

SC363268

Registered provider: New Forest Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to three children who have social and/or emotional difficulties. According to the home's statement of purpose, its ethos is to provide a safe, secure and nurturing environment for the children in the home, while supporting them to understand their early experiences and be able to develop in all areas for the future.

The manager has been registered with Ofsted since 3 April 2019.

Inspection dates: 21 and 22 March 2023

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: 8 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2022	Full	Good
02/07/2019	Full	Good
18/12/2018	Full	Good
24/01/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are making exceptional progress in a safe, settled and comfortable home. They are all attending school and making substantial progress. A child who recently joined is now attending school full time after being out of school for a year.

The manager has made significant changes to the language used in the home, both verbally and in written records. This means that the people who work at the home are known as adults rather than staff. This cultural change is informed by training run by care-experienced adults.

Children experience a wide range of enriching personal achievements and have opportunities to develop their emotional resilience and self-esteem. They take part in activities including paper rounds, dance, archery, football, Guides and youth clubs. One child is working towards an animal care qualification by helping on the farm linked to the home, and two children are working towards a Duke of Edinburgh award at school.

Children build trusting relationships with adults who show a high level of kindness, respect and affection towards them. Children told the inspector that their views are listened to and that they feel any complaints or worries are taken seriously.

Children are supported to develop their independence skills. One professional informed the inspector that her child is given a range of opportunities to explore their skills as well as to learn new skills at the home and in the community.

When children move in or out of the home, the manager and adults plan this thoroughly, taking the children's views fully into account. One child who lived in the home for five years regularly visits for dinner. At Christmas, the children receive a lovely hardback photobook of their activities and achievements throughout the year. These are kept as mementoes for when they eventually move on. Children's artwork and framed photos throughout the house enhance the homely feel.

Adults understand the importance of supporting positive family relationships, and children visit their families and the people important to them in accordance with their plans. One parent described the care her child receives as 'phenomenal' and told the inspector that the adults were always 'supportive and encouraging her to try new things at her pace'. Another family member said that she had been to a number of different homes but 'none of them compared to this one'. The adults have consistently supported her child to work through 'multiple difficult issues' and she was 'incredibly proud of the progress and achievement made'.

Children are encouraged to learn about current affairs, religious beliefs and culture. Regular cultural theme nights take place where children are supported to plan a meal

and prepare a quiz about a particular country, religion or culture. Recent examples include Brazil and Ukraine nights. This raises their awareness of social issues and diverse cultures in a fun way.

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

Children say that they feel safe in the home and benefit from kind, consistent care and boundaries. They have agreed on where their own safe spaces are for times when they feel emotionally vulnerable or upset. One child has an art wall where she can express how she is feeling in a creative way. Incidents of children going missing from home or being at risk are uncommon. Incidents when children have been physically restrained are rare, and these interventions have been a last resort.

The manager ensures that adults know their safeguarding responsibilities. The response to significant incidents and safeguarding concerns is informed by the organisation's therapeutic approach. Care practice is enhanced through regular meetings between the manager, the responsible individual and the therapist. These provide reflective time to consider events and identify any actions to further improve children's care. Learning is shared with adults in the home and across the wider organisation.

Adults can identify all external agencies that play a role in supporting the safety and well-being of children. They understand how to raise concerns to ensure that good safeguarding practice is followed.

When risks are identified, adults implement comprehensive strategies to reduce them. A child's independent reviewing officer said, 'The placement is clear about risks in relation to the young person and has been supporting them to develop strategies to be able to express themselves as well as to make choices that do not place them at risk of harm.' Another professional informed the inspector that they had seen 'great improvements' in their child's emotional well-being and a reduction in many risk-taking behaviours. They have been 'really impressed with adults' level of commitment. They have been particularly good at managing known and emerging risks, which are constantly changing.'

The manager has a good relationship with external agencies. For example, she regularly speaks to the local police liaison officer, who keeps her updated about any concerns in the community. The manager also sends comprehensive progress updates to the children's social workers each week, and there is daily communication with the children's schools.

New adults have been recruited since the last inspection. They are supported with detailed induction plans that cover areas such as roles and responsibilities, safeguarding and whistle-blowing policies and training. The organisation's theoretical approach is evident throughout the induction programme.

The records sampled showed that the relevant recruitment checks have taken place. This ensures that children are protected from unsuitable people being employed in the home.

The independent visitor has changed since the last inspection. However, they have not consistently visited when children are present.

The effectiveness of leaders and managers: outstanding

The manager is inspirational and strives to ensure that she and her team achieve exceptional outcomes for the children. She is fully involved in the children's lives and clear about the progress that they are making. She has high expectations of the adults who work with the children. She shows exceptional enthusiasm and optimism about the continuing development of her team and is aware of the home's areas of development. There is a clear action plan in place to further improve the service.

The adults working in the home are experienced, committed and supportive of each other and the children. Morale is high, and the culture at the home is open and child-focused. The adults speak exceptionally positively about the manager's commitment and the impact that she has on the home. Research-informed practice supports and improves the quality of care provided, and the therapeutic approach underpins and informs the running of the home.

Managerial monitoring is clear, regular and effective. Adults receive regular, well-documented supervision. Additional supervision is provided following difficult incidents and during induction. Consequently, adults have the opportunity to reflect on the impact of their work as well as the progress of children.

Professionals are very positive about the quality of care and support provided to children. One professional talked about the 'significant progress' that her child had made during their time at the home. They said that the adults 'have taken time to understand the child, and this has enabled them to tailor their support and responses'.

Children's views are sought in a variety of ways. Weekly 'lounge parties' take place where children are supported to talk about their wishes and feelings in an informal way. These provide the opportunity to plan events such as outings and holidays. The time is also used to talk through any difficult situations that impact on children's experiences. Children are supported to complete their looked after review questionnaires. Key-work sessions and risk assessments clearly capture children's voices. This ensures that the manager stays in touch with the children's experiences of care.

Written records and care plans are of excellent quality. The manager has keen oversight of these to ensure that plans are accurate, realistic and relevant.

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, 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
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a)) This specifically relates to the provider ensuring that the independent person regularly speaks to the staff and children living at the home and produces an analytical report.	1 June 2023

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 Ltd

Registered provider address: West Shore House, West Street, Hythe,
Southampton, Hampshire SO45 6AA

Responsible individual: Anthony Mostran

Registered manager: Alison Jones

Inspector

Mike Simmonds, Social Care Inspector

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