needs of another child.

The leadership and management arrangements for monitoring and reviewing the quality of care for children needs strengthening. The registered manager has not had consistent oversight of children's records. For instance, some children's records have not been reviewed and updated for some time and details of meetings relating to children are not always included. Furthermore, feedback from children, their families and external professionals is not always sought to inform the day-to-day running of the home. This hinders leaders and managers' ability to fully assess and identify the home's strengths and areas for development.

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
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; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received. (Regulation 13 (1)(a)(b) (2)(a)(f)(g)(ii)(h)) In particular, ensure that the monitoring systems are effective and that feedback from children, their families and external professionals is sought and used to inform leaders and managers' understanding of the quality of care that children receive.	4 June 2026
The registered person must maintain records ("case records") for each child which—	4 June 2026

include the information and documents listed in Schedule 3 in relation to each child;

are kept up to date; and

are signed and dated by the author of each entry.
(Regulation 36 (1)(a)(b)(c))

In particular, the registered person must ensure that they have access to children's care plans, which are regularly reviewed and followed.

Recommendations

- The registered person should ensure that any consequences used to address behaviours that challenge are restorative in nature and help children to recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)
- The registered person should ensure that the use of electronic door and window alarms is regularly reviewed, involves parents, children (where possible) and social workers to consider if it continues to be necessary for safeguarding purposes, in accordance with regulation 24. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.16)

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: Alan Whiles

Inspectors

Sheniz Hudaverdi, Social Care Inspector
Sharron Dormand, Social Care Inspector

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