

2806527

Registered provider: AASRA CARE (FAC) LIMITED

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private organisation. It provides care for up to three children who may experience social, emotional and mental health difficulties.

At the time of this inspection, one child was living at the home.

The home and the manager registered with Ofsted in January 2025.

Inspection dates: 9 and 10 September 2025

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Since the home opened, one child with complex needs moved in but did not settle or make progress before they moved on. Managers did all they could to create stability and seek help for the child. They were proactive in escalating concerns with the placing authority and worked hard to ensure that the unplanned ending was positive. Another child has moved into the home in a well-planned manner and has settled well.

The child living at the home benefits from warm and affectionate care. Staff know the child well and understand how to support them when they need help. They use a playful, humorous approach to engage with the child on a level that they will respond to. As a result, the child has formed trusting relationships and has started to engage and talk about their feelings.

Managers advocate for the child to have access to a school that will best meet their individual preferences and needs. Where there are concerns, managers raise them with the professional network. Managers acknowledge that the child requires tailored support and are actively advocating for them. In the meantime, staff work sensitively with the child to help them tackle challenges at their pace and motivate them to attend education.

Staff promote and support the child's interests and hobbies. The child is involved in planning activities and receives support to participate in what they enjoy. Children are encouraged to try new things, and there is a focus on making positive memories.

The home is comfortable and welcoming. The child is proud of their bedroom and has been encouraged to decorate and buy what they want at their own pace while they are still settling in. This gives the child a sense of control and ownership of their personal space.

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

Managers have a strong drive to help staff understand their safeguarding responsibilities and work together to help improve the child's experiences. As a result, staff understand the child's vulnerabilities and emotional needs. Staff talk to the child about how to manage while providing consistent boundaries to keep them safe. For the previous child, there were occasions when staff did not follow care plans to prevent risk. Managers took immediate action to address any shortfalls and make improvements to staff's understanding and practice. Under difficult circumstances, the team did everything possible to keep the child safe.

When the previous child went missing from home, staff responded by following them, informing the relevant professionals and seeking help. Managers and staff understood the complex factors affecting the child and talked to them about ways to stay safe.

There was a focus on warmly welcoming the child home and helping them feel safe and heard. The child currently living at the home does not go missing. This is an indication that they feel safe and settled. As a result, they are now able to start working with staff on having independent time in the community.

The exploitation risk for the previous child was well understood. Managers were proactive in contacting the relevant authority to review risk and plan how to keep the child safe. Any concerns about the response were escalated robustly. There are strategies in place to help the child who is currently living at the home to stay safe. The child is making progress with understanding how to stay safe online and receiving help towards becoming independent in using a mobile phone.

Allegations made by children are taken seriously, and immediate action is taken to safeguard them. An open and transparent process is in place. Managers collaborate with the child's professional networks to ensure that allegations are always listened to and investigated. Sensitive work is carried out with the child to help them explore their emotions, and they are updated about the outcome of the investigation.

The effectiveness of leaders and managers: good

The manager reflected that since the home opened, there have been a high number of challenges. This meant it was a difficult time for staff and the child. Despite dealing with significant incidents and changes in the staff team, the manager has had a positive impact on the home in a short period. The manager has worked tirelessly to address any concerns effectively, demonstrating adaptability and resilience during this time. As a result, they have created an environment where staff feel valued and the child has a stable base from which they can grow and progress.

The manager is aware of the strengths and weaknesses of the service. They speak with passion and care about their vision for the home. They understand how to create a safe space for children and recognise the effects inconsistent care might have on their well-being. The staff team is now more stable, and there is still a strong focus on building teamwork and placing the child at the centre of care.

Staff feel supported by managers and appreciate having day-to-day guidance in their role. Staff are provided with supervision and training, and they have regular opportunities to meet and discuss care for the child. The manager has been prioritising upskilling the team, and the staff value both the support and the clear guidance that the manager provides. Staff like working at the home and say there is an atmosphere of warmth and happiness.

The manager takes robust and timely action to respond to any practice concerns identified. Staff receive clear information about the expected standards of practice. There is learning about what happened and what could have been done differently. This approach is welcomed by the staff, who appreciate the opportunity to reflect on their practice. Managers promptly address serious staff practice issues and implement appropriate disciplinary protocols.

Managers respond promptly and thoroughly to complaints. They investigate the events and provide an open and honest assessment of potential improvements. The child knows how to raise complaints. They feel comfortable discussing their concerns with staff or professionals, who take them seriously and thoroughly investigate them. Children are helped to understand what has happened as a result of their complaints, and restorative action is taken with staff to repair relationships.

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: 2806527

Provision sub-type: Children's home

Registered provider: AASRA CARE (FAC) LIMITED

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

Responsible individual: Stephen Stylianou

Registered manager: Wilma Welsh

Inspector

Shirin White, Social Care Inspector

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