

SC020576

Registered provider: Castle Homes Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company and has been registered with Ofsted since 2019. The home is registered to provide care for up to five children who may have specific emotional needs and may have experienced trauma.

At the time of inspection, three children were living in the home. All were spoken to.

The registered manager is suitably skilled and experienced and has been in post since 2016.

Inspection date: 5 February 2025

Date of last inspection: 29 October 2024

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.

Children say they feel safe and have positive relationships with staff. Incidents of challenging behaviour in the home are generally low and there are clear routines and boundaries in place. For one child in particular, staff have taken the time to work with them to help promote positive behaviour. This has led to a significant reduction in incidents and to improvements in their behaviour.

Staff promote and encourage attendance in education. When children become disengaged, staff work with education professionals to try new strategies to support them. For one child, a new timetable and working from a different environment has been implemented. The timetable focuses on art, an area they particularly enjoy. The child recently received a certificate for their artwork, giving them a sense of pride and encouragement to continue.

The home is clean and tidy, and the children's rooms are personalised to their tastes with items that are important to them. Since the last inspection, staff have displayed pictures of the children, artwork produced by one of the children and prints from their favourite artists around the home. This helps provide the children with a sense of belonging and a more homely environment.

Staff support children to make progress with their emotional well-being. Referrals for appropriate professional support are followed up and the children are now receiving therapeutic services through their education provisions. Most staff have recently been upskilled with various training in therapeutic and trauma-informed approaches specific to the needs of the children. This will help the children to feel supported in understanding their past experiences and improve their self-esteem.

Children are given opportunities to enrich their lives. Since the last inspection, staff have taken the time to explore with the children any interests, hobbies and activities they would like to do. One child now attends a football club and another child attends swimming lessons. This helps children to build their self-confidence and have fun.

Staff have provided children with opportunities to explore their cultural heritage. Conversations have been held with one child to help them to find out more about their identity. While the child has not wanted to engage in this, staff have left this topic open for the child to revisit, if they wish to, at a later date. This ensures the child knows that staff will support them if they do want to explore their heritage and identity.

Since the last inspection, there has been some progress in ensuring children's views wishes and feelings are taken into account. The home has created regular

opportunities for children to express their views. Where children have made requests, these have been considered and discussed with the child. Reasonable requests have been taken forward, for example changes to the menu, provision of art items and trips out. One child told us about their recent trip to London. This helps the children to feel valued and listened to.

One child regularly goes missing from the home for short periods. Staff have expressed their concerns about the child being in the community. However, they have not provided the child with opportunities to discuss this with someone independent, which would help them to better understand why they go missing. The impact of this is low as the local authority is currently advocating for the child to have more independence, which the home is now working towards. This will help the child to feel trusted and build their confidence as they move to adulthood.

Staff are not always proactive in helping children to move forward in their independence in a timely way. One child will be turning 18 this year. There are areas in which there has been little progress in helping them gain confidence, for example using public transport and learning to budget for food. This does not ensure that they are fully equipped with a range of skills for when they move on from the home.

Risks relating to the children are generally well managed. However, an incident where a child was found in possession of cigarettes and a lighter was not adequately assessed for fire safety. This could impact on the staff's ability to keep them and others safe.

The home has a stable and appropriately qualified staff team in place. Which helps provide consistency in the children's lives and helps them to feel settled.

Staff recognise the positive changes that have been made since the last inspection. Staff now have support from a therapist to help them to better understand and support the children's needs. Many of the staff have benefited from upskilling sessions and training, although not all staff have completed their training in relation to ADHD. However, further sessions have been planned to involve all staff in this training. This upskilling has had a positive impact on their knowledge and development and has improved the quality of care that the children receive.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/10/2024	Full	Requires improvement to be good
19/03/2024	Full	Good
06/03/2023	Full	Good
23/06/2021	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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult. (Regulation 6 (1)(a)(b) (2)(a)(b)(vi)) This regulation has been reinstated due to it being partially met. This specifically relates to ensuring that children working on independence skills are given a range of opportunities to practise those skills before moving on.	5 May 2025
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.	5 May 2025

In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child’s views, wishes and feelings, and balance these against what they judge to be in the child’s best interests when making decisions about the child’s care and welfare; help each child to express views, wishes and feelings; 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)(a)(b)(c) (2)(a)(i)(ii)(iii)) This regulation has been reinstated due to it being partially met. This specifically relates to understanding the reasons for a particular child going missing, providing them with opportunities to discuss this with appropriate professionals and identifying how this could be best managed to keep them safe while taking into account the child’s wishes and feelings.	
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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) This regulation has been reinstated due to it being partially met. In particular, not all staff had received training specific to the needs of children, for example in relation to ADHD.	5 May 2025

Recommendation

- The registered person should continually and actively assess the risks to each child and the arrangements in place to protect them. This specifically relates to the risk of fire safety where a child has been found in possession of cigarettes and a lighter in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

Children's home details

Unique reference number: SC020576

Provision sub-type: Children's home

Registered provider: Castle Homes Care Limited

Registered provider address: 2 Barton Close, Grove Park, Enderby, Leicester
LE19 1SJ

Responsible individual: Post vacant

Registered manager: Deborah Bassett

Inspector

Louise Naylor, 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 looked-after children, 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 2025