

# 1258343

Registered provider: New Forest Care

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately operated children's home is one of a group of homes and education premises located in the south of England. It is registered to care for up to four children who have had adverse childhood experiences that have led to associated trauma and complex behaviours.

The manager registered on 2 July 2021.

### Inspection dates: 7 and 8 February 2023

**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:** 27 July 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/07/2021	Full	Good
02/10/2019	Full	Requires improvement to be good
02/07/2019	Full	Inadequate
04/02/2019	Interim	Sustained effectiveness

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

Children say that they like living here and feel that it is their home. Managers and staff have a clear understanding of the progress that children are making, and this is well recorded. Examples of progress include children attending school regularly and becoming more confident in talking to staff about difficult emotions and feelings.

Staff seek prompt medical advice, share information with external agencies appropriately, and monitor the children's physical and emotional health needs.

Managers and staff ensure that children are accessing the resources and support that they need to meet their physical and mental health needs. For example, they are proactive in contacting medical professionals for follow-up appointments.

The children talk positively about attending school and are making good progress. One child spoke proudly of being rewarded for consistent daily attendance.

Staff support children's learning and development. The children enjoy playing board games with staff to help them to settle at bedtime.

There are systems in place to check the completion of household cleaning tasks. A deep clean takes place after each school holiday, but the children's bedrooms, carpets and communal environment need additional attention.

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

Staff encourage children to think about their own safety, such as wearing proper safety equipment when using their skateboards. Children's positive behaviour is noted and rewarded.

The manager shows through his oversight, recordings and conversations with children and staff, that he is appropriately managing safeguarding and looking for any patterns of concern. When children's risk assessments are updated, a system is in place to ensure that all staff read and understand the changes.

Staff show good insight and practice in terms of understanding and sensitively supporting children when they present heightened emotional behaviours.

The children have specialist support through the organisation's own therapeutic team. The therapist sees the children regularly and the staff also have regular consultations with her. This has enabled the team to develop good insight into the children's pasts. The staff are supported to understand the nature of the children's attachments and think how to support them with their responses and care.

### **The effectiveness of leaders and managers: good**

Staff speak positively about their experience of working for the organisation, and of the support that they receive from the managers.

Newly appointed staff feel well supported by the organisation and have a workplace mentor, along with their supervisor. They receive regular supervision and say that the induction training is relevant and helpful in preparing them for their roles. Training records are clear and reviewed regularly by the manager.

The manager understands the plans for the children and has systems in place to track their progress. The manager works with the staff team to think about and promote more-child-friendly and less-institutionalised language. The children are positively contributing to this.

Reports for children's reviews are comprehensive. They provide a good overview of children's experiences and progress in the review period. Reports are quality assured by both the manager and a senior manager, who provide constructive feedback to improve practice and support learning. These reports would be enhanced by including direct comments and views from the children.

The manager has a clear vision for the way that the home can improve outcomes for children and areas of development. Tracking systems are in place to monitor and review these.

The manager and his deputy are seen as credible practitioners within the team and lead by example. Staff value this.

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

### **Recommendations**

- The registered person should seek to meet the child's basic needs in the way that a good parent would, recognising that many children in residential care have experienced environments where these needs have not been consistently met—doing so is an important aspect of demonstrating that the staff care for the child and value them as an individual. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)
- The registered person should ensure that staff listen to children and take their views and feelings into account when planning and undertaking their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 21, paragraph 4.5)

### **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:** 1258343

**Provision sub-type:** Children's home

**Registered provider:** New Forest Care

**Registered provider address:** New Forest Care Ltd, West Shore House, West Street, Hythe, Southampton, Hampshire SO45 6AA

**Responsible individual:** Anthony Mostran

**Registered manager:** Brandon Ritchie

## Inspectors

Mike Simmonds, Social Care Inspector  
Lee Kirwin, Social Care Inspector

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