

# 1258658

Registered provider: Personal Security Service Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home, which is run by a private organisation, provides care for up to four children. The organisation's primary objective is to provide children with a safe, stable, happy and comfortable home, and to enable children to build on their confidence, self-esteem and resilience as they progress into adult life.

The registered manager has been in post since 3 October 2018.

**Inspection dates:** 3 to 4 October 2018

**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:** 22 January 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/01/2018	Full	Good

## 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, 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 ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	31/10/2018

### Inspection judgements

#### Overall experiences and progress of children and young people: good

The children achieve a sense of security and stability at this home. Staff model positive relationships and demonstrate that they care about the children. A child said, 'The staff are really supportive. They are helping me to learn new skills for when I get older.' A social worker said, 'The staff are genuine, caring, supportive and very sensitive in their approach.'

Children can express their individuality and explore their sense of self in a supportive environment. All of the children attend local youth clubs, where they mix with other children who have similar interests. Staff are enthusiastic about caring for the children and accepting of children's differences. The staff help the children to achieve their goals and, because of this, children thrive.

Two of the children are attending college and have made significant academic and social progress. Both children are aiming to gain paid employment and are studying practical courses towards this goal. Staff are struggling to ensure that two of the children access education regularly. However, staff actively encourage the children to participate. Education plans are continually reviewed and updated to ensure that staff record their attempts to engage these children in academic work.

Children's emotional well-being is a priority. Staff have strong links with professionals and specialist services. Staff respond swiftly to a crisis and they work effectively with the multidisciplinary teams. As a result, children make improvements in their communication and social skills.

Staff encourage and help children to work towards becoming independent, complete pathway plans and learn new skills. Some of the children plan their own menus, shop and cook. Staff encourage children by setting measurable targets and monitoring these

during key-work sessions and observations of the children participating in day-to-day life.

The home feels like a family environment, with photographs of the children and staff enjoying activities and holidays together. The home is decorated and furnished to a very high standard. All of the children and professionals spoken to during the inspection commented on what a beautiful home the children live in.

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

Individualised risk assessments identify children who are vulnerable to child exploitation and/or gang culture. These assessments prescribe any preventative steps and actions necessary to reduce these risks. Children's risk of sexual exploitation has decreased because of the positive relationships with staff and the level of supervision and support offered. Staff educate children about risks and reinforce these messages in key-work sessions and informal discussions.

Staff celebrate children's achievements and reward good behaviour. The staff recognise bullying as such and ensure that those involved can report concerns. Relationships between the children are improved because of the use of reparation. If a situation continues, staff use a more formal approach to reinforce the seriousness of the children's actions.

Physical restraints are well documented, with details about the triggers that led to the behaviour and staff's attempts to prevent the behaviour from escalating. Holds are used only to calm the child and protect them and others from harm. The manager evaluates the records of all incidents, and children's views are sought after each incident. Incidents of children going missing from care have significantly decreased, and the use of sanctions has also reduced. Sanctions are recorded, evaluated and analysed. The manager monitors their use and ensures that they are proportionate.

Children are trusted to use social media safely by staff, who are skilled in identifying and responding to any risk taking. Staff use key-work sessions to help children take responsibility for their own safety in preparation for when they live independently. Children's sense of safety has started to emerge because of the support and direction that they have received from staff.

There is a strong and effective safeguarding culture. Staff are aware of their responsibilities to protect children. When there are safety issues, staff make sure that they tell their manager swiftly. Safeguarding matters are referred to the appropriate agencies. Children's safety is always top priority.

### **The effectiveness of leaders and managers: good**

The manager has been in post for a short period of time. However, she has settled in well because of the good induction that she received from the last registered manager, who has received promotion in the organisation. The manager has prioritised children's

needs and she has made sure that their progress is central to good outcomes. The manager's commitment and drive have ensured that children are settled at their home, and she has plans for continued improvement.

Safer recruitment and inductions are good. Staff are well prepared for working at the home. They have protected time to read care plans and policies. Newer staff shadow staff that are more experienced before they work directly with children. This means that they are confident to work with the children who are, by this point, familiar with them.

Children have a very strong voice at this home. The manager always ensures that the children are at the centre of everything that she does. The children have their say about their care and about what is happening in their lives. Children learn that their views are very important and that they can, and should, have their say.

Children's records are well maintained. Records are detailed and well written and are presented in a way that is helpful to children. Information is recorded in a positive way that reflects the high esteem in which staff hold children. Children's records provide a good oversight of the work that is undertaken by staff with children, to provide a detailed overview of children's journey, experiences and progress made while at this home.

Staff feel well supported by the management team. The formal programme of supervision and appraisal takes place consistently. Communication between staff is good, which aids the general organisation of the home and the excellent way that staff deploy themselves around the home so that children receive individual attention. Staff morale is high. Visitors immediately experience the happiness and warmth that abounds throughout the home and creates a happy and positive environment for the children.

There have been two formal complaints since the last inspection, which were fully investigated by the management team. Although the management team responded to one of the complaints appropriately, the manager did not oversee this complaint to ensure transparency. The complainant was happy with the response and outcome. However, a more robust procedure needs to be implemented to ensure effective management of complaints.

Good external monitoring helps the manager to improve practice. The one requirement raised at the last inspection has been met to good effect.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is

making for the children and young people whom it is trying to help, protect and look after.

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:** 1258658

**Provision sub-type:** Children's home

**Registered provider:** Personal Security Service Ltd

**Registered provider address:** Personal Security Services Limited, 47 High Street, Barnet, Hertfordshire EN5 5UW

**Responsible individual:** Frederik Booysen

**Registered manager:** Katie Whinney

## Inspector

Cathy Russell: social care inspector

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