

2688405

Registered provider: Detail Personnel Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and run by a private provider. It is registered to provide care for up to 3 children who experience emotional and social difficulties.

One child was living in the home at the time of the inspection. The child was spoken with as part of the inspection.

The manager registered with Ofsted in May 2025. They were present for both days of the inspection.

Inspection dates: 20 and 21 January 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: 4 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Good
27/02/2024	Full	Good
28/02/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff and managers have a focus on the child, and celebrate their progress. They have a very good understanding of the child's previous experiences and of their starting point at the time of moving into the home. Staff have provided commitment and stability, and have worked hard to develop good relationships with the child and their family. As a result, the child has been able to make progress in all aspects of their life, particularly in relation to how well they have settled, how there has been a reduction in episodes of going missing, in their understanding of their own identity and in accessing education.

The child is open about their views of the staff and home. They shared positive feedback about their experience of living there, including 'this is the happiest I have ever been'. They feel staff work hard to prioritise their needs and believe this has contributed towards the progress they have made.

Staff have developed good relationships with others who are important in the child's life. Family members feel confident that staff understand the child well and provide good care. Staff support their relationship with the child by making efforts to keep them updated and planning for them to spend time together. A family member spoke of the child experiencing many difficult situations before living here and how they can now 'be a child again' without the anxieties they had previously.

The home is welcoming and well maintained, and aspects of the child's personality can be seen throughout the home. They have chosen the colours and decor in their bedroom and other rooms of the home. This has contributed to them feeling settled and enjoying spending time there.

Staff recognise the importance of helping the child develop a positive sense of identity. They have helped and encouraged the child to learn about and explore their own identity and to learn about this in others. They have used different methods to do this, such as using the child's enjoyment of cooking to learn about customs and foods. Staff encourage and support the child to explore different clubs and activities.

Staff record daily life, significant events and key conversations, and these records generally reflect the child's views and show empathy. However, staff do not consistently record their work in a way that aligns with the home's therapeutic model. Although staff and managers can explain the rationale behind their individualised approaches, this is not evident in the written records. This has impacted on the child being able to access their records, which is one of the manager's aspirations, and could impact on a new staff member's understanding of how to support the child.

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

Risk and care plans are detailed and provide staff with clear guidance about the child's triggers and vulnerabilities and the support strategies needed to keep them safe. These plans are reviewed regularly and benefit from effective managerial oversight. The plans make clear that physical intervention should only ever be used in exceptional, high-risk situations due to the child's previous traumatic experiences. Staff follow this guidance, and there have been no incidents of physical intervention. As a result, the child experiences care that is sensitive to their history and supports their sense of emotional and physical safety.

Staff and managers implement clear boundaries and expectations in relation to substance and alcohol use and the use of vaping devices. Regular key-work sessions take place with the child to educate them on the harms and risks associated with these. Additional intervention has been sourced from external provisions. As a result, there has been a substantial reduction in substance, alcohol and vape use.

Allegations and complaints are recorded and responded to appropriately. There are various methods in place to enable the child to share any concerns or complaints, and the child is informed of the actions taken and the outcomes. This demonstrates to the child that their views are valued and will be taken seriously.

The management and staff work proactively to develop relationships with partner agencies and will seek support for children from a variety of sources. They will challenge appropriately to ensure children receive the right support to have their health and educational needs met.

The missing-from-care protocol has not been followed consistently when the child has gone missing, resulting in delays in police involvement. Although the manager can explain their view that the current missing-from-care protocol is not proportionate, they have not taken sufficient steps to escalate concerns or request that the protocol be reviewed or updated. This could have significant impact on the child's safety if they go missing in the future.

The effectiveness of leaders and managers: good

The manager has fostered a positive culture in which both staff and the child are encouraged to contribute to how the home is organised and maintained. Team meetings are used effectively to reflect on progress, share learning and celebrate good practice. The manager has introduced a range of methods for staff to participate in these meetings, which has resulted in strong engagement and staff reporting that they find them valuable.

Staff speak positively about working in the home and say that the training they receive equips them well to support the children in their care.

Supervisions are planned and take place regularly. Performance is reviewed and tracked by the manager, with targets being discussed and reviewed within supervisions. This has enabled the manager to identify and address specific areas of development for staff.

The manager has been developing systems to track progress in the home and to identify areas of strength and development. There is clear evidence of management oversight across all aspects of recording, and routine auditing is completed consistently. The manager seeks the views of children, families and professionals, and incorporates this feedback into his own reporting. However, these views are not sufficiently reflected in the independent visitor's reports. The manager has not taken action to address this shortfall or explored alternative ways to support the independent visitor to build these meaningful relationships. As a result, there is a reduced level of independent oversight and limited external assurance about the experiences and views of children, families and professionals regarding the care provided in the home.

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— take effective action whenever there is a serious concern about a child's welfare; are familiar with, and act in accordance with, the home's child protection policies; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(vi)(vii)(e)) This relates specifically to staff following safeguarding protocols and these protocols being monitored and reviewed if no longer deemed to be appropriate.	20 February 2026

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child should be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. This relates specifically to the inclusion of views from children, family and external professionals.

('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2688405

Provision sub-type: Children's home

Registered provider: Detail Personnel Care Limited

Registered provider address: Office 32, 18 High Street, High Wycombe HP11 2BE

Responsible individual: Jennifer Henderson

Registered manager: Oluwashola Adewuyi

Inspector

Terrianne George, Social Care Inspector

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