

2652402

Registered provider: Canterbury Care and Support Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to three children with social and emotional difficulties.

The home registered with Ofsted on 13 April 2022.

There has been no registered manager in post since 2 December 2025.

The registered provider has appointed a new responsible individual, and Ofsted are currently checking this person has the relevant capacity, experience and skills to carry out the role.

Inspection date: 19 March 2026

Date of last inspection: 16 December 2025

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Since the last inspection there has been some progress to address the concerns. However, there are still a number of improvements needed and requirements that are not yet met.

At the time of the inspection two children were living in the home. No children have moved in or out since the last inspection. Children said they felt safe and have trusted relationships with adults caring for them. Children said they was happy living at the home and their parents and professionals confirmed this.

Children's progress in education remains consistent. Targeted support is in place for a child who continues to experience barriers to attendance. Staff implement clear strategies and maintain consistent boundaries resulting in improved engagement. Children said that they enjoy school.

Staff support children through key-working sessions on matters that help children's development. Some of the work includes promoting independence through tidying and maintaining the cleanliness of their bedrooms. However, some areas of their bedrooms could be cleaner, and staff need to support children to understand the need for consistency and hygiene standards.

Children's wishes and feelings are not regularly sought about the things that matter to them. Staff have introduced activity planners, but these planners do not reflect children's individual needs and interests. Staff do not consistently provide opportunities for children to engage in a range of activities.

Children continue to enjoy relationships with their families. Staff promote and support family involvement in all aspects of children's lives where this is safe and appropriate.

Since the last inspection, incidents have remained at a low level, and staff respond appropriately when they occur. One child went missing for a short period of time and staff managed this well by following the appropriate protocol. One child who previously had a high level of staff supervision is no longer subject to this level of intervention.

Maintenance arrangements have improved and furnishings are promptly repaired or replaced. However, children's bedrooms remain insufficiently personalised and this remains a shortfall from the previous inspection.

There has been a strong drive to recruit suitable staff which has improved staffing stability. Staff morale is high and staff report that they enjoy their roles. Staff feel

well supported by the deputy manager and receive training that enables them to carry out their roles effectively. Safer recruitment checks have strengthened to ensure that staff working with children are appropriately vetted and suitable.

The management structure remains unsettled and unstable. The manager that was appointed has resigned and withdrew their application to register with Ofsted. A newly appointed deputy manager is overseeing the day to day running of the home. Leaders have not implemented structures to ensure that there is adequate oversight and support for the newly established staff team.

Shortfalls in financial resources were identified at this inspection which has contributed to restrictions and gaps in provision for children. Similar issues were identified at the last inspection. The proposed responsible individual did not identify these concerns until they were highlighted at this inspection. The proposed responsible individual acknowledged these issues and stated that they are working to address them, but this remains a recurring theme at this home.

Six requirements were made the last inspection and only one has been met. Five requirements have been restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/12/2025	Full	Requires improvement to be good
04/02/2025	Full	Good
19/03/2024	Full	Outstanding
28/03/2023	Full	Good

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to understand how to keep safe. (Regulation 12 (1) (2)(a)(ii)) In particular, staff must carry out direct work with children to help them understand their risks and develop strategies to reduce risks. This requirement was made at the last inspection and is restated.	20 April 2026
The quality and purpose of care standard is that children receive care from staff who— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. enable each child to participate in the daily life of the home.(Regulation 6 (1) (2)(c)(i)(ii)) Specifically, the registered person must ensure that the home is decorated and maintained to a good standard. That repairs are completed in a timely manner. This requirement was made at the last inspection and is restated.	20 April 2026

The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b)) In particular, leaders and managers must ensure that staff record all work they do with children, and that records are accurate. This requirement was made at the last inspection and is restated.	20 April 2026
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This requirement was made at the last inspection and is restated.	20 April 2026
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child. (Regulation 7 (1)(c) (2)(a)(iii)) This specifically relates to the provider ensuring that children	20 April 2026

are offered activities, included in decisions in the home and that these are recorded.

This requirement was made at the last inspection and is restated.

Children's home details

Unique reference number: 2652402

Provision sub-type: Children's home

Registered provider: Canterbury Care and Support Limited

Responsible individual:

Registered manager: Post vacant

Inspector

Jo Tarbie, 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 children looked after, 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 <http://reports.ofsted.gov.uk>.

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