

SC068559

Registered provider: P JL Healthcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide long-term care and short breaks for up to 16 children who have learning disabilities.

The home is made up of five separate houses. There were eight children and young people living across four of the houses at the time of inspection.

The two managers have been registered with Ofsted since December 2023.

Inspection dates: 16 and 17 December 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: 25 February 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2025	Full	Outstanding
03/01/2024	Full	Outstanding
11/10/2022	Full	Good
14/09/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children live in safe, well-presented and welcoming houses. Bedrooms are themed, fully equipped and personalised to each child's needs and preferences. Children take pride in their spaces.

Children enjoy their time at the home and feel safe, supported and valued. Staff are warm and attentive and children confidently seek affection and help when needed. Staff understand each child's complex needs and promote independence in everyday tasks, helping children to build confidence and to learn new skills.

Care planning is a clear strength. The plans contain detailed information, including health needs and staffing ratios, and staff receive training to meet individual needs. These thoughtful preparations ensure that children receive well-planned, personalised support during their stay.

Transitions into and out of the home are handled sensitively and at the child's pace. Managers consider the needs of both new arrivals and existing residents, using thorough impact and matching assessments, accompanied by both short- and long-term planning. This has enabled one child to return to the care of their family.

Children's views are actively sought and respected. Staff gain feedback through each child's preferred communication method and involve them in everyday decisions, such as choices of activities and meals. Progress reports are detailed and written directly to the child, making them accessible and meaningful for future reference.

Children attend full-time education tailored to their individual learning needs. Managers maintain strong oversight of educational progress. For children not currently in external education, regular tutoring is provided within the home, alongside alternative learning opportunities such as farm school. These arrangements ensure continuity, engagement and progress in learning.

Regular family contact is proactively supported. Families are welcomed on-site to enjoy spending time with their child in a homely environment. Children are also supported to visit family members further afield, which they enjoy. These arrangements help to maintain strong family bonds and contribute to children's emotional wellbeing.

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

Children's safety is central to staff practice. When children experience unsettling emotions, staff respond with nurturing language and a well-informed understanding of individual needs. Physical intervention is used only when necessary and for the shortest time possible to ensure safety. Incident records are clear and reflective and help staff to learn and adapt their approach. Reports consider potential triggers and guide staff in

tailoring support. The home promotes a culture of continuous learning for both children and adults.

All allegations are taken seriously, with prompt action to safeguard children. Even minor comments are investigated, with a clear rationale recorded. Safeguarding professionals are consulted and restorative work is routinely carried out with children. This fosters a culture of respect, learning and emotional safety for children, providing a bedrock of strong, trusting relationships with staff.

Children's medication needs are managed safely and effectively. Staff follow clear documentation and work closely with healthcare professionals to ensure safe practice. Any errors are investigated by managers. A recent review identified some training needs, although no harm had occurred to children; staff have subsequently refreshed their medication competencies. Emergency plans are clearly documented, and staff know how to respond.

Care plans, risk assessments and behaviour support plans are detailed and informed by staff's direct experience with each child. These documents help staff to identify and manage potential risks effectively. Input from the therapeutic team is clearly embedded in both written plans and day-to-day practice, ensuring that children receive tailored, responsive support.

Recruitment processes are robust and thorough. Managers ensure all references include safeguarding information and they follow these up with telephone verification. A detailed recruitment checklist ensures that no steps are missed, helping to identify the most suitable candidates to work with children in the home.

Video monitoring is only used when medically necessary to safeguard children overnight. The need for monitoring is regularly reviewed with parents and placing authorities. No recordings are made, ensuring that children's dignity is protected.

Children are encouraged to share how they feel and staff check in with them regularly. Managers and staff are open to improving their practice and information about how to raise concerns is always available. One parental complaint was investigated and upheld, with the outcome shared appropriately and the placing authority reassured.

The effectiveness of leaders and managers: outstanding

Managers show unwavering passion for providing the best care, which inspires staff across the home. Staff are proud of their role in helping the children to succeed, and their genuine commitment ensures that children receive excellent care and are supported to flourish.

Managers understand the strengths and challenges across the service, including staff retention patterns and reasons for turnover. They offer flexible support to ensure that the children receive care from a familiar and skilled team. Managers acknowledge that equality, diversity and inclusion require further development beyond current observances

and care practices, to ensure that children's identities and cultures are reflected in daily life.

Staff feel well supported through regular supervision, team meetings and reflective practice. Safeguarding is a core focus, with thorough consideration of children's needs and experiences. Feedback is encouraged and revisited, promoting curiosity, learning and problem-solving across the team.

Staff receive timely, relevant training tailored to children's emerging needs and risks. Managers monitor the training matrix closely to prevent drift, ensuring that children are supported by a qualified and responsive team. New staff benefit from a thorough induction and feel well supported by leaders, enabling consistent, informed care from the outset.

Children's achievements are consistently celebrated, with staff focusing on what children *can* do. This strengths-based approach builds confidence and emotional wellbeing. Staff speak with pride about each child's progress from their individual starting points. Relationships with families and professionals are open and mutually supportive, contributing to a shared commitment to children's success. Feedback is overwhelmingly positive, noting that any concerns are addressed openly and collaboratively. As one parent said, 'I would bottle their essence, if I could.'

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
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>(Regulation 6 (1)(a)(b) (2)(b)(iv))</p>	<p>29 January 2026</p>

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: SC068559

Provision sub-type: Children's home

Registered provider: PJI Healthcare Limited

Responsible individual: Alethea Thomas Giles

Registered manager: Megan King and James Kay

Inspectors

Emma Haskell, Social Care Regulatory Inspector
Sophie Carter, Ofsted Inspector

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