

1258658

Registered provider: Personal Security Service Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home, which is run by a private organisation, provides care for up to four children. The aim of the home is to provide children with a safe, stable, happy and comfortable home, and to enable children to build on their confidence, self-esteem and resilience as they progress into adult life.

The registered manager left the organisation in May 2023. An interim manager has been in post since June 2024 and has submitted their application to register with Ofsted.

Inspection date: 23 October 2024

Date of last inspection: 26 June 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.

There is one child living at the home, who has recently moved in. Two children have moved to other residential homes that were better suited to their needs.

This child has experienced a challenging start. The child moved suddenly from their last home, and has found it hard to settle at the home. The child experiences changes in their mental health and this affects their behaviour. At times, the child wants to cause self-injury. Staff have started to build a positive rapport, which has led to the child feeling safer. The staff have conversations with the child and use humour well. The child's incidents of self-harm are less frequent and serious.

Staffing ratios are high, and the local authority recently attained a deprivation of liberty order. Staff understand this well and know when it is appropriate to use it. Staff are committed to the child and clearly care about them.

There is an education package in place tailored to the child's needs. The staff support the child to attend education. Staff offer a range of activities to the child but they are not always motivated to take part. Staff are creatively trying to find ways to engage the child in activities. The child is interested in the moon, and as a result, the staff bought a telescope. Leaders and managers have talked about investing in a better telescope as a positive incentive plan. The child loves animals. Staff are working with them to consider the pets that they may be able to have at the home and how this would work.

The child's plans identify strategies on keeping them safe and what their triggers may be. Managers and staff are aware that sometimes the child can be very unpredictable.

The manager is looking into further training for staff. This is to help them confidently manage the child's needs and mental health challenges.

The home has undergone a lot of maintenance and feels much more homely. However, there is a bedroom upstairs that has some writing on the wall and needs to be painted. Additionally, the shed windows need to be replaced.

There is a new manager in post since the last inspection. She has worked hard to implement positive changes. These can be seen in the day-to-day running of the home.

The manager challenges staff practice when necessary. She can identify the strengths and weaknesses in the team and is addressing these. She is open to learning and wants to continue to improve the children's experience.

The manager has undertaken meetings with the staff team in order to reflect on their practice. This began after two children moved out of the home, and was done in order to look at what they could have done better. These accounts were open and honest and show a willingness to learn.

The feedback received by the manager from staff and professionals was very good. Everyone noted the positive change over the last few months since she has been in post. One social worker said, 'I need to commend how good she has been; she is very committed to my child.'

The manager has notified Ofsted of significant events, but these have not always been made within the required timeframes.

The manager has met all the requirements that were raised at the last inspection. One recommendation has been restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2024	Full	Requires improvement to be good
01/08/2023	Full	Good
21/02/2023	Full	Good
08/03/2022	Interim	Sustained effectiveness

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 the needs of children. In particular, the wall in the upstairs bedroom needs to be painted and the windows replaced in the garden shed. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. The system should cover the action that should be followed if the event arises at the weekend or on a public holiday. Notification must include details of the action taken by the home's staff in response to the event. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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 Booysen

Registered manager: Post vacant

Inspector

Mary Costello, Social Care Inspector

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