

2571480

Registered provider: PSS Care Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home opened in January 2020 and provides care for up to five children who have experienced trauma. It is run by a private organisation. The home has been divided into two living spaces and is currently providing one solo placement.

Inspection dates: 30 September and 1 October 2025

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: 15 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/01/2025	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have lived at the home. One child recently moved out as part of a planned move. At the time of this inspection, one child was living at the home. The child spoke to the inspector.

Staff promote positive endings for children when they are moving on. The child who moved out had a leaving meal with staff and staff also visited them at their new home.

Staff understand how to communicate with children effectively. They use a therapeutic model to guide their practice. Staff adapt the model to meet the needs of children. Staff are opportunistic in their approach, and they set achievable targets for children. They celebrate children's achievements. This has helped to increase the children's confidence and independence skills.

Staff are attuned to the children's emotional needs. A therapist visits the home weekly, offering additional guidance and support for staff. This helps them in offering empathetic and nurturing care. Children are supported by staff to develop their own strategies to manage frustrations.

The child living at the home has made good progress. Staff are sensitive to the child's preferred gender identity. Staff support them to feel accepted and confident about their personal identity. This has helped the child form stable and trusting relationships with staff.

Staff are creative in offering opportunities to explore children's individual interests and try new experiences. These include visiting areas of interest in London, going away on holiday and researching which kind of bicycle will be best suited to their needs. Children enjoy playing with the dogs that regularly visit the home. These opportunities help children to create positive memories. Staff also collect memorabilia for children. This helps them to reflect on important events and accomplishments over time.

The child has at the home made significant progress from their starting point with their education. Managers and staff work effectively with the virtual school and the alternative education provider. The child has a bespoke timetable that reflects their interests. One professional said, 'I never thought the amount of progress they have made would be possible.'

Staff are proactive in helping children maintain relationships with their families. Staff carefully consider what support children may need before and after family visits. One child had birthday celebrations at the home. Staff carefully planned how the child's family could celebrate their birthday at the home in keeping with the child's wishes and feelings. Family and professionals consistently provided positive feedback about the quality of care provided by staff.

The home is generally well furnished, with ample space for the child to enjoy. However, several walls within communal areas are marked and some carpets are stained. This detracts from the homely environment.

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

Staff use well-thought-out approaches to help children understand risks and reflect on their experiences. Staff regularly monitor, discuss and review children's support plans. As a result, children are very well understood and receive individualised support.

Staff provide children with clear and helpful boundaries. On occasion, staff use natural consequences with children as part of a wider approach to behaviour management. The manager reviews and monitors these interventions to ensure that they remain effective.

Missing-from-home incidents are managed well. Staff take appropriate action to escalate concerns and search for children. Staff share concerns with professionals, including the local police to help protect children. This approach to multi-agency working has helped to reduce the frequency of incidents and it has supported referrals being made to appropriate agencies.

All staff have undertaken safeguarding training. They can talk confidently through the safeguarding procedures. Staff can reflect on when practice has fallen short of expectations, and they take a learning approach to this. Careful and detailed management of allegations and whistle-blowing is demonstrated.

Staff work closely with external health agencies to ensure that the children's health needs are met. For the child at the home, when they struggle with their health, staff take effective action to share concerns and act quickly on advice. However, staff have not prepared the child to fully understand what healthy and safe romantic relationships might look like.

The effectiveness of leaders and managers: good

The home is led by an experienced registered manager. He is in the process of completing his management qualification. The registered manager is committed to achieving positive experiences and outcomes for children. The registered manager has plans to step down as he has other commitments across the service. A new manager has recently submitted her application to register with Ofsted. Both managers were present throughout the inspection.

The registered manager enjoys taking part in activities with children in keeping with their hobbies and interests. Children's social skills have developed due to having positive role models.

Managers give careful consideration to any new children who might move in. Managers have sought the views of the child already living at the home about who they would like

to live with. This helps children to feel valued and at the centre of important decisions made about their future.

Managers use effective systems for auditing and monitoring records. This helps them identify and address areas requiring further exploration. Monitoring and review systems have helped managers understand how children's needs have changed and how they can adapt to that.

Managers and staff are proud of their work and are committed to supporting children. However, at times, morale is impacted by staff leaving. Remaining staff work extra shifts to help minimise disruption to children. Managers are in the process of recruiting more staff. This will help bring a sense of stability for both staff and children.

Safer recruitment processes are followed. New staff benefit from helpful inductions, which include comprehensive training. For existing staff, additional training is provided in line with the children's specific needs.

Leaders and managers have responded appropriately to incidents, although they have not always notified Ofsted in a timely manner. This limits Ofsted's ability to monitor incidents.

Leaders and managers make sure reports detailing the use of physical intervention are written in detail and include clear rationale for the intervention. Children are given the opportunity to reflect on incidents. However, staff are not routinely offered conversations after the event, and this means learning is not captured and used to inform future practice.

Staff benefit from reflective supervision sessions. However, not all staff have their practice annually appraised. This means that opportunities for continuous professional development may have been missed.

Leaders and managers have a good understanding of the home's strengths and areas for development. The review of the quality-of-care report includes analysis of the impact to children of the care delivered. However, the report was submitted to Ofsted late.

The requirements and recommendations made at the last inspection have been met.

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

Statutory requirement

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 registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c)).	1 September 2025

Recommendations

- The registered person should ensure that staff are debriefed in the event physical intervention is used. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that staff offer children advice, support and guidance on healthy and safe relationships. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.18)
- The registered person should ensure that staff have their performance and fitness to carry out their role formally appraised at least once annually. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)
- The registered person should ensure that the decoration of the home is maintained to a good standard and that carpets are clean. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that the quality of care report is generated at least every 6 months. The report should then be shared without delay with Ofsted and the placing authority for all children. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.3)

Information about this inspection

The inspector has 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: 2571480

Provision sub-type: Children's home

Registered provider: PSS Care Group Limited

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

Responsible individual: Jolene Reynolds

Registered manager: Frederik Booyesen

Inspector

Lexi Mitchell, Social Care Inspector

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