

1246449

Registered provider: New Forest Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home was registered with Ofsted in February 2017. It can provide care for up to five children. The home offers short stays, usually of around three months, for children in crisis or while a more permanent home is identified. The home is based in a semi-rural location and uses a variety of settings, such as a cottage, lodges and a cabin, which children may stay in or move between during their time at the home.

The manager has been registered with Ofsted since March 2023 and is suitably qualified.

Inspection dates: 28 and 29 March 2023

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: 8 September 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/09/2021	Full	Good
07/05/2019	Full	Requires improvement to be good
29/08/2018	Full	Requires improvement to be good
10/01/2018	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Most children come to this home for a short period due to a crisis, or while a permanent solution is found for them. However, if it benefits a child to stay on while the right home is found, this is supported. Care planning considers children's aims for their time in the home. While progress is often limited due to timescales, small, achievable goals are set and attained.

There is careful care planning to aid the consideration of which property will suit each child and which team of adults are best suited and skilled to support that child. Admissions to the home are often made on an urgent basis due to the model of care that they offer. The adults are highly skilled and exceptionally resilient, enabling them to work with some children who display very challenging behaviours.

The adults and children build strong relationships very quickly, and this is key to building trust. These relationships are nurtured. The manager also reflects on when changes are needed to ensure that children's views are considered and adults are able to work safely.

The adults have regular key-working discussions with children and use these as an opportunity to educate children, particularly around keeping safe. Children are supported to attend regular health appointments and, where appropriate, meet with the in-house therapy team.

All children attend bespoke activity- and learning-based education. Due to children's stays being time limited, they are not usually enrolled at a local school. However, the registered manager works in collaboration with the children's placing authority to determine the best route for the child's education, and completes certificated awards with children to enhance their learning opportunities.

The adults in this home often go above and beyond in their care for children. For example, one child was supported to engage with bereavement therapy for the first time, and the registered manager secured funds to purchase things that were very important to them. This shows the compassion and care extended to children.

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

There are risk plans in place to guide staff to support children's care needs. These are regularly updated by managers following any incidents for children. Some of the children have significant risky behaviours, and incidents do occur often. This is due to the difficulties that some children have and the type of placement that the home operates. The manager has oversight of all incidents and provides opportunities for reflection with adults and children.

Adults are knowledgeable in safeguarding practice, and all have relevant training. Any concerns or complaints made by children are taken seriously and addressed swiftly. The registered manager ensures that he responds to children so that they feel heard, and children know how to make a complaint should they wish to.

There are safeguards in place to protect children online. Adults also support children to learn about being safer online through training sessions, which cover subjects including knife crime and sexual exploitation. Children are supported to reduce their unsafe behaviours through this work.

There are sufficient safer recruitment checks in place to ensure that adults have been suitably vetted before commencing employment.

The homes present as warm, and are a spacious, nature-based place for children to live. Children have access to a range of activities locally and there is lots of equipment to support these activities. However, following the provider's own fire risk assessment being conducted, sufficient action was not taken to address the shortfalls identified. The provider took action during the inspection to rectify this.

The effectiveness of leaders and managers: good

The manager and leadership team are ambitious, proactive and have a vision for the home. They take pride in the work that they deliver for children, and are always striving for excellence. The team have a strong bond. They recognise the importance of consistency and continuity for the children who they care for so that they can build relationships with them and earn their trust.

Staff are overwhelmingly positive about working in the home and feel incredibly supported by each other and managers. All staff have regular supervision, and team meetings are used as a 'brave space' for adults to reflect on the difficulties that they sometimes face.

Development for the adults is a key strength in this home. The adults have a wide range of skills that are utilised to provide amazing experiences for children. Some adults can train other staff in activity-based roles that children benefit from. Examples include forest skills and paddle boarding. Staff also have established links with many local community venues to offer a broad range of adventures for children.

The registered manager has good oversight of the care delivered by the adults, and regularly visits all children. Additionally, the registered manager challenges placing authorities if referral records are not accurate.

The statement of purpose has not been updated to reflect changes in staffing and does not describe all the accommodation used. There are also some delays in sending notifications to Ofsted. This impacts on the oversight of the regulator.

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
<p>If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home—</p> <p>paragraph (1) does not apply; and</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(a)(b))</p> <p>In particular, the registered person should ensure that the actions identified in the fire risk assessment are carried out.</p>	31 May 2023
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))</p> <p>In particular, the registered provider should ensure that serious incidents are notified without delay, and an update is provided following any conclusions.</p>	31 May 2023
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p> <p>In particular, the registered provider must include a description of all accommodation used, and ensure that any updates made to the document are sent to Ofsted.</p>	31 May 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: 1246449

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: David Carter

Registered manager: Paul Preston

Inspector

Sara Stoker, Social Care Inspector

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