

SC486879

Registered provider: P JL Healthcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. It is registered to care for up to five children who experience social and emotional difficulties. There were three children living in the home at the time of the inspection.

The manager has been registered with Ofsted since 13 January 2023.

Inspection dates: 15 and 16 October 2025

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 29 October 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/10/2024	Full	Outstanding
07/11/2023	Full	Outstanding
17/01/2023	Full	Outstanding
01/12/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are thriving due to the exceptional care they receive from a strong and dedicated staff team. Staff consistently respond to children with warmth and unconditional positive regard. Their empathetic and non-judgemental approach helps children feel safe and supported, enabling them to share their experiences openly. This contributes to the development of trusting relationships and emotional resilience.

Recording practices are highly child focused. Staff address children directly in records using caring, non-blaming language that reflects their level of understanding. These records offer valuable insight and will support children should they wish to revisit them in the future. Monthly reports are of a high standard and consistently celebrate children's achievements, however small they may seem to others.

All children are participating in some form of education. While attendance has not always been consistent, staff have demonstrated creativity and flexibility in identifying alternative learning pathways tailored to individual needs. For one child, this includes exploring voluntary opportunities, which reflects a personalised and therapeutic approach to engagement. The other two children are enrolled in formal education settings and are making positive progress, particularly given their starting points. These developments indicate that staff are successfully supporting children to re-engage with learning in ways that are both meaningful and appropriate to their circumstances.

Children and staff benefit from regular input from a clinical psychologist. This has strengthened staff's understanding of children's mental health needs and created a safe environment for therapeutic engagement. Therapeutic practice is fully embedded in children's day-to-day care.

Children demonstrated confidence and a willingness to engage with inspectors, sharing their thoughts and feelings with honesty and openness. Their ability to participate in meaningful dialogue and show mutual respect is a testament to the culture fostered by staff. It is one that encourages self-worth and empowers children to express themselves freely. Children felt safe and supported enough to speak candidly. Their voices are being heard, and that is a powerful indicator of progress.

Animals play a central role in life at Acre Farm. Children spend meaningful time with them, forming safe and nurturing bonds that support emotional healing. These relationships allow children to experience affection without fear of rejection. Staff also bring their own animals into the home, further enriching these connections. The strength of these friendships was evident throughout the inspection.

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

Children's safety is central to practice. When children experience difficult emotions, staff respond with nurturing language and a strong understanding of individual needs. Physical intervention is rare and, when used, is proportionate and brief to maintain safety. Incident records are clear and reflective, demonstrating staff learning to improve practice. The manager's reviews identify triggers and provide guidance to adapt approaches. Post-incident support is empathetic, giving children space to reflect on their feelings. The home promotes a culture of continuous learning for both staff and children.

Risk assessments and support plans prioritise prevention and understanding of incidents. While some children occasionally go missing, staff remain committed and never question the stability of the child's placement. Missing-from-care protocols are followed, and staff work closely with professionals to ensure the child's safe return. This consistent care and perseverance help children feel valued and secure.

All allegations about staff conduct are taken seriously, with timely steps taken to ensure the safeguarding of children. All concerns are shared with safeguarding professionals, including them being consulted on the decisions reached. Follow-up and reparative work are routinely undertaken with children. This helps the children to feel valued, heard and, ultimately, safe.

Online safety is a clear priority for the home and the wider organisation. Staff receive bespoke e-safety training and have access to ongoing expert guidance. Internet use is monitored through a parental control system, which is regularly reviewed by the manager. These measures ensure children can access the internet safely.

Staff treat children with respect and understanding, tailored to their individual needs. They provide consistent boundaries and clear expectations, helping children feel safe and understand the natural consequences of their actions.

Professional feedback has been unanimously positive, with lots of examples of individual children's progress. One social worker said:

They are child-centred and want what is best for the young people in their care. They have stuck through the hard times, which is not something that previous carers have been able to do, and this has made a massive impact on the child and has supported them to be able to learn that you can have tricky times, but you can then also repair those relationships.

The effectiveness of leaders and managers: outstanding

The registered manager is highly respected by professionals and staff. Their strong commitment to providing the best possible care inspires the team, whose members take pride in helping children succeed. As a result, children receive excellent care from staff who are dedicated to achieving positive outcomes and supporting them to flourish.

The registered manager has a clear understanding of the home's strengths and areas for development. They have robust plans in place to address identified improvements, ensuring continued progress.

The recent management restructure, including the introduction of a pastoral lead role, is working well and at a pace welcomed by staff. The presence of a committed deputy manager provides stability and a strong foundation for the team to thrive.

Staff feel well supported by the registered manager and enjoy working in the home. They receive regular, effective supervision, complemented by team meetings, reflective practice with the clinical psychologist, and welfare sessions. This approach promotes professional development and ensures staff feel valued, contributing to high morale and excellent retention. Recent changes have formalised supervision processes, with a therapeutic focus introduced by the new pastoral lead.

The manager promotes strong partnership working with health, education, social care professionals and therapists to meet children's needs holistically. They advocate for a trauma-informed approach across all practice, ensuring consistency and high-quality care that leads to positive outcomes for children.

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: SC486879

Provision sub-type: Children's home

Registered provider: PJI Healthcare Limited

Registered provider address: Mayfield House, East Street, Mayfield, East Sussex
TN20 6TZ

Responsible individual: Alethea Thomas Giles

Registered manager: Robert Barnard

Inspectors

Emma Haskell, Social Care Regulatory Inspector (Lead)
Vicki Horton, Social Care Regulatory Inspector

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