

1258658

Registered provider: Personal Security Service Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation and provides care for up to 4 children who experience social and emotional difficulties.

At the time of this inspection, 2 children were living at the home. The inspector spent time with both children.

The manager registered with Ofsted in April 2026.

Inspection dates: 21 and 22 April 2026

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: 12 May 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/05/2025	Full	Good
26/06/2024	Full	Requires improvement to be good
01/08/2023	Full	Good
21/02/2023	Full	Good

Summary of findings

Staff have good knowledge of children's needs and the risks they face. Staff enable positive experiences for children, creating meaningful memories. Interaction between staff and children is positive, and care is individualised. The manager is committed to the development of the staff team. Some areas of the home require attention. On one occasion, Ofsted was not promptly notified of a safeguarding concern. One member of staff has not attained their qualification within the expected time frame. Leaders and managers are supporting the development of the staff member.

Inspection judgements

Overall experiences and progress of children and young people: good

Staff provide opportunities for children to express their views and feelings. They enable children to contribute to decisions about their care and explore ways staff can best support them. This helps children feel heard. One child told the inspector, 'In my 2-year care experience, this is the best home I have been at.'

Staff encourage children to access support. The in-house therapist spends time with the children in ways best suited to their individual needs. This provides a child-focused, bespoke approach.

Staff build meaningful relationships with children, which helps them feel secure. Staff help children to have positive experiences. Staff promote children's aspirations. For example, they provided one child, who aspires to become a hairdresser, with a hair mannequin. This supports the child in working towards their goals, building confidence and attaining a sense of achievement.

Children's moves into and out of the home are well planned where possible. For one child who moved out, staff celebrated their time spent at the home and made meaningful memories before they left. This contributes to children feeling a sense of belonging. One child's needs could no longer be met at the home. Staff supported the child while a more suitable provision could be identified in a planned way. Staff have since reflected on this experience to ensure learning and development in the future.

Staff support children with their education. For one child who is not in mainstream education, the staff have created an independence programme to support learning around finances, employment and life skills. This helps develop skills for later life.

Children's progress is celebrated. The manager created a progress and achievements tracker for each child to celebrate progress made during their time at the home. This is shared with children when they move out, creating a sense of achievement.

Staff have created a homely environment throughout most of the home. They encourage children to contribute to artwork, photos and decoration, as well as their bedrooms. This

helps children feel valued and respected. However, some areas of the home require attention to reflect the positive feel in other areas. The conservatory requires modernisation and is not used by children. A boarded window identified at the last inspection has yet to be replaced.

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

Staff have good knowledge of the risks children face. They support children's individual needs well. Staff are guided by detailed risk management plans, which are regularly updated and reflect new information. This helps staff know how to keep children safe.

When children go missing, the staff act appropriately to locate them and ensure that they return safely. A professional reported that missing-from-home episodes for one child have significantly reduced since living at the home, and the risks the child faces in the community have decreased.

Staff demonstrate thorough knowledge of safeguarding. One staff member was able to describe subtle changes in behaviour that could indicate a child's increased risk. Staff support children with meaningful discussions about risks they face. They have reflective discussions with children to further their knowledge and awareness of risk. This helps enable children to reduce risk and creates the foundations for building better relationships.

Physical restraints are only used when necessary and are proportionate. Staff follow individualised behaviour management plans that help them understand how best to interact with children in moments of heightened emotion to avoid escalation. Children are encouraged to take part in weekly 'spotlight' sessions, which reflect on feelings experienced during the week and how the staff can best support them in future situations. This helps children feel heard and valued.

Staff celebrate children's achievements. Rewards are used to encourage positive choices. This encourages children to continue to model similar behaviours. Consequences are proportionate and support children to reflect on behaviour with an understanding of risk and impact. Staff reduce consequences when children show accountability, providing opportunities for them to learn from their experiences and avoid similar behaviours in the future.

In one instance, a notification of concern was not sent to Ofsted within the expected time frame. This occurred due to staff failing to inform the manager of a safeguarding concern in a timely manner. The manager identified the shortfall and ensured all the staff involved attended updated safeguarding training.

The effectiveness of leaders and managers: good

The manager is working towards a level 5 diploma in residential childcare. The responsible individual supports the manager in providing effective and consistent

oversight of the home. One member of staff reflected on their experience working for the company and said they feel supported by the current manager.

Staff receive regular supervision and have access to support from the in-house therapist. Supervision is reflective of the staff's, their development and their general wellbeing. Additional focused supervision sessions take place when concerns around practice or development needs are identified. This helps ensure that staff are consistently learning and able to best support the needs of children.

The manager has created a supportive working environment. One member of staff said that everyone steps in to help locate children if they go missing. They described the team support as 'very fluent'. The manager has introduced a 'positive moments' jar to capture positive moments, which they will review as a team at the end of the year. This supports staff in reflecting on positive achievements.

Professional feedback captures positive engagement and support from staff. A professional said one child has lived in various homes and seems to be the most settled they have ever been. Staff work closely with other professionals to ensure that children access the support they need. One professional said they speak to management most weeks and receive regular updates about children's care.

Staff have access to a range of training in line with the individual needs of children. The manager has also helped children access targeted sessions around learning disabilities to support them in living alongside others who may have differing needs to them. This provides staff with awareness and understanding, promoting better outcomes for children.

One member of staff has not attained their qualification within the required time frame. Leaders and managers are aware and are implementing a development plan to ensure that the staff member is supported.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that the home is a nurturing and supportive environment that meets children's needs. In particular, the registered person should ensure that the conservatory is an appropriate space for children to use. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff in a care role attain the qualification in regulation 32(4) within the relevant time frame listed in regulation 32(5). ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)
- The registered person should ensure that all serious incidents are notified to the appropriate parties within 24 hours. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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: 1258658

Provision sub-type: Children's home

Registered provider: Personal Security Service Limited

Registered provider address: 2 Laser Quay, Culpeper Close, Kent ME2 4HU

Responsible individual: Frederik Booyesen

Registered manager: Laura Kevorkian

Inspector

Sophie Levy, Social Care Inspector

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