

2780238

Registered provider: Detail Personnel Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to three children who experience social and/or emotional difficulties.

At the time of the inspection, two children were living in the home.

The manager registered in August 2024.

Inspection dates: 11 and 12 February 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

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

The arrangements for children moving into the home are a real strength. The manager works hard to ensure that all information is known about a child before they move in. Children have been given the opportunity to meet staff who will be caring for them. They can also visit the home to make sure that the home will be comfortable for them. These measures assist and support a smooth transition process. When the move takes place, children receive the reassurance they need to begin to settle.

Staff understand the importance of children's education. When children do not have an education setting the manager is a strong advocate for the children, communicating with the social worker and education professionals to ensure that the children have access to education that will meet their needs as soon as possible. While education is being sought, staff develop daily education activities. This ensures that children continue to stay engaged with learning and provides structure and routine.

The manager and staff support children to feel comfortable with their identity. For one child, the manager has completed a referral for expert advice. This supports children to understand important information in relation to their identity. During the inspection, one member of staff was observed educating their colleague about a child's ethnicity and additional support needs. This supports children to feel safe because staff have a sensitive approach.

Staff regularly provide children with positive messages, and children decide what activities they would like to take part in. Staff support them to try new activities so that children can enhance their life experiences. Staff capture precious moments of children doing activities in a memory book designed for each child. This allows them to keep these special memories for the future. The staff are creative and thoughtful in their approach to children's memory books because they understand how important these are for children.

Staff work in collaboration with external agencies to ensure that the children's plans keep them on track to make progress. The level of communication and collaboration between staff and external agencies is good. This is achieved through regular meetings between the key agencies. This helps children to achieve good outcomes from their starting points when moving to this home.

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

There is a clear and proactive multi-agency approach to keeping children safe. The registered manager and staff provide children with a consistent, reliable daily routine. Staff provide emotional warmth and understanding. This supports children to feel protected and secure.

Children are helped and supported from staff with specific issues that are affecting them. Professionals are involved to ensure that children receive the required specialist help they need. One child said, 'I am happy in the home. It is one of the best homes I have been to. Staff are now supporting me in a way that I did not think possible.' This support has led to the child engaging in conversations about their behaviours and risks.

Children have not been physically held in this home. Children are supported to understand the reasons why they may need to be held and staff are aware that children may present as distressed or angry. Staff respond to children's emotions with genuine care and love.

Children's health needs are prioritised, and staff understand the children's individual healthcare needs well. Children have access to a range of healthcare professionals and agencies who support them with their mental health. Staff follow clear, multi-agency strategies to support children to make good progress. For example, staff work closely with children's mental health services to support children who self-harm or have suicidal thoughts. However, staff do not consistently support children who vape. As a result, they have not been helped to manage harmful behaviours.

Staffs recording is inconsistent. Some staff recording is stigmatising to children. For example, one child's recording stated that would regret action they had taken to cause an injury to themselves. The manager's oversight is not consistently recorded and therefore there has been no challenge. This does not support staff to learn and improve their practice.

The effectiveness of leaders and managers: good

The registered manager is visible and approachable. Staff say that they are very well supported in their roles and day-to-day practice. She is held in high regard by the children, staff and external professionals. She is supported effectively by a skilled deputy manager who shares her vision. Together, they have developed a culture of high expectations and standards of care for children.

The manager is a strong advocate for children. One child suffered a loss of a significant person. They have no physical place to visit the deceased. The manager ensures that on the anniversary the child is provided with a memorial, which is so important to them.

Staff morale is good, and staff feel well supported by the manager. Staff feel confident in the manager and are positive about their roles. Staff report that they enjoy coming to work and receive good support from the staff team and their managers. One staff member said, 'This is the one job I have been in where everything is great.' while another said that the children and staff are their, 'work family'. Staff morale is high and there is a committed and motivated team.

Partnership work with external agencies is very positive. A common thread in the feedback provided by stakeholders is the positive communication and good care provided to children.

The systems designed to monitor the quality of care do not provide the manager with effective oversight of staff's practice, and staff are unable to reflect on their own practice.

Leaders and managers are aware of their strengths and areas they wish to improve. There are clear plans in place to provide good help and support for children.

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

Recommendations

- The registered person should ensure that, in line with their individual health plans and the ethos of the home, children are offered advice, support and guidance on health and well-being. Staff should have the relevant skills and knowledge to be able to help children understand, and, where necessary, work to change negative behaviours in key areas of health and well-being such as, vapes, drugs and tobacco. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.18)
- 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 must always 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)

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: 2780238

Provision sub-type: Children's home

Registered provider: Detail Personnel Care

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

Responsible individual: Jennifer Henderson

Registered manager: Sandra Furness

Inspector

Corline Parker, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

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

© Crown copyright 2025