

2592030

Registered provider: Carlar Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides therapeutic care for up to four children.

Two children were living in the home at the time of this inspection.

The manager has been registered with Ofsted since December 2023.

Inspection dates: 11 and 12 November 2025

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/06/2024	Full	Good
11/07/2023	Full	Good
14/03/2023	Full	Good
26/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff demonstrate a clear understanding of children's backgrounds and current needs. Through consistent engagement, they have identified effective ways to support children when they show signs of distress. Key-work sessions provide meaningful opportunities to explore important issues and further strengthen trust between staff and children. These conversations have been particularly significant in giving children the confidence that staff can help them during periods of crisis.

When children are distressed and are demonstrating this through their behaviour, staff consistently respond with patience, forgiveness and empathy. Staff maintain an optimistic outlook that enables them to continue supporting children towards achieving the best possible outcomes.

The therapeutic support provided enables staff to accept each child as an individual and respond with high levels of nurture and patience. The home's warm, family atmosphere allows children to experience childhood safely and free from fear or judgement.

Children are encouraged to express their views, wishes and feelings. Staff actively listen and ensure these are considered in care planning, daily activity and meal choices, helping children feel valued and involved in decisions that affect them.

Children's healthcare needs are managed effectively through close liaison with external agencies and healthcare professionals, including child and adolescent mental health services. This ensures that children receive support that is tailored to their individual needs.

The manager demonstrates relentless advocacy for children and consistently prioritises their best interests. However, there remains a missed opportunity to ensure that children have access to an independent adult.

Children are encouraged and supported to develop independent living skills appropriate to their age and developmental needs. This approach has enabled two children to successfully move into foster care, demonstrating the effectiveness of this preparation.

Education is prioritised by the manager, which has resulted in children benefiting from tailored educational packages.

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

Children's safety and well-being are central to staff practice. When children experience difficult emotions, staff respond with nurturing language and a strong understanding of individual needs and experiences. As a result, the use of physical intervention is rare, and when required, it is proportionate and for the minimum time necessary to ensure

safety. Incident records are clear and detailed, evidencing staff learning to inform and improve practice. The manager's reflective review of incidents considers potential triggers and provides guidance to staff on adapting approaches in line with children's needs. Post-incident support is delivered empathetically, giving children the opportunity to reflect on the incident and their feelings. The home's culture is one of continuous learning, with both staff and children encouraged to consider how things can be done better next time.

Risk assessments and support plans place a strong emphasis on preventing incidents and understanding children's presenting behaviours. Children rarely go missing from home, but when they do, staff never give up or question the stability of the child's placement. Staff follow agreed protocols and work closely with relevant professionals to ensure their safe return to the home. Staff are committed to helping children develop their understanding of how to keep themselves safe, reinforcing a culture of protection and responsibility.

Health and safety matters are managed effectively. Fire equipment is maintained, and new children have completed successful drills. However, staff fire safety training is overdue, and drills are not held in line with policy. Maintenance issues are addressed promptly, though standards of cleanliness in bedrooms, bathrooms and the staff sleep-in room could be improved. Children live in a safe environment and know what to do in an emergency to keep themselves and others safe.

Staff have a clear understanding of children's risks and vulnerabilities and respond swiftly to concerns. They work in line with safeguarding policies and escalate issues to professional networks, including police, social care, the local authority designated officer and specialist services, ensuring children receive wraparound care and protection.

Permanent staff are safely and carefully vetted. However, recruitment records for agency staff do not always demonstrate that they are checked in line with the requirements of The Children's Homes (England) Regulations 2015.

Professional feedback has been positive, with many examples of children's progress highlighted. One teacher said, 'I do not believe the successes we achieved for the child would have been possible without the manager's support.'

The effectiveness of leaders and managers: requires improvement to be good

The registered manager is a fierce advocate for children, ensuring their rights are upheld and their voices are heard. Following changes in the staff team, the manager's capacity has been reduced. As a result, there has been a strong focus on children's safety and well-being but limited oversight in other key areas, including fire safety, staff training, safer recruitment of agency staff and staff supervision. The manager has plans in place to address these shortfalls.

The registered manager is highly respected by colleagues. Her unwavering passion for providing the best possible care inspires staff, who take pride in their role supporting children to succeed. As a result, children receive good-quality care from a team genuinely committed to achieving positive outcomes and helping them flourish. Some staff have worked at the home for over two years but are yet to complete the required level 3 qualification in residential childcare.

The responsible individual understands children's backgrounds and progress from their starting points. She has built positive relationships and is passionate about their care, maintaining regular contact with the manager and showing confidence in her ability to meet children's needs. However, senior management oversight has fallen short, enabling a drift in key management tasks being completed.

Staff feel well supported by the manager and enjoy working in the home. Team meetings and reflective sessions enable staff to provide trauma-informed care and contribute to high morale. Following a recent review, supervision processes have been updated to ensure that staff receive more frequent support.

Staff are clear about the process for reporting allegations and know how to escalate concerns when required. Therapeutic input is integral to supporting the team, enabling staff to provide children with care through a trauma-informed approach.

The manager knows the children well and uses effective monitoring systems to identify strengths and areas for improvement. Monthly reviews provide strong oversight of care and ensure focus areas align with children's care plans and evolving needs. This supports consistent key-work practice, highlights shortfalls and reflects the manager's high expectations for children to make significant progress across all areas of their lives.

Staff ensure that children have positive experiences by providing routine, clear boundaries and meaningful time to talk. They show interest in children's hobbies and encourage curiosity. Children enjoy a wide range of activities, including groups tailored to their needs. This enables them to explore new interests, maintain physical fitness and build positive links in the community.

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, The 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
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d))	31 December 2025
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (4)(a)(b) (5)(a))	31 December 2025
The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (2)(a))	31 December 2025

The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, ensure that staff training is reviewed and refreshed regularly to ensure that staff knowledge and skills remain relevant and up to date. This requirement was made at the last inspection and is restated.	31 December 2025
After consultation with the fire and rescue authority, the registered person must— make arrangements for persons working at the home to receive suitable training in fire prevention; and ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(c)(d))	31 December 2025

Recommendations

- The registered person should ensure that children are provided with an independent advocate to advise them and ensure that they have the support needed to express their views, wishes and feelings about their care and lives. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.16)
- The registered person should ensure that the home maintains a clean and well-kept environment that supports children's physical, mental and emotional health. In particular, children's bedrooms and bathrooms should be kept to a good standard of hygiene, and repair and decoration work should be completed in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)

- The registered person should ensure that the design of the home provides staff who sleep in the home overnight with appropriate accommodation and facilities to do so. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.26)

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: 2592030

Provision sub-type: Children's home

Registered provider: Carlar Care Limited

Registered provider address: 23 St Leonards Road, Bexhill-on-Sea, East Sussex TN40 1HH

Responsible individual: Janet Hunnam

Registered manager: Rowen Bodle

Inspectors

Emma Haskell, Social Care Regulatory Inspector (Lead)
Vicki Horton, Social Care Regulatory Inspector

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