

SC402385

Registered provider: Aspris Children's Service

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to three children aged between eight and 18 years who may experience social and emotional difficulties.

At the time of the inspection, two children were living at the home. Both children spoke to the inspector.

There is currently no registered manager at the home. The interim manager has applied to register with Ofsted.

Inspection date: 3 September 2025

Date of last inspection: 22 April 2025

Judgement at last inspection: 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.

The home provides a warm and welcoming environment for children. It is clean, well furnished, and has a homely feel, offering pleasant spaces for children to relax and enjoy themselves.

Children enjoy living at the home due to the positive relationships they share with staff. One child said, 'These lot show that they care and that they want to help.' Another child rated their experience as 'nine out of 10'.

Children continue to make progress in various aspects of their lives. One child has successfully moved from secondary school to college and is learning to drive. Another child's social skills and sleep quality have improved. These outcomes reflect the nurturing and supportive environment provided by the home.

Children feel safe and are confident in speaking with staff. One child said of the manager, 'She is the first person I met. She came to my old care home to meet me. I know I can talk to anyone, but I know I can specifically talk to her if I need to.'

Staff are skilled in de-escalation techniques. As a result, safeguarding incidents in the home are rare. Since the last inspection, there have not been any incidents of children having to be restrained to keep them or others safe. Similarly, there have not been any incidents of children going missing from the home.

The response to complaints is poor and does not support children in expressing their concerns. When children raise complaints, there is a delay in acknowledging and responding to their concerns. Insufficient consideration is given to determining who should respond to children's complaints, which may subsequently lead to children being unwilling to discuss their concerns. Children are not routinely informed of the outcomes of their complaints to give them closure. This area requires improvement to ensure that children feel heard and supported.

The handling of a serious allegation made by a child while on holiday revealed shortfalls in communication and managerial handover. This resulted in a delay in notifying partner safeguarding agencies and in documenting aspects of the allegation. A lack of clarity about each person's responsibility compounded these delays. Fortunately, these shortfalls did not affect the child.

The home is understaffed and relies on agency workers to operate. The manager has endeavoured to reduce the effect of this by ensuring continuity of agency staff, providing children with some consistency. The issue with staffing means that the manager has had to work shifts, reducing their capacity for managerial oversight.

This has contributed to shortfalls in areas such as complaint handling, oversight and response to allegations, and staff supervision.

Staff morale is currently low, team meetings are poorly attended, and staff do not routinely receive supervision. There is evident tension between staff and the manager, with resistance to change and a lack of consultation. While there is no current effect on children, this situation is not sustainable. Leaders and managers must take further action to stabilise the team and support the manager.

The manager is hard-working, and child focused. She has developed positive relationships with children, their family members, and professionals. One professional described the home as 'really well managed' and said, 'Since day one, [name of manager] has been amazing.' A family member said, '[Name of manager] is absolutely brilliant.'

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/04/2025	Full	Good
14/05/2024	Full	Requires improvement to be good
01/02/2022	Interim	Not judged
16/06/2021	Full	Requires improvement to be 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 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— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(v)(vi)) Specifically, leaders and managers must ensure that staff understand what they must do when a child makes an allegation. When children make allegations, leaders and managers must notify the relevant partner safeguarding agencies without delay.	28 November 2025
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 work as a team where appropriate; ensure that the home has sufficient staff to provide care for each child;	28 November 2025

ensure that the home's workforce provides continuity of care to each child; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received. (Regulation 13 (1)(a)(b) (2)(b)(d)(e)(g)(ii)) Specifically, leaders and managers must ensure that the home has enough staff to operate and that staff work well as a team. When children make complaints, leaders and managers must ensure that the response is prompt and supports children in sharing their views.	
The registered person must— The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (1) (4)(b)) Specifically, leaders and managers must ensure that staff receive supervision in line with the timescales outlined in the provider's policy.	28 November 2025

Children's home details

Unique reference number: SC402385

Provision sub-type: Children's home

Registered provider: Aspris Children's Service

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

Responsible individual: Sarah Jones

Registered manager: Post vacant

Inspector

John Tomlinson, Social Care Inspector

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