

2739717

Registered provider: Personal Security Service Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to 5 children who may have experienced social and emotional difficulties. It is run by a private organisation.

The manager has been registered with Ofsted since April 2025.

Inspection dates: 27 and 28 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: 29 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/05/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, 6 children have moved into the home and 5 have moved on. At the time of inspection, 3 children were living at the home. Two children were involved in the inspection. The third child did not wish to talk to the inspectors.

Children speak positively about living at the home. Staff are kind, patient and supportive. They develop strong, trusting relationships with the children, who, as a result, feel comfortable to talk to them when they are worried. These positive relationships help children feel emotionally safer and more settled.

Staff actively encourage children to explore their interests in safe and meaningful ways. Children who enjoy gaming are supported to develop their online safety awareness. Others are encouraged to pursue interests such as horse riding, watching motorbike racing, caring for animals and going on trips. These experiences help children build confidence, widen their social circles and develop positive self-identity.

One child was not attending education prior to moving into the home. With consistent support from staff, the child has re-engaged. Both children have experienced challenges in school and have been excluded at times. Staff work proactively with education professionals and the company's head of education to review arrangements and remove barriers to learning. Staff are advocating for more suitable placement for one child, as the current setting does not meet their needs. For another child, who is due to sit for GCSE examination, staff are seeking a reduced timetable focused on key subjects to minimise the risk of permanent exclusion and to support the completion of their exams. These actions demonstrate a clear focus on securing stable and appropriate education outcomes.

Children are supported to develop independence skills. Staff encourage them to help with everyday tasks such as making their beds and preparing meals. Staff work alongside the children, which builds children's skills and confidence and helps the positive relationships develop. Children take pride in what they achieve, and staff praise their achievements.

Staff understand children's emotional needs and triggers. They are guided by clear and detailed individualised support plans for each child. The consistent, therapeutic approach of staff has helped children develop improved emotional regulation.

Staff recognise the importance of family relationships. They actively support children to spend time with their family and others who are important to them. Family time is treated as an important part of children's emotional wellbeing.

Children's moves into the home have not always been well planned. These moves have not always fully considered the needs of the children already living at the home and how

new children moving in might change group dynamics. The lack of full consideration for the needs of all the children resulted in children with very different care journeys and needs living together. This caused children distress, potentially negatively affecting their emotional wellbeing, sense of safety and sense belonging in the home. Consequently, in response, incidents in the home have occurred.

The home feels welcoming. It is clean and well decorated and maintained. Children's bedrooms are spacious and reflect the children's personalities and interests. Leaders and managers quickly repair any damage that occurs. Children are involved in decisions about redecoration. This helps them develop a sense of ownership and pride in their home.

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

Safeguarding arrangements are effective and well understood by staff. This helps to keep children safe.

There was a high number of incidents when the children who have since moved on were living in the home. These included property damage and behaviours linked to emotional distress. Incidents have reduced for the children currently living in the home. When incidents occur, staff respond calmly and use their relationships to help children regulate. Staff review the incidents and hold planned conversations with children to explore triggers and agree safer responses. Children can identify specific staff members as trusted adults. They say staff listen, take concerns seriously and act appropriately.

Missing-from-home episodes have reduced, and there have been no recent incidents of children going missing. When children previously went missing, staff followed the home's agreed procedures. They contacted the police, informed relevant professionals and shared clear information to support children's safe return. Managers request return home interviews and updated risk assessments to reflect learning.

Children enjoy spending time with dogs that regularly visit the home. A detailed risk assessment sets out the potential risks and risk management. Staff follow these arrangements consistently, which enables the children to enjoy their time with the dogs safely.

There has been a high number of restraints. When restraints have been used, they have been proportionate and in response to a risk of harm. The manager ensures that children and staff are offered planned conversations following each incident. These conversations provide children with space to share their views and support their emotional recovery. These conversations also help staff to reflect on their practice and identify learning to improve future responses.

Leaders and managers manage any complaints from children well. They investigate concerns thoroughly and share the outcomes with children. Staff offer reassurance and emotional support throughout the process.

Staff understand risks in the local area relevant to the child's age and understanding. They consider how to help children develop age-appropriate independence while also keeping safe.

The effectiveness of leaders and managers: good

The registered manager provides stable, committed leadership. She knows the children well and leads by example. She works alongside staff and remains closely involved in the day-to-day running of the home.

The manager has maintained continuity for children despite staff promotions and movement to other homes. To prevent the use of agency staff, permanent staff cover shifts, and the manager steps in when needed. This has provided consistency and helped children and staff maintain consistent relationships.

The manager has clear systems for oversight. She understands the strengths and development needs of her staff team. She promotes reflection and learning. She is supporting staff to develop their understanding of the care standards and embed them into daily practice. Staff supervision is curious, reflective and encourages creative thinking. Staff use their supervision and reflection after incidents to learn and improve practice. The therapeutic offer provides staff with space to reflect on their wellbeing and the emotional demands of their role.

Staff practice reflects the home's therapeutic ethos. The manager has clear plans to embed therapeutic models further, particularly with new staff.

Professionals and family members report strong partnership working. The manager and staff maintain good communication, and professionals and family members value being kept informed about children's progress. However, managers have not consistently challenged placing authorities when children's care plans and review minutes are delayed. This means that staff may not be working with the most up-to-date information and care plan.

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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b)) In particular, ensure that admissions are only accepted when it has been robustly assessed that the home can meet the child's needs and that the placement will not destabilise children already living in the home.	6 March 2026
In meeting the quality standards, the registered person must, and must ensure that staff— seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (b)(c)) In particular, the registered person must challenge the placing authority when there are delays in sharing children's plans and meeting minutes.	6 March 2026

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: 2739717

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: Colleen Ardley

Inspectors

Thembie Mzila, Social Care Inspector
Dan Williams, Social Care Inspector

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