

2654906

Registered provider: Aspire Care and Education Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home provides care and accommodation for up to nine children who have learning disabilities, physical disabilities and emotional and/or social difficulties.

The home is one of two children's homes operated by the same provider. At the time of the inspection, eight children were living in the home.

The manager has been registered with Ofsted since November 2023.

Inspection dates: 17 and 18 March 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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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	outstanding
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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: 18 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2025	Full	Good
03/01/2024	Full	Outstanding
20/03/2023	Full	Good
17/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff have a detailed understanding of each child's individual needs and use this knowledge to provide consistently personalised and effective care. They take time to learn about children's backgrounds, preferences and routines, enabling them to anticipate and respond proactively. This approach helps to reduce incidents and supports children to feel safe and understood.

Children are happy living in the home. They speak positively about the staff and have affectionate and trusting relationships with them. Staff show genuine care, patience and commitment, creating an environment where children feel valued and cared for. One child said, 'I have staff that care about me and love me.'

All children are making significant progress from their starting points, and their achievements are recognised and celebrated. Families and professionals speak positively of the progress that children have made since living in the home and largely attribute this to the care provided. A particularly noticeable area of progress for many children has been in their ability to express their own views and demonstrate greater autonomy.

Children are settled and only one child has moved out of the home since the last inspection in February 2025. Careful thought was given to preparing the child for this move, with staff providing both practical and emotional support. Relevant information was shared with staff from the child's new home to promote continuity of care. In addition, staff members with whom the child had established positive relationships, supported them during the move, ensuring that the child's move was a positive experience for them. Another child who is getting ready to move on from the home is being supported to develop the skills they will need for their increased independence.

Children take part in a wide range of activities that reflect their individual interests and preferences. Staff invest time in understanding what each child enjoys and use this knowledge to plan meaningful experiences. As a result, children have been able to experience some opportunities for the first time, including going on holiday. This is supported through careful planning that helps prepare children.

Commissioned speech and language therapists are consulted to ensure that children's communication needs are kept under regular review. Each child has an up-to-date communication passport, providing staff with clear guidance on how best to support their individual needs. As a result, staff have a strong understanding of each child's individual communication style and use these methods consistently in day-to-day interactions. This enables children to express themselves, make choices and play an active role in the care provided to them.

Children's views are actively sought at every opportunity. Staff provide regular and meaningful opportunities for children to share their wishes, feelings and preferences,

including house meetings and planned discussions tailored to their needs. These views are clearly recorded, alongside actions taken in response.

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

Staff ensure that the home provides a safe and secure environment that is well suited to the needs of the children living there. The building is well maintained, and the layout and adaptations support children's physical, sensory and emotional needs effectively. Children benefit from staffing levels that are carefully matched to their individual needs.

Any allegations made against staff are responded to promptly, taken seriously and managed in line with the home's allegation procedure. All concerns are shared with relevant safeguarding professionals, and appropriate investigations are completed.

Medication errors are rare, but when they have occurred managers have taken steps to learn from them. This includes identifying themes and putting additional measures in place to reduce the likelihood of repeat incidents.

Children's phone use is monitored in line with their individual needs and understanding of risk. Mobile phone agreements are in place and reviewed regularly. Staff hold supportive discussions with children in ways that reflect their communication styles and levels of understanding and ensure that educational work is completed. Staff work in partnership with schools and social workers to encourage children's safety online. However, records do not always fully reflect the support provided to children.

Physical intervention is only used as a last resort, when absolutely necessary to keep children safe, and after all other agreed de-escalation strategies have been attempted. Any intervention used is the least restrictive option and is carried out by trained staff. Staff demonstrate a commitment to children's wellbeing, they do not however always record how they have assured themselves that a child has not sustained an injury, or whether the child required any medical attention following use of restraint.

The effectiveness of leaders and managers: outstanding

The home is managed by a highly experienced and dedicated registered manager who sets consistently high standards for the quality of care provided to children. She holds herself to these same expectations and models a proactive and child-centred approach. She has a clear and detailed understanding of each child's needs, progress and plans, and has established effective systems to monitor progress and outcomes.

Staff report feeling well supported and describe the home as a positive place to work. They speak confidently about the guidance that they receive from managers and value the open culture in the team. Staff feel valued, and gestures such as gifts and recognition awards reinforce that their efforts are acknowledged and appreciated.

New staff receive a thorough induction, which includes training, opportunities to shadow colleagues, and dedicated time to get to know the children. One member of staff described this as the best induction they had experienced.

Managers have a clear understanding of the home's strengths and areas for development. There is a focus on reflecting on and learning from past experiences. Leaders have prioritised creating an environment where staff feel confident to raise concerns in a constructive way, supported by a strengths-based approach that helps encourage openness and accountability. This has ensured that staff practice aligns with leaders' values and expectations.

Professionals and families praise the support and care provided by staff. They receive regular updates and feel included in decision-making and care planning for children. Many professionals described the support provided as excellent. One professional said, 'Although it is a residential home it still feels like a family home. They are exceptional.'

A particular strength is the value that managers and staff place on promoting and sustaining family relationships. The significance of time spent with family is well understood and strongly prioritised. Staff routinely go above and beyond to help children maintain meaningful relationships with those who are important to them, including proactively arranging family time and providing both practical and emotional support. As a result, children experience more frequent and enjoyable time spent with their families.

There is a strong commitment to understanding and promoting diversity. This is reflected in the thoughtful promotion of cultural celebrations, faith practices and dietary requirements for children. Staff work closely with families to ensure that children's cultural identities are recognised and supported, being guided by family members on how best to meet these needs.

The manager acts as a tenacious advocate for children, ensuring that they receive the support they need from external services. They are committed to securing positive outcomes and escalate concerns when children do not receive the services that they are entitled to. When there has been drift in progressing education plans for children, the manager has acted on their behalf and ensured that independent advocacy services are involved when needed.

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

Recommendations

- The registered person should ensure that records of restraint must be kept and should enable the registered person and staff to review its use. The review should provide the opportunity for amending practice to ensure it meets the needs of each child and include a record of how staff have assured themselves that children were not harmed during the use restraint. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.59).
- The registered person should ensure that, if a child makes a choice that places them at risk of harm, staff should support them to understand the risks to help keep themselves safe. Staff should ensure there is a clear record of the support provided. ('Guide to the children's homes regulations including the quality standards', page 42, paragraph 9.7)

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: 2654906

Provision sub-type: Children's home

Registered provider: Aspire Care and Education Services Ltd

Registered provider address: Rift Accounting House, 160 Eureka Park, Upper Pemberton, Kennington, Ashford, Kent TN25 4AZ

Responsible individual: Maria Wells

Registered manager: Fern Oliver

Inspectors

Kerry Howarth, Social Care Inspector
Sheniz Hudaverdi, Social Care Inspector

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