

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 five children who have experienced trauma. It is run by a private organisation.

The manager has been registered with Ofsted since May 2023.

Inspection dates: 29 and 30 May 2024

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

There were two children living at the home at the time of the inspection. One child had moved out as the staff could not meet their needs. Another child is on a notice period due to their changing mental health needs. The staff worked closely with the local authority for this child. The local authority provided positive feedback on the support the staff offered.

Children appear relaxed and comfortable. There is lots of laughter at the home. The home has a warm, inviting feel and is furnished and decorated to a high standard. There is a large open-plan living space where children spend most of their time with staff.

Children have made excellent progress with their education. One child had been out of education for two years and is now attending mainstream school every day. Another child has been supported to return to mainstream school after a year out of education. The manager is very proud of their progress and advocates for children to attain the best education they can.

Children attend house meetings and add their agenda items. The staff and children use these meetings to discuss the current issues at the home. Children's individual achievements are celebrated. This forum offers children the opportunity to contribute to the day-to-day running of the home.

Children and staff eat around the table and share sociable mealtimes together. Children help with the planning and preparation of food. This encourages a homely atmosphere, which is valued by the staff and children.

Children take part in a wide range of activities, including visiting the cinema, trampolining and making pottery. Children enjoy having a season pass to a large theme park. Taking part in a wide range of activities enhances children's well-being and helps them to create positive memories.

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

Children are supported by staff who are child-focused and use a therapeutic approach. Children can identify staff members who they are able to talk to. Having positive relationships with staff helps children to feel safe and cared for.

Children are supported to think about their past experiences and how these affect them now. An independent counsellor visits each week. She spends time with children and offers them formal or informal sessions. This helps to support children with positive behaviour and choices.

One child was helped with smoking cessation. Staff appropriately challenged health professionals to ensure that the child had the support they needed to make this change. This will have a positive impact on the child's long-term health.

There have been occasions where children have been missing from the home. Some of these children have been subject to deprivation of liberty orders. Children's plans do not have consistent directions for staff. This has led to a delay in the time frame in which children are reported to the police, which then delays the police taking action.

Staff have had to physically intervene with children to help to keep them safe. These interventions have been reasonable and proportionate. However, on one occasion a child said that they were hurt during the intervention. Despite this, there is no evidence that this was investigated further. The staff did not take part in a debrief. These shortfalls do not allow the manager to have effective oversight or to ensure that children are protected from harm.

The effectiveness of leaders and managers: good

The home is led by a dedicated, child-focused manager. He is currently undertaking his level 5 diploma. He works well alongside the deputy manager. The manager has a good oversight of the home and understanding of children's needs. He has a good understanding of the incidents that have occurred. The manager is reflective and identifies areas of learning and development.

Team meetings provide an opportunity for staff to reflect on their practice. The managers use team meetings effectively in order to guide staff in using a therapeutic approach with children. Staff say that they feel well supported and there is a family atmosphere.

Since the home opened last year, there has been a high turnover of staff. The manager is taking steps to recruit, and to ensure that the staff are suitably trained for their roles. The manager is building a positive team culture. A weekly newsletter is sent out to staff to recognise their achievements throughout the week. The newsletter focuses on areas of the quality standards and children's homes regulations that can help to improve staff practice.

The manager understands the importance of caring for his staff. He has signed up to a mental health and well-being service for staff. Staff are also offered individual counselling sessions and given a self-care pack. Considering staff well-being encourages a culture of care and empathy.

The manager received really good feedback in regard to communication with other professionals.

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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) In particular, ensure that risk assessments contain clear guidance for staff to follow in respect of children going missing from home.	21 June 2024
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that	21 June 2024

they have spoken to the child about the measure. (Regulation 35 (3)(a)(viii)(b)(i)(ii)(c))	
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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: Ashton Elliott-Johnston

Inspectors

Mary Costello, Social Care Inspector
Andrea Bounden, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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