

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 aim of the home 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 manager registered with Ofsted in September 2022.

Inspection dates: 21 and 22 February 2023

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| 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: 8 March 2022

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 08/03/2022 | Interim | Sustained effectiveness |
| 14/06/2021 | Full | Requires improvement to be good |
| 24/07/2019 | Full | Good |
| 04/10/2018 | Full | Good |

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, the staff have provided care for three children. One child has lived at the home since August 2022 and is making good progress.

One child moved out of the home after a short stay of two days. Staff were providing outreach support to this child before the child moved in. Although the child moving out of the home was not in accordance with the local authority's intended arrangements, this is not a reflection of the staff's provision of care. The child's social worker said that the staff had done all they could to support the child. Additionally, the staff had been able to establish a relationship with the child that other professionals had not been able to.

There are plans for a child to move into the home. Staff are working closely with the social worker to support this child in what is a highly complex situation. The social worker said that the admission process is thorough, communication with the manager is good, and the staff's flexibility has made a complex situation easier to support.

Staff work closely with education providers and have advocated well on behalf of the child who is living at the home. This has led to the child attending school regularly. Before moving to the home, the child spent a long time out of education. The staff have had a positive impact on the child's educational outcomes and engagement.

Staff have been effective in helping the child to increase his independence skills. Staff help the child to budget, cook independently and access activities in the community. These important skills prepare the child for adult life.

Staff provide the child with ample opportunity to voice his opinions and views. Staff respond to the child's wishes. This empowers the child and increases his sense of belonging at the home.

Staff have encouraged the child to be part of the home's recruitment processes by being part of the interviewing panel for new staff. Staff took into consideration the child's views, and he was able to be part of the telephone call that gave a successful candidate the good news of their appointment. This gives the child a sense of ownership regarding decisions made about staff who work at the home.

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

Staff assess and mitigate risk well. Risk assessment records provide a good level of detail to ensure that staff understand current and emerging risks.

Staff have been effective in helping the child to reduce the frequency that he goes missing from the home. On the one occasion that the child has gone missing, the staff have responded effectively.

Allegations against staff are rigorously addressed by the manager. Staff practice issues have been swiftly identified by the wider staff team and referred as appropriate. Internal investigations have led to clear outcomes and changes in practice. Such changes include amendment to the induction process and increased provision of training. The manager tests out staff's understanding of safeguarding scenarios in supervision sessions. Such changes have improved staff's awareness and understanding of the importance of good safeguarding practice.

Safeguarding records are clear, accessible and include outcomes. Actions stated in safeguarding records are undertaken to improve staff practice. There has been a clear improvement in the recording of safeguarding concerns.

There has been demonstrable improvement in safer recruitment checks for staff. This ensures that only suitable staff work at the home.

The location risk assessment is very detailed and includes crime data. Although the home is in a low crime rate location, the manager has made comprehensive assessment of risks, including gang affiliation and radicalisation. The manager has close links with the police. This improves safeguards as staff are made aware of concerns relating to the local area as they arise.

The effectiveness of leaders and managers: good

The manager has had a positive influence on the home. She is respected by staff, social workers and the child.

The manager has a clear understanding of the strengths of the home and the areas that need development.

Management monitoring is undertaken with rigour. Regular and robust monthly monitoring leads to shortfalls being identified promptly and responsive action taking place quickly.

Incident reports are monitored by the manager. When practice issues are identified, the manager puts in place clear, responsive actions to ensure that issues are not repeated.

Leaders and managers ensure that staff receive the appropriate training for their roles. This ensures that staff have the appropriate skills to meet the needs of children. However, staff have not had training in online safety. One child spends a significant time on a gaming device and a phone. It would therefore benefit staff to be aware of issues relating to online access.

All previous requirements have been met. There have been distinct improvements in the matching of children, recruitment of staff, and maintenance and upkeep. However, the manager has not pursued a social worker for the most-recent copy of a child's 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, 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 |
|---|---------------|
| <p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a))</p> <p>In particular, ensure that a copy of any plan for the care of the child prepared by the child's placing authority is maintained at the home.</p> | 31 March 2023 |

Recommendation

- The registered person should ensure that staff receive training in online safety. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)

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: 1258658

Provision sub-type: Children's home

Registered provider: Personal Security Service Limited

Registered provider address: 2 Laser Quay, Culpeper close, Rochester, Kent ME2 4HU

Responsible individual: Frederik Booyesen

Registered manager: Emily Pepperell

Inspector

Lianne Bradford, Social Care Inspector

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