

SC485529

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. The home provides care for up to 3 children who experience complex emotional, social and educational difficulties. All children have access to the organisation's therapeutic services.

There were 3 children living in the home at the time of this inspection. One of the children are over the age of 18 and are referred to in the report as a young person.

The manager has been registered with Ofsted since March 2023.

Inspection dates: 20 and 21 January 2026

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

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: 19 February 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2025	Full	Outstanding
18/03/2024	Full	Outstanding
21/03/2023	Full	Good
02/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children and young people receive highly individualised care from dynamic and adaptive staff who understand their needs well. Children say that they enjoy living at the home. Staff create a nurturing environment and respond attentively to children. Staff show strong commitment to their roles and are ambitious about children's outcomes and experiences. Consequently, children make significant progress from their starting points.

Children engage confidently with staff during activities and discussions about their lives. Staff actively promote healthy relationships and model respectful behaviour in their interactions with one another, creating a nurturing, family-like environment. Children are encouraged to form positive relationships with each other and are appropriately supported when challenges arise.

Staff provide tailored support to promote independence in meaningful and age-appropriate ways. Staff support children using a strengths-based approach, enabling children to develop new skills and build confidence.

Children are supported to build and maintain meaningful long-term relationships. Staff work closely with children and their families to strengthen these connections. Excellent support is provided to children who move out of the home as they progress to adulthood. Staff collaborate closely with placing authorities to ensure that children have predictability and stability when they move on.

Children have positive health and education outcomes. All children attend full-time education that is reflective of their individual needs and aspirations. They are supported by staff to further their learning through homework and revision. One young person is studying animal management at college and has been supported to keep guinea pigs, in line with their interests and studies.

Children are encouraged to share their wishes and feelings. Children's views are influential and their preferences are respected in relation to activities, holidays and meal choices. Children have lots of opportunities to take part in enriching activities that support their wellbeing and social development, including youth club, horse riding, 'Dungeons and Dragons' club and swimming.

Staff enable children to understand and explore their heritage and identity. Staff sensitively offer guidance and support to help children navigate their past life experiences and issues such as sexuality. Children willingly participate in these discussions due to the trusting relationships they have with staff.

Children seldom raise concerns about staff practice or make complaints. When they do, staff report promptly to the appropriate professionals and follow up to ensure a satisfactory resolution for the child. Staff operate in a transparent manner and actively

support children during this process. When outcomes cannot be achieved immediately, each stage of the process is clearly explained to the child, including the reasons for any delay.

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

Staff receive training in online safety and actively promote children's understanding of associated risks. Appropriate boundaries are maintained to support safety while educating children on responsible device use. Any concerns are promptly reported to professionals in children's networks and addressed sensitively.

The manager plans thoughtfully and considers all issues when new children move into the home. Staff discuss the plans with the children who already live in the home and consider the group dynamics of the household. These preparations help to reduce the likelihood of disharmony when newcomers arrive. Staff have adapted well to caring for a much younger child after a period of caring for adolescents. Staff received specific training to ensure they were well prepared for this change and able to support the child effectively.

Staff demonstrate a clear understanding of children's individual needs and vulnerabilities. Care plans are of a high standard and are regularly reviewed and updated in response to changes in behaviour. Information is shared effectively through team meetings, shift handovers and written communication, enabling staff to provide consistent and responsive care.

Children feel safe at the home and trust staff to provide support during times of difficulty. Children say they feel listened to and supported, reducing the likelihood of them going missing from home. On the rare occasions that children have gone missing, staff followed the correct procedures and notified relevant professionals promptly.

There have been a small number of occasions when children have been physically held. The use of any measure has been proportionate and necessary to keep children safe. Managers review incidents promptly and meet with staff and children to reflect on practice and identify learning.

Allegations are managed sensitively and with due regard for all involved. They are reported without delay and responded to appropriately. The manager ensures children feel listened to and, when appropriate, supports restorative discussions to achieve resolution.

Children's medication needs are managed effectively, with clear and accurate records to ensure safe administration. All staff complete a comprehensive medication induction during their probation period, resulting in consistent and diligent practice.

While care plans contain detailed information, they do not clearly evidence a robust, individualised assessment of the suitability of the use of surveillance equipment to

monitor children's overnight movement, or how these measures will be reviewed. As a result, some children may be subject to levels of monitoring that are unnecessary or unjustified.

The effectiveness of leaders and managers: outstanding

The home is led by a highly motivated and innovative manager who is committed to achieving the best possible outcomes for children. She works effectively with external agencies and confidently advocates for children when their needs or best interests may not be fully considered. Her inclusive leadership approach ensures staff feel engaged and supported, which is reflected in their confidence and competence when caring for children. The manager is widely respected by her team.

Staff speak positively about their experiences of working in the home, describing strong managerial support and valuable opportunities for professional development. They demonstrate a thorough understanding of the children, including those placed recently, and consistently work to identify and meet each child's individual needs.

A structured induction programme is provided for all new staff. The induction typically lasts 12 weeks and is supported by mandatory training, reflective discussions and weekly supervision meetings. Children build relationships with new staff at their own pace and with the support of familiar staff. Leaders closely monitor progress throughout the induction and extend it where appropriate to ensure staff are fully prepared to skilfully support children.

Staff benefit from a comprehensive programme of training, with leaders actively supporting staff to meet completion deadlines. The manager ensures that role-specific training is arranged in advance of a child moving into the home, so staff are well informed about individual needs and how best to meet them. The manager is also proactive in sourcing additional training when new situations arise, for example, when a child receives a new diagnosis. This ensures children's needs are consistently understood and appropriately supported.

Staff receive regular, meaningful supervision, providing a safe and reflective space to consider their practice and its impact on children. Staff report that supervision is a valuable process and that they feel listened to and supported by managers.

The registered manager actively supports children's diverse needs. Staff encourage and enable children to explore their identities and access appropriate community groups and networks that promote inclusion. Children are supported to attend events that reflect their cultural backgrounds or personal beliefs.

Managers routinely gather feedback from children, staff and relevant professionals to evaluate the quality of care and team effectiveness. Where necessary improvements are

identified, clear action plans are implemented, and feedback is shared to ensure transparency and accountability.

Feedback from professionals and families is consistently positive. Relationships between the home, the professional network and children's parents or family members are open, collaborative and supportive. Professionals attribute the children's positive progress to the registered manager's leadership and the commitment of the staff team.

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

Recommendation

- The registered person should ensure that any modifications to the environment of the home are made only where this is intended to safeguard the child's welfare. All decisions should be informed by a rigorous assessment of that individual child's needs, be properly recorded and be kept under regular review. This applies specifically to the door sensors used during the night. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)

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: SC485529

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: Leanne Levett

Inspectors

Vicki Horton, Social Care Inspector
Glen Strowbridge, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026