

SC065684

Registered provider: J & R Care Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to provide care for up to six children. It is owned and operated by a private organisation. There were five children living at the home at the time of the inspection.

A manager was appointed in June 2025. They have submitted their application to register with Ofsted.

The children living at the home attend the organisation's school, which is located on the same site. The inspector only inspected the social care provision.

Inspection date: 23 September 2025

Date of last inspection: 15 April 2025

Judgement at last inspection: good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have 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

This inspection was undertaken following a complaint received by Ofsted. The purpose of the visit was to explore the concerns within the complaint and seek assurances that children's safety and wellbeing are being promoted. There were no serious or widespread concerns identified in relation to the care or protection of children at this assurance inspection.

Children have positive experiences and receive thoughtful care from staff. Children say that they have trusting relationships with staff and with the manager, who one child described as 'reliable'. Staff demonstrate a genuine interest in children's progress and prioritise children's feelings and wishes.

Staff understand the risks affecting children and know how to respond effectively to offer suitable care and protection to children.

The manager has taken steps to build positive relationships with staff and offer support to them since his appointment. However, staff are not regularly receiving formal supervision, which allows them to reflect on their practice and the needs of the children. Leaders have a plan to ensure supervision is up to date and have started to address the shortfall. However, in the absence of these conversations, there have been missed opportunities to improve staff morale and ensure that staff are providing consistent care for children in relation to, for example, sanctions and consequences.

The new manager has implemented updated systems and clarified expectations around working practices to establish more defined lines of accountability. Leaders have systems in place for monitoring and reviewing incidents, such as physical interventions and medication errors. However, there are occasions when actions identified through reviews and audits are not implemented promptly or communicated effectively to staff. As a result, staff are unable to make the necessary changes to their practice.

Staff have access to relevant training, but the recording and oversight of the training record is not up to date or accurate. A limited number of staff hold first aid qualifications; therefore, it is not possible to ensure the presence of qualified staff on each shift, particularly overnight. Additionally, leaders have not assured themselves that the appointed manager's previously acquired training is transferrable and sufficient to undertake medication audits independently.

Since the last full inspection, one requirement relating to the management of the home has been met. The remaining requirements and recommendations were not fully assessed as part of this visit and have therefore been restated. An additional three requirements were made as a result of the findings from this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/04/2025	Full	Good
10/04/2024	Full	Good
01/08/2023	Full	Good
05/10/2022	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, 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— ensure that staff have the experience, qualifications and skills to meet the needs of each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h) In particular, the registered person must ensure that the manager and staff have up to date training to meet the needs of children, and that this is clearly recorded within the home's workforce development plan. In particular, the registered person must ensure that they proactively implement lessons learned from their review of incidents in order to sustain consistently good practice.	6 November 2025
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff—	6 November 2025

assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) In particular, the registered person must ensure that children's impact risk assessments clearly describe children's most relevant risks.	
The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (2)(a))	6 November 2025
The registered person must ensure that all employees—receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	6 November 2025
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. The registered person may defer the relevant date if the individual— does not work, or has not worked, in a care role in a home for a prolonged period; or works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (4)(a)(b) (5)(a)(b) (6)(a)(b))	6 November 2025

Recommendations

- The registered person is responsible for ensuring that each child's day to day health and well-being needs are met. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3).
- The registered person must challenge (under regulation 5(c)) any placing authority who asks them to accept a child in the absence of a complete and current relevant plan, as the expectation that a placement of a child without the necessary information would go ahead (in circumstances other than an emergency) is inadequate in relation to their role. It is essential that homes understand what will be required of them before they accept responsibility for a child's placement, to avoid disruption and instability for the child in future and for other children in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.5).

Children's home details

Unique reference number: SC065684

Provision sub-type: Children's home

Registered provider: J & R Care Limited

Registered provider address: J & R Care Limited, Ash House South Centre Road,
New Ash Green, Longfield, Kent DA3 8JF

Responsible individual: Noella Ngenwie

Registered manager: Adrian Rowe

Inspectors

Tash Williams, social care inspector
Emma Haskell, 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 children looked after, 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