

1240884

Registered provider: Your Chapter Holdings Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a number operated by a large private organisation. The provider states in the home's statement of purpose that it provides care for up to two children who may have social and emotional difficulties.

The inspectors spoke to the children during the inspection.

The home registered with Ofsted in October 2016. There is a registered manager in post.

Inspection dates: 21 to 22 June 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 January 2022

Overall judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/01/2022	Full	Requires improvement to be good
31/07/2019	Full	Good
02/05/2018	Full	Good
08/01/2018	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, two children were living at the home. One child has only lived in the home for a short period of time. Since the last inspection, two children have moved out of the home, and their placements ended suddenly. Staff were unable to effect sufficient change in one child's risk-taking and criminal behaviour. The decision was made for the child to be moved out of the home due to increased risk-taking behaviours.

The home is welcoming and has recently been redecorated. Children's bedrooms are clean and personalised. However, the communal living area is used as a staff sleep-in space. This means that children do not have access to all shared areas of their home. Although there are plans to extend the property to make room for a staff bedroom, the work has not started yet.

Children's health and well-being are promoted well by staff. Staff ensure that healthcare plans identify children's individual needs. Statutory health assessments have been completed, and children are supported fully to attend required medical appointments.

Children have individualised plans which identify risks to their safety and well-being, and provide guidance for staff on how to manage these risks. Plans contain relevant information. All children have common, specific and measurable goals that they are aiming to achieve. Staff understand the goals set for each child and are fully aware of the actions that they are required to take to help children make progress.

Education is promoted in the home, and the registered manager and staff are aware of their local area offer setting out the support available for children with special educational needs and/or disabilities. This is a further opportunity to access a range of specialist resources for children. However, one child is only currently attending his education setting one day a week. This is limiting his progress.

Children have daily routines and boundaries in place. Staff consistently support them to engage throughout the day. This helps children to access the support available to them, and promotes their future opportunities beyond living at the home.

Staff help children to maintain their relationships with family members. Staff are sensitive to the complexities of the child's family visits and are flexible to the needs of the whole family. This support means that children maintain family links that are crucial to their sense of identity and belonging.

Social workers spoken to as part of this inspection gave positive feedback. They said that children have positive relationships with staff and that communication is good.

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

Children told inspectors that they are happy and safe living in the home. They talk about the support that they receive to take age-appropriate risks both at home and in the community. Children understand how to make a complaint. However, they are clear that they do not need to use this process and said that staff will help and support them if they are concerned or worried. One child told inspectors the only thing they had complained about was when a different member of staff did the food shop and the food purchased 'wasn't as good as normal'.

Managers and staff have a good understanding of the potential safeguarding risks to children in the context of known vulnerabilities of children. Staff receive appropriate training which equips them to be confident in understanding their roles in safeguarding children. However, one member of staff has not attended training in two relevant topics. This is a missed opportunity to ensure that staff have the skills and knowledge to safely care for children.

Safe systems ensure that all visitors to the home are asked to produce their identification and sign in. Thorough recruitment checks are completed on new or existing staff to ensure that those providing the care to the children are suitable to do so.

Staff are good at balancing the need to protect children with enabling them to take reasonable risks in line with their age and development. However, when staff suspect children are under the influence of alcohol or substances, appropriate action is not always taken at the time of the event to ensure that children are safeguarded.

Recruitment checks are robust. All new staff are suitably vetted following safer recruitment guidelines prior to starting work in the home. This promotes safe working practices.

Positive behaviour is promoted in the home. Staff make good use of de-escalation techniques. As a result, restraints are minimal and used only as a last resort.

Despite there being a stable team of staff who are passionate and committed, the outcomes for some children have been poor. The registered manager does not always ensure that safeguarding practice is fully evaluated following an incident so that lessons are learned and levels of risk are reducing for children. As a result, potential risks have not always been managed as well as they should have been, to keep children and others safe.

The effectiveness of leaders and managers: good

The current manager has been registered with Ofsted since April 2022. He is passionate about the role and has a good understanding of the needs of children. Staff say that they feel supported. Children spoke fondly of the manager, and inspectors observed warm interactions throughout the inspection.

Staff receive supervision sessions, and team meetings are held regularly. Records demonstrate that supervision discussions lack reflection on practice, learning from training and any areas for improvement.

The adults caring for children and the management team share information appropriately with relevant professionals and children's families. Feedback is collated from a variety of agencies, as well as children and families.

When complaints have been received from third parties, leaders and managers ensure that they are thoroughly investigated in a timely way and that action is taken to avoid any conflict.

The manager does not use agency staff in the home, which means that children are always cared for by staff who know them well. At the time of the inspection, the manager was covering two shifts a week due to a member of staff being on leave and there being one vacancy. While this ensures continuity of care for the children living in the home, it impacts on his ability to regularly monitor standards within the home.

The management team has a good understanding of events in children's lives. However, managers do not always evaluate practice and outline their decision-making clearly. This shortfall stems from gaps in monitoring systems. It has the potential to leave poor practice unaddressed and decisions not being underpinned by analysis and reflection.

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
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;</p>	07 August 2022

<p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</p> <p>help each child to attend education or training in accordance with the expectations in the child's relevant plans;</p> <p>(Regulation 8 (1) (2)(a)(i)(iii)(iv)(v)(viii)(x))</p>	
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies.</p> <p>(Regulation 12 (1) (2)(a)(ii)(iii)(v)(vi)(vii))</p> <p>This relates to ensuring that appropriate action is taken when children are suspected to be under the influence of substances.</p>	<p>07 August 2022</p>

<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(h))</p> <p>This is specifically in relation to improving the registered manager's oversight of the home's records.</p>	<p>07 August 2022</p>
<p>The registered person must ensure that—</p> <p>children can access all appropriate areas of the children's home's premises; and</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe.</p>	<p>07 August 2022</p>

<p>(Regulation 21(b)(c)(i)(ii)(iii)(iv))</p> <p>This relates to children being able to access all areas of their home. Communal areas must not be locked and should not be used as sleeping space.</p>	
<p>The registered person must maintain records ('case records') for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p>	<p>07 August 2022</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: 1240884

Provision sub-type: Children's home

Registered provider: Your Chapter Holdings Limited

Registered provider address: Hobart House, Oakwater Avenue, Cheadle Royal
Business Park, Cheadle SK8 3SR

Responsible individual: Karen Brougham

Registered manager: Benjamin Penswick

Inspectors

Jessica Higginson, Social Care Inspector
Judith Birchall, Social Care Inspector

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