

# SC486879

Registered provider: PJJ 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 provide care for up to five children who experience social and emotional difficulties. There were four children living in the home at the time of the inspection.

In this report, the staff are referred to as 'adults', as this is the term which is used in the home.

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

### Inspection dates: 7 and 8 November 2023

**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:** 17 January 2023

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/01/2023	Full	Outstanding
01/12/2021	Full	Outstanding
07/10/2019	Full	Good
01/05/2018	Full	Good

## **Inspection judgements**

### **Overall experiences and progress of children and young people: outstanding**

Children thrive in this home. They enjoy warm, supportive and loving relationships with the adults who care for them. These relationships have often developed over significant periods of time. As a result, children enjoy the nurturing and stability provided. They go on to make excellent progress from their starting points.

Children greatly benefit from the care and sensitivity of adults who are attuned to their behaviours and needs. Children seek their company and adults respond with reassurance and spontaneous acts of affection. One child said, 'They just know me and know what I want.'

Each child blossoms because of the personalised and carefully thought through care that they receive. Adults know how to support each individual child and they provide this support sensitively and skilfully. Consequently, children make excellent progress in areas such as managing their emotions, mixing with their peers and attending and succeeding in education.

Children's views and opinions are valued and encouraged. They have a meaningful influence on the running of their home. Examples include active participation in recruiting new members of staff and having their views and preferences considered when decisions are made about new children coming to live at the home.

Children enjoy a varied assortment of activities. These are a source of enrichment and delight for them and help them to develop their confidence and skills and to expand their friendship circles. Children enjoy having friends come to visit and have occasional sleepovers. This ensures that they have the same opportunities as children who live with their own families.

Each child's individuality and identity are celebrated and valued. There is an embedded culture of acceptance and belonging in this home, no matter what a child's background, culture or beliefs.

Children can keep in touch with their families and other people who are important to them. Crucially, the children's views and feelings inform staff about how these events need to be structured and managed. This careful consideration means that visits take place in a way that fits in with the child's understanding, resilience and preferences.

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

Children's well-being and safety are promoted to an excellent standard. Children unanimously say that they feel safe and cared for in their home.

Adults have a sound knowledge of children's strengths, risks and vulnerabilities. Support plans are understood and implemented. These plans are developed using advice and guidance from external professionals, such as psychologists. As a result, the adults understand what they need to do and skilfully use individualised strategies to help each child to stay safe.

The use of consequences is very rare. The culture of respect in the home means that emphasis is placed on repairing and restoring if there are any areas of conflict. This means that behaviour is managed calmly by the adults. Consequently, the children reflect on any challenges and frustrations and develop skills to help them deal with these. There has not been an incident of physical restraint in this home for over two years.

Adults are acutely aware of the importance of social media and the internet in a modern world. They advise and teach the children about its safe use and respond comprehensively if there are any concerns. There is a strong emphasis on helping the children to understand the risks of the internet and implementing safe strategies to deal with these. Children say adults impose controls if needed and they fully understand why this has happened. There is a skilful balance between adult oversight and allowing children to take responsibility for their use of the internet and associated technology.

All members of staff know what to do and who to inform if they have any concerns about a child's well-being. This knowledge is implemented in practice. Any incidents of concern are shared promptly with relevant agencies, such as social workers or safeguarding professionals. The prompt sharing of information not only ensures that plans can be implemented quickly to keep children safe, but also shows that managers and staff are transparent in their approach.

### **The effectiveness of leaders and managers: outstanding**

Managers have created an environment where children are nurtured and loved by a group of adults who are deeply committed to their care and development. Adults have high expectations of each other and in turn are ambitious for the children. There is an embedded belief that all the children can thrive and succeed if properly guided and supported. Consequently, children have succeeded beyond expectation in areas in which they used to struggle, such as attending school, making friends and trying out new activities and experiences.

The adults consolidate their skills and knowledge through regular supervision, training and guidance from the psychologist in clinical supervisions. Their understanding of trauma and its impact on the children's development means that care is delivered thoughtfully and sensitively.

All adults feel supported by managers and there is unanimously positive feedback about the quality of training delivered by the organisation's training centre.

Children's progress is scrutinised closely. This assists adults and other professionals to gauge the effectiveness of their interventions. Progress is also shared with the children, to help them gain confidence and to celebrate their success.

Detailed monthly reports and feedback from their individual 'learning journeys' are presented to the children in a manner that they can understand. The child-centred delivery of these messages has been highly praised by external stakeholders. This system helps the children to realise that they can succeed and that there are adults who take pride in their progress.

The registered manager's monitoring and review of the service ensure that there is no complacency and that there is a continued ambition to improve. Shortfalls identified are acknowledged, reflected on and then addressed effectively.

Feedback from professionals and parents is full of praise for the quality of care that the children receive. One parent commented, 'The adults go above and beyond.'

Managers advocate passionately and effectively for children when this is required. These efforts are appreciated by the children and further strengthen the sense of trust that they have. One child said, 'I know he's got my back,' when talking about the registered manager.

## **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:** PJJ Healthcare Limited

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

**Responsible individual:** Amy Robinson

**Registered manager:** Robert Barnard

## Inspectors

Paul Taylor, Social Care Inspector  
Karen Flanagan de Martinez, Social Care Inspector

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