

2722566

Registered provider: Casterton Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company and provides care for up to four children who may experience social and emotional difficulties. The home registered with Ofsted in May 2023.

The manager has been registered since May 2025.

At the time of this inspection, there were three children living at the home. All children spoke to the inspector.

Inspection dates: 5 and 6 August 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2024	Full	Good
13/02/2024	Full	Requires improvement to be good
08/11/2023	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have moved into the home. Children have experienced well-planned moves. They have had the opportunity to visit and spend time in the home before moving in. One child has been supported to move on from the home. The child has since visited staff and remains in touch with peers.

Children have developed trusting relationships with staff. Staff are responsive to children's needs and support them to make better choices. One child stated, 'Staff are the reason I can wake up with a smile on my face.' Professionals reported that children are making progress and that their risks have reduced with support from staff.

Children are making progress in respect of their education plans. Staff celebrate children's educational achievements. For one child, this has included securing a recognised qualification. Children also engage in work experience arranged and scheduled by staff. This provides children with important life skills for their future.

Children are supported to maintain family relationships and, where possible, see family members. Children moving to family members' care have thorough support plans implemented. For one child, this also included support with getting to know the local area and accessing community resources before they moved out.

Children's cultural identity and individuality are supported and discussed with them. Staff are creative in how they do this with children. Staff seek to find the answers to children's questions about their heritage. An independent reviewing officer said staff have 'promoted [name of child's] sense of identity'.

Children are provided opportunities to attend extra-curricular activities, such as jiu-jitsu and gym classes. Furthermore, children have enjoyed holidays with staff. Children's experiences since living in the home are captured in children's memory scrapbooks.

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

Children said that they like the home and feel safe. The staff support children to understand processes and procedures that are in place to safeguard them. As a result, children are aware of who they could speak to if they had any concerns.

Staff are aware of children's risks. They are proactive and creative in how they work with children to mitigate risks. The approaches by staff have supported children to make significant progress since living in the home. One youth offending worker said, 'They [staff] want to go above and beyond to keep [name of child] safe.'

When children do not adhere to the agreed safety plans when they are in the community, staff take appropriate action. Staff search known areas and contact the relevant agencies. Children have also been provided with an opportunity to speak with an independent person.

When physical intervention has been used, there is not always clear recording of the incident. Furthermore, staff are not consistently spoken to following the use of any measure. This is a missed opportunity to reflect on staff practice and identify which strategies are and are not effective in supporting children to calm.

Staff work proactively with external agencies. A social worker said that staff encourage children to engage with their visits, and as a result, they have always been effective. Furthermore, social workers and independent reviewing officers report that communication from the team is excellent.

Comprehensive employment checks are carried out during the recruitment process. Additionally, the manager and staff team are fully aware of the processes and procedures to follow to keep children safe if they have concerns in respect of staff practice.

The effectiveness of leaders and managers: good

Staff report that there have been positive changes since the manager has been in post. There is also a deputy manager in post who supports with the day-to-day running of the home. One staff member said, 'Their [the manager's] dedication and efforts contribute immensely to the well-being and development of the children.'

Staff report that the management team creates a welcoming, supportive and well-structured environment for staff and children. Staff receive supervision sessions in line with the home's statement of purpose. Additionally, team activity days have been implemented, which include children. This supports staff morale and relationship building.

The manager has identified relevant training to support staff to meet children's individualised needs. Furthermore, bespoke training courses have been sourced for staff. The team also benefits from therapeutic insight that is commissioned by the provider.

A quality of care review has been completed and sent to the regulator. However, this did not incorporate the views of children and staff. Furthermore, when investigations have taken place, children are not always consulted. This is a missed opportunity to gather the views, wishes and feelings of children in respect of the quality of care they have received.

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 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; the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(iv)(vii)(b)(i)(ii)) This relates specifically to the registered person ensuring that physical intervention records are clear and accurate with clear oversight of any intervention used. Furthermore, this relates to the registered person ensuring that staff have been spoken to within the specified timescale about the use of the measure.	18 September 2025
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it.	18 September 2025

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.
(Regulation 45 (2)(b) (5))

This relates specifically to the registered person ensuring that feedback of children, staff and professionals is taken into consideration when completing the quality of care review.

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: 2722566

Provision sub-type: Children's home

Registered provider: Casterton Care Group Limited

Registered provider address: 13 Montpelier Avenue, Bexley, Kent DA5 3AP

Responsible individual: Jonathan Broadstock

Registered manager: Lisa Cook

Inspector

Kitty Wiper, Social Care Inspector

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