

2720370

Registered provider: Aasra 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 care for up to 2 children who experience social and emotional difficulties.

At the time of the inspection, 2 children were living at the home.

The home is overseen by a registered manager.

Inspection dates: 10 and 11 March 2026

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: 11 December 2024

Overall judgement at last inspection: Outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/12/2024	Full	Outstanding
12/03/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Arrangements for children to move into the home are well planned. The manager assesses the child's needs to ensure that the staff have the skills and experience to care for the child. They consider the needs of each child, including the child already living in the home. A child said she was well prepared for another child moving in. This helps to ensure a positive experience for both children.

The staff support children to attend education and advocate for them to receive suitable provision if they are not attending school. Children who previously struggled to attend school have been supported to attend school full time and are doing well with their education targets. This ensures that children are helped to reach their potential. Another child who is not accessing formal education is encouraged to engage with a home tutor.

Children make progress while living in the home. One child was supported to move back to his family home. Staff worked closely with professionals and his parent. His transition took place at a suitable pace for the child to optimise a successful move.

Staff help children to explore their identity in a safe and accepting way. Staff have focused and informative discussions with children to explore relevant topics. They are responsive to their needs and explore areas that children are struggling with. A strength of the service is staff's encouragement of children to access advocacy services.

Children receive nurturing therapy-based care that underpins the ethos of the home. An experienced psychotherapist facilitates staff group discussions. These sessions complement the trauma-informed practice training and focus on guidance for the staff regarding children's specific needs and how to respond to them. This informs the children's care plans.

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

Managers take effective action when safeguarding concerns arise. Managers share concerns appropriately with external professionals and work collaboratively with professionals to safeguard children. However, recording of the decision-making regarding a child going out with a member of staff following an allegation lacked clarity. This was missed during the monitoring process.

Complaints are managed well, with clear accountability and outcomes shared with the complainant. Complaints are escalated to the responsible individual if further scrutiny is needed. On one occasion, this was effective in ensuring that the complainant was satisfied with the response. Senior managers ensure that reparation

work is carried out to repair relationships. Any lessons learned from the complaint process are shared with the staff team to improve practice.

The role modelling of senior managers and staff means that children experience positive parenting. Children benefit from the models of care used. One child's risks due to mental health challenges have significantly reduced.

Managers and staff work closely with social workers and external professionals to meet children's physical and mental health needs and to ensure that children receive the support and care they need. They work closely with the police and local authority to locate children and return them home when they are missing. A detailed and thorough 'grab bag' with the child's information, contacts and possible locations is helpful to aid staff and professionals to manage risks and locate the child.

Staff know children's risks well. Staff practice is good in managing these. However, children's risk assessments have not been updated to reflect emerging risks. This has the potential to negatively impact on children if all staff are not aware of these risks.

The effectiveness of leaders and managers: good

The registered manager is experienced and demonstrates a child-centred approach to the running of the home. This is complemented by the model of care used. The manager recognises when the staff need additional support and training due to potential empathy fatigue and implements this in a timely manner.

The staff use safe boundaries as part of their nurturing and positive parenting approach. They manage any unwanted behaviour in line with the children's plans. Physical interventions have not been used. However, details of how staff removed items from a child's hand during an incident were not clearly recorded to allow for scrutiny and learning. In addition, managers have not created policies to guide staff in regard to this kind of intervention.

The manager ensures that the staff receive effective supervision. The supervision meetings are child centred, supportive to the adults and reflect the home's ethos. The staff are positive about the support of the manager and the organisation. Training includes mandatory and specialist training in response to children's needs.

Children do make progress here. One child is now more able to accept boundaries, and staff demonstrate an awareness of her trauma, related needs and how to respond to her. Her social worker states, '[Name of manager], in particular, has a very good understanding and recall of [the child's] lived experiences and how these experiences can manifest in her behaviours.'

The quality of care review informs and reflects on areas of strength and development. However, some sensitive information is included. The appropriate permission has not been sought, and there is a risk that certain information identifies individuals.

The manager is reflective, evaluative and includes learning following incidents, allegations and complaints. She responds positively to the independent visitor's recommendations and shares these with the staff. The staff meetings are used as an opportunity to learn, develop and improve practice.

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 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)) In particular, this refers to keeping clear records of emerging risks and safeguarding decisions.	26 April 2026
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— a description of the measure and its duration. (Regulation 35 (1)(b) (2) (3)(a)(iv))	26 April 2026

Recommendation

- The registered person should decide what each quality of care review focuses on. They should also consider what information or data recorded in the home will be used to support their analysis and conclusions. The registered person should ensure confidentiality when sharing personal information. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.4)

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: 2720370

Provision sub-type: Children's home

Registered provider: Aasra Care Limited

Registered provider address: 150 Station Road, Sidcup DA15 7AB

Responsible individual: Alexandru Bontoi

Registered manager: Kerrie-Anne Lindsay

Inspector

Suzy Lemmy, Social Care Inspector

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