

1240753

Registered provider: Your Chapter Holdings 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 four children who may have social and emotional difficulties.

There is no registered manager in post.

Inspection dates: 27 and 28 July 2022

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| 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: 28 July 2021

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection:

The provider made the decision to close the home after the home was judged as inadequate in July 2021. The home reopened in April 2022 after a variation visit was undertaken.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 28/07/2021 | Full | Inadequate |
| 04/06/2019 | Full | Good |
| 12/06/2018 | Full | Requires improvement to be good |
| 30/05/2017 | Full | Good |

Inspection judgements

Overall experiences and progress of children and young people: good

The provider made the decision to close the home in July 2021 after serious safeguarding concerns were found at the full inspection. The provider submitted a variation to reopen when they had recruited a new manager and a stable staff team. This is the first inspection since the home reopened.

At the time of the inspection, there were two children living at the home. Leaders and managers devise impact risk assessments to assess children's needs. However, there are gaps in these assessments and further work is required to ensure that the needs of all children are considered, alongside the skills of the staff team.

The quality of care provided by staff is nurturing and responsive and is helping the children to have a positive experience. Both children have made progress from their starting points.

The home environment is homely and welcoming. The home is decorated to a high standard and children proudly showed the inspector their bedrooms and commented on how much they like their bedrooms and the overall environment.

The staff are building positive relationships with the children and observations throughout the inspection were positive. The children are comfortable with staff and the inspector observed a warm and nurturing environment. Children were confident talking to inspectors and said that they are happy and safe. They told the inspector that they have staff that they can talk to, and that staff look after them.

Both children previously experienced some difficulties in education. Since the children moved into the home, staff have helped them attend education, where they are making progress. One child has achieved functional skills qualifications and he proudly told the inspector that he now has a forklift driving certificate.

Staff are helping children begin to enjoy a range of activities, including boxing classes and trips out with staff. This is developing their self-esteem.

Staff work with children's placing authorities to ensure that arrangements for children to spend time with their families are safe. Children's families visit them at home. This helps children maintain relationships with people who are important to them.

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

Children told the inspector that they feel safe at the home. Children happily told the inspector that they have staff that they can talk to, and that staff listen to them. Observations throughout the inspection demonstrate that children are comfortable with staff.

Children's risk assessments include their known vulnerabilities. The risk assessments include some strategies for staff to manage risks. However, risk assessments do not consistently include all current strategies to minimise risks. Leaders and managers immediately addressed this shortfall and updated one child's risk assessment during the inspection.

There have not been any incidents since children moved into the home and risks have reduced. This is particularly in relation to substance misuse and missing-from-home incidents. Furthermore, since children moved into the home, there have been no occasions when physical restraint has been necessary. This demonstrates an effective behaviour management approach.

Children do not go missing from home. However, staff are clear on the actions they would take if a child left the home without permission.

One child proudly told the inspector that staff have helped him stop smoking cigarettes. This is significant progress for this child, who has a history of smoking cigarettes.

The effectiveness of leaders and managers: good

There is an interim manager in post. She has recently submitted her application to register with Ofsted. She is supported by a competent deputy and, alongside the responsible individual, they are creating a nurturing and comfortable home. There is a new staff team in place. Staff spoken to describe good morale within the team and approachable and supportive leaders and managers.

Leaders and managers monitor the quality of care provided to children. However, they need to ensure that children's plans include all current actions to help children reach their full potential.

There are gaps in recording. This is specifically in relation to staff consistently signing all relevant plans and documents to demonstrate they are aware of all changes in care planning.

Staff have had training in some areas that are relevant to children's individual needs, for example, criminal exploitation, county lines and safeguarding. Leaders and managers have also arranged for external training in safeguarding to enhance the staff's skill base to manage children's needs effectively. However, there is a gap in respect of training in substance misuse. A requirement is made to specifically address this shortfall.

Staff receive regular supervision that includes reflections on practice and the needs of the children.

Social workers are positive about their children's progress. One social worker commented on the significant changes the staff have helped her child to make. She said, 'I cannot praise them enough,' and they are 'absolutely fantastic'.

The requirements made at this inspection do not directly impact on children's overall progress and safety.

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 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>ensure that staff have the experience, qualifications and skills to meet the needs of 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) (2)(c)(h))</p> <p>Leaders and managers need to ensure that children's plans and risk assessments are robustly evaluated to ensure that strategies remain relevant to support children and keep them safe.</p> <p>Leaders and managers need to ensure that all staff have had specific training to meet children's individual needs.</p> | 10 October 2022 |
| <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home. (Regulation 14 (1)(a))</p> <p>This is particularly in relation to impact risk assessments. Leaders and managers need to ensure that these are robust and analyse staff skills to meet children's needs, and that matching in relation to children is thorough and fully addresses all known risks.</p> | 10 October 2022 |

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| <p>The registered person must maintain records ("case records") for each child which—</p> <p>include 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>10 October 2022</p> |
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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: 1240753

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: Tayub Ahmed

Registered manager: Post vacant

Inspector

Catherine Fargin, Social Care Inspector

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