

SC480502

Registered provider: New Forest Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company and offers care for up to 4 children who may experience social and emotional difficulties.

At the time of this inspection, 3 children were living at the home.

The manager has been registered with Ofsted since March 2024.

Inspection dates: 24 and 25 February 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/02/2025	Full	Good
22/11/2023	Full	Good
31/01/2023	Full	Good
25/10/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Children say they are happy living in the home and talk about their positive relationships with staff. They enjoy going to clubs and participating in activities, including scuba diving, going to the gym and taking trips to large events.

Children enjoy strong, nurturing relationships with staff, which helps them feel safe and emotionally supported. They speak fondly about the positive experiences and memories they have shared with staff. One child who moved on from the home continues to maintain meaningful relationships with the staff. The child speaks highly of the support they received from the staff while living at the home, despite some challenging events during that time.

Children are making good progress with their education in relation to their starting points. All children are enrolled in the organisation's education provision and have excellent school attendance. Staff work closely with teaching professionals to monitor progress, identify any emerging barriers to learning and ensure that children receive the support they need.

Children are helped to develop their independence skills. One child is learning to manage their money through a graduated approach. Another child is now becoming more independent in managing their personal care.

Staff encourage children with identified health needs to attend all necessary appointments and engage in healthcare routines. When children have found it difficult to attend appointments, staff have found ways for the appointments to take place in the home. This has meant that the children can continue to receive the necessary healthcare without delay.

The on-site therapy team encourages children to access support when they feel ready, helping them receive regular therapy and build confidence in the therapist. An in-house mental health nurse is also available to spend time with the children, enabling them to quickly get the help they need.

Children's moves into the home are planned well. Before their move, children can meet staff and discuss their wishes and feelings, including their likes and dislikes. Children are also supported in personalising their bedroom space as soon as they feel ready.

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

Staff know and respond promptly to any presenting risks. Staff manage any safeguarding issues effectively, and they quickly ensure that children are safe. External professionals are appropriately informed and consulted. Clear records of any concerns and actions taken are maintained.

At times, children have become upset, leading to violent outbursts directed at staff. On one occasion, a staff member sustained an injury and required hospital input. This incident was managed sensitively with both the child and the member of staff, and the relationship was repaired.

There have been several occasions when children have gone missing from the home. Staff have responded in line with agreed procedures to help the children return safely and as soon as possible. Leaders and managers appropriately liaise with the police and the children's network to help to locate the children. Children receive care and support when they return home, including through return home interviews.

Staff develop positive, trusting relationships with the children. The staff are competent, responsive and accessible. Children feel able to talk to them when they find it difficult to manage their feelings and emotions. Staff use their knowledge of the children to prevent incidents from occurring.

Staff use physical intervention as a last resort to keep children safe. Attempts are made to de-escalate situations through distraction and playfulness. Conversations take place with children after any intervention; however, the quality of these conversations is inconsistent.

Allegations are mostly managed well, although on one occasion, a notification was not sent to the regulator.

The effectiveness of leaders and managers: good

The registered manager has good knowledge of the children in her care. The manager and the interim deputy manager work well together, creating a supportive working environment.

Staff understand their roles and responsibilities and demonstrate a good knowledge of whistleblowing, complaints and safeguarding processes. Staff are very positive about the role that they play in the care and the progress of the children. They feel involved in the decision-making that informs the quality of care for children.

Staff receive monthly supervision sessions, at which children are the focus. Staff speak positively about their supervision experience. When there are areas for staff development, leaders address them promptly and sensitively.

The registered manager is aware of the areas requiring further development. For example, this year's staff turnover has been higher than usual. In response, the registered manager has undertaken reflective learning to explore the underlying reasons for the turnover and identify actions to reduce it. This has resulted in a clearer understanding of staffing pressures and has informed improvements to recruitment and retention.

Safeguarding and physical intervention records are reviewed monthly, helping to identify any necessary learning promptly.

Team meetings have been adapted to help staff feel confident in their roles. The team meetings are educational, focused and supportive. Workshops have been delivered, using realistic scenarios to provide staff with practical guidance on how best to respond to challenging situations.

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

Recommendations

- The registered person should ensure that staff consistently maintain constructive dialogues and respond appropriately if challenged by a child in their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.14)
- The registered person should seek to involve the local authority and other relevant parties whenever there is a serious concern about a child's welfare. They are also required by regulation 40 to notify placing authorities, Ofsted and other relevant parties about serious incidents. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.4)

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: SC480502

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: Marcus Lange

Registered manager: Hayley Baker

Inspector

Stephanie McDonald, Social Care Inspector

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