

1271213

Registered provider: Your Chapter Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private organisation and is registered to provide care for up to five children with emotional and/or social difficulties.

The home has not had a registered manager since September 2020.

Inspection date: 6 September 2022

This monitoring visit

During a full inspection on 26 and 27 July 2022 inspectors identified significant shortfalls in both safeguarding practice and leadership and management. As a result, four compliance notices were issued, under Section 22A of the Care Standards Act. These related to regulation 10, the health and well-being standard, regulation 12, the protection of children standard, regulation 13, the leadership and management standard, and regulation 35, behaviour management, policies and records.

The focus of this visit was to monitor and review the actions taken by the provider to meet the compliance notices. At this visit, the inspector found that the provider has taken sufficient action to address three of the compliance notices. However, further to this visit, a compliance notice under regulation 12, the protection of children standard, was again issued.

Since the inspection, three children have moved out of the home. One child is currently living at the home. Leaders and managers have drawn up a health plan for this child. The child is registered with a general medical practitioner and a dentist. The plan includes all the child's health needs and is updated with the child's recent health appointments.

The child told the inspector that there have been improvements since the previous inspection. She said that she can talk to staff, and she describes how staff are

helping her make progress. For example, the child told the inspector that she has completed training around safeguarding.

The provider has appointed a new deputy manager to support the interim manager. The deputy manager has experience and knowledge in residential care and, together, managers have taken action to improve the leadership and management at the home. For example, new systems are being developed to improve the overall review and monitoring systems. However, these systems are not fully embedded in practice. Therefore, a requirement under regulation 13, the leadership and management standard, is restated.

There has been one incident of physical intervention since the previous inspection. Recording has improved and management oversight assesses the effectiveness and proportionality of the measure. However, shortfalls remain because the incident was not managed in line with timescales as set out in regulation. Therefore, a requirement is restated.

The child living at the home has a risk assessment in place that identifies her current risks and actions for staff to follow in practice to reduce risk. However, another child's risk assessment was not updated with current strategies to reduce the risks associated with the child going missing from home and substance misuse.

Leaders and managers could not demonstrate that a system is in place to check staff's understanding of children's current risks. Furthermore, leaders and managers could not demonstrate how staff are informed if there are any changes to the actions and strategies included in children's plans.

Leaders and managers could not demonstrate that a review has taken place of any competency gaps in relation to each member of staff. Furthermore, not all staff have received training as outlined in the compliance notice under regulation 12.

In Ofsted's view, the provider has taken sufficient action to meet the compliance notices under regulation 10, the health and well-being standard, regulation 13, the leadership and management standard, and regulation 35, behaviour management, policies and records. However, the provider has not taken sufficient action to meet the compliance notice under regulation 12, the protection of children standard, and a compliance notice is issued.

The other requirements were not considered at this visit but will be reviewed at the next inspection.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 26/07/2022 | Full | Inadequate |
| 08/02/2022 | Full | Good |
| 21/05/2019 | Full | Good |
| 15/01/2019 | Full | Good |

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 |
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| <p>*The protection of children standard is that children are protected from harm and to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</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;</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and</p> <p>that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(v)(vi)(d)(e))</p> | 7 November 2022 |
| <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> | 7 November 2022 |

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| <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 work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met; and</p> <p>feedback on the experiences of children, including complaints received; and</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)(b)(c)(e)(f)(g)(i)(ii)(h))</p> | |
| <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>manage and review the placement of each child in the home; and</p> <p>that each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(b)(ii)(c))</p> | 7 November 2022 |
| <p>The registered person must ensure that—</p> | 7 November 2022 |

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| <p>the privacy of children is appropriately protected;</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>(Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv))</p> | |
| <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>(Regulation 23 (1) (2)(c))</p> | <p>7 November 2022</p> |
| <p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(b))</p> | <p>7 November 2022</p> |
| <p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <p>The registered person must ensure that—</p> | <p>7 November 2022</p> |

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| <p>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—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ('the user'), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (1)(a)(b) (2) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</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>7 November 2022</p> |

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| <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>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4: and</p> <p>ensure that the records are kept up to date.</p> <p>In particular, ensure that the records include a copy of the staff duty roster of persons working at the home, a record of the actual rotas worked and a record of any person who works at any time at the home, including registered manager.</p> | 7 November 2022 |
| <p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p> <p>The registered person must ensure that a record is made of any complaints, the action taken in response, and the outcome of any investigation. (Regulation 39 (1) (3))</p> | 7 November 2022 |
| <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> | 7 November 2022 |

concludes (in which case, the notification must include the outcome of the child protection enquiry); or

there is any other incident relating to a child which the registered person considers to be serious.
(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))

*These requirements are subject to a compliance notice.

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: 1271213

Provision sub-type: Children's home

Registered provider: Your Chapter Limited

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

Responsible individual: Karen Brougham

Registered manager: Post vacant

Inspector

Catherine Fargin, Social Care Inspector

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