SC486879

Registered provider: PJL Healthcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private organisation. It is registered to provide care for up to 5 children who experience social and emotional difficulties. At the time of the inspection, 3 children were living in the home.

The manager has been registered with Ofsted since January 2023.

Inspection dates: 29 and 30 September 2026

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: 15 October 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/10/2025	Full	Outstanding
29/10/2024	Full	Outstanding
07/11/2023	Full	Outstanding
17/01/2023	Full	Outstanding

Summary of findings

Children receive well planned therapeutic care from staff who understand their needs, promote their wellbeing and support them to make significant progress. Children benefit from warm, trusting relationships, strong educational support, opportunities to develop independence, and a nurturing environment, in which animals play an important role. Safeguarding practice is highly effective, with staff prioritising safety, advocacy and positive risk management. Leaders and managers provide ambitious, reflective and inspirational leadership, fostering a culture of respect, learning and high aspirations. Strong partnership working and creative opportunities, including a carefully planned trip overseas, help children build confidence, achieve positive outcomes and prepare successfully for adulthood.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Staff demonstrate an excellent understanding of children's behaviours and experiences. They show exceptional patience, perseverance and belief in each child's potential. Therapeutic support from the home's clinical psychologist further strengthens the ability of staff to provide consistent, accepting and nurturing care.

Children's health and wellbeing are promoted effectively. Staff remain committed to supporting children to access services, resulting in significant progress, including one child recently attending a dental appointment after a prolonged period of difficulty.

Staff maintain a highly nurturing and child-centred approach. Relationships in the home are warm and trusting. Progress reports, letters and debrief records are written in a warm, personalised style that reflects the conversations staff have with children every day. Children receive and keep many individual letters from staff, creating a valuable record of their experiences and relationships that they may choose to revisit later in life.

Children are supported to develop independence in line with their age and understanding. Staff use learning from previous transitions to improve planning and preparation for children moving towards adulthood. This has contributed to positive outcomes, including one young person moving into semi-independent accommodation and another child moving into an area of the home where they can live semi-independently.

Education is valued and promoted. Children who previously struggled to engage with learning are now accessing education. Staff have shown creativity and determination in ensuring children receive meaningful educational experiences, including arranging alternative provision while school placements were being identified. Children's achievements are celebrated, and staff work closely with education providers to help them overcome barriers to learning.

Animals remain central to the home's nurturing environment. Children's relationships with the animals provide comfort, companionship and opportunities to develop responsibility and confidence. For one child, this has developed into a passion that has directly contributed to securing their first part-time job.

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

Children's safety is central to practice in the home. Staff respond to children's distress with patience, nurturing communication and a strong understanding of their individual needs. As a result, physical interventions are rarely used and, when necessary, are proportionate and for the minimum time required. Incident records are detailed and reflective, with managers identifying learning opportunities and considering the factors that led to the incident to improve future practice.

Children have trusting relationships with staff and feel able to share worries and concerns. Staff have worked effectively to ensure children understand how to make complaints and are provided with clear outcomes and explanations when concerns are raised.

Staff are strong advocates for children and work proactively with families and professionals to promote safe and meaningful family relationships. Their advocacy has had a significant positive impact on long-term outcomes for children, including successful planning for future care and support arrangements.

Risk assessments, safety plans and behaviour support strategies are detailed, regularly reviewed and focused on prevention. Staff follow safeguarding procedures effectively when children go missing from home, maintaining communication and working closely with relevant agencies to support children's safe return.

Online safety is prioritised. Robust monitoring systems are in place, and children receive regular guidance to help them recognise risks and stay safe online.

Professional feedback remains highly positive, with external professionals recognising the home's dedication and consistency in meeting children's needs.

The effectiveness of leaders and managers: outstanding

The home is led by an experienced and passionate registered manager, supported by a highly skilled management team who are committed to achieving the best possible outcomes for children. Leaders are ambitious for children and focus not only on their immediate needs but also on preparing them for successful futures. Their determination and advocacy have contributed to life-changing outcomes for children, particularly when planning for adulthood and moving on from the home.

Managers promote a transparent, reflective and learning-focused culture. Feedback from children, staff and professionals is embraced positively, with learning used to strengthen practice and drive improvement. Staff report feeling valued and well supported through

regular supervision, reflective practice and team meetings, resulting in high morale, strong staff retention and a stable workforce for children.

Partnership working is a significant strength. Managers work proactively with social workers, education providers, health professionals and the clinical psychologist to ensure children receive coordinated and effective support. Professionals consistently praise the home's communication, advocacy and commitment to meeting children's needs.

Children benefit from care provided by a knowledgeable and well-trained staff team. Staff apply therapeutic approaches effectively in their day-to-day practice and are supported to continually develop their skills. Leaders maintain strong oversight of practice through regular reviews of incidents, key-work sessions and children's plans, providing guidance that promotes reflection and continuous improvement.

Managers and staff are aspirational for children and work creatively to provide opportunities that broaden their experiences and build confidence. This is evident in the well-considered planning and support provided for one child's trip overseas. Staff carefully prepared the child by researching cultural expectations and customs, ensuring they felt confident and equipped to fully enjoy what was described as a trip of a lifetime.

A particular strength of the home is the culture of respect. Children are encouraged to express their views openly, staff treat one another with kindness and professionalism, and relationships across the home are characterised by mutual respect, care and high regard for one another. This positive culture enables children to feel valued, listened to and supported to achieve their full potential.

No requirements or recommendations were made following this inspection.

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: PJL 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)
Jade Bianchi, Social Care Regulatory Inspector

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