

# SC068559

**PJL Healthcare Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is privately owned and is registered to provide care and accommodation for up to 16 children with learning disabilities. It provides long-term and short-break placements.

The manager has been registered with Ofsted since July 2020.

**Inspection date:** 10 February 2021

## **This monitoring visit**

This visit was undertaken in response to information received by Ofsted in relation to a safeguarding incident and the decision of the registered manager to end the placement of a child. In accordance with COVID-19 (coronavirus) restrictions, this visit was undertaken remotely. The home was last visited on 19 November 2019, when a full inspection was carried out.

Inspectors met with children by video, sought the views of a parent and conducted video interviews with the registered manager and his line manager. Inspectors also spoke with social workers and education professionals. Several documents were also reviewed.

The registered manager made the decision to end one child's placement due to the child's escalating and complex needs. Significant efforts were made to avoid a breakdown of this placement. While a suitable placement is being identified, a safe interim arrangement is in place. The child continues to have good relationships with staff and is progressing with their independence skills.

In December 2020, a safeguarding concern in respect of a child living at the home was reported to his social worker by his school. Other agencies have not yet concluded their enquiries in respect of this incident.

A small number of physical restraint records do not record the precise length of time that each hold lasts for. The registered manager demonstrates that he has oversight of each individual incident. However, currently, opportunities are missed in the analysis of patterns and trends across such incidents, and possible wider learning is not identified. Similarly, records of a child's body maps do not always explicitly demonstrate management oversight, particularly in relation to the causation of marks or blemishes.

Staff are effective in de-escalating incidents where children may be at risk of hurting themselves or others, using strategies that support children to feel safe. Staff follow good-quality behaviour support plans and care plans, which are generally kept up to date.

Records related to physical restraint demonstrate that its use was necessary. Staff members and children are consistently debriefed after any incident. Social workers have no concerns about restraint practice. In respect of the records, one social worker said, 'When you read the report, it is so detailed that it feels like you were there.'

Staff maintain good links with education provisions. This impacts positively on children's attendance and attainment. One child is now in school after a long gap out of education. Professional communication between the home and the schools is almost always strong. However, feedback from one school was that communication could be improved. This is already being addressed by the registered manager.

Arrangements for children moving into and out of this home are a strength. One social worker commented that a child that has recently moved in benefitted from one of the best transitions, led by the home, that she has ever seen. Care plans are highly individualised and thoroughly detail how staff will support such moves. These plans are also informed by children's own views. Social workers praised the home on effective support for children as they move in and leave the home.

In the month prior to this visit, almost all children living at the home and many staff members tested positive for COVID-19. The registered manager swiftly sought specialist advice from relevant health authorities. An effective testing strategy was put in place and appropriate measures were established that aimed to limit the spread of the virus. Through tenacious, creative leadership and hard work by the staff team, children were supported effectively and continued to receive the levels of care anticipated in their care plans. The short-break service was temporarily closed but has now reopened. All children and staff members have now recovered.

The registered manager has prioritised his own learning and development in this new role, despite operational challenges. He is well supported and benefits from regular and effective supervision. The registered manager has focused on operational challenges in recent months, alongside building relationships with children, parents and professionals. A parent said, 'He's really communicative; he keeps me up to date and is responsive to anything I ask.'

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2019	Full	Outstanding
04/12/2018	Full	Outstanding
30/01/2018	Full	Good
06/03/2017	Interim	Improved effectiveness

## 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 within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes a description of the measure and its duration. (Regulation 35 (3)(a)(iv))	30 April 2021

### Recommendations

- The registered person should ensure that records of restraint are reviewed to identify effective practice and respond promptly where any issues or trends of concern emerge. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that all staff, including the manager, are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. This is with particular reference to reviews of body maps. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

### Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

### Children's home details

**Unique reference number:** SC068559

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

**Responsible individual:** Paul Sellars

**Registered manager:** Oliver White

## **Inspectors**

Alexander Dignan, Her Majesty's Inspector  
Amanda Maxwell, Her Majesty's Inspector

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