

# 1240883

Registered provider: Your Chapter Holdings Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The children's home is operated by a private company and is registered to provide care for up to three children with emotional and/or social difficulties.

There is a registered manager in post. He registered with Ofsted in February 2022.

### Inspection dates: 7 and 8 February 2023

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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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 October 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/10/2021	Full	Good
19/05/2021	Full	Inadequate
20/08/2019	Full	Good
29/05/2019	Full	Inadequate

## Inspection judgements

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

Children living at this home are cared for by a supportive and consistent staff team. The staff know children well and have established good relationships with them. Children say that they feel safe and well cared for. One child said, 'I can trust staff. They keep me safe'. Staff deliver care that allows children to have positive experiences and make progress.

Children feel that managers and staff listen to them. Children are supported to contribute to their care planning. Consultation with children is seen across all areas of their care. Children talk openly about their feelings and wishes, and staff complete regular key-work sessions relevant to children's individual needs.

Managers and staff support children to take part in education, and children are helped to make progress from their starting points. There is effective liaison with teachers to address barriers to learning. This means that children are getting individual support in line with their relevant plans. However, children on reduced timetables are not consistently supported to complete informal learning in the home.

Children take part in a range of activities and are encouraged to try new things. Children enjoy playing in the park and going to the gym. One child has completed a sponsored climb to raise money for charity. Children are supported to follow their individual cultures and religious beliefs, including observing traditions, food choices and visiting places of worship.

Children are registered with relevant health services and are supported to attend appointments. Managers and staff understand children's individual health needs and help children to access specialist services. However, children have been permitted to use nicotine vapes. The expectations and boundaries around children's vaping are unclear.

Staff help children to see their families. The registered manager has effectively challenged the placing authority when unnecessary restrictions have been in place. One parent said, 'He has done all he could to make sure that contact was fully supported and promoted. The manager and staff have done more than anyone could ask.'

Children move in and out of the home in a positive and planned way. Leaders and managers carefully assess the needs of each child and consider the impact on children already living in the home. Children enjoy goodbye meals and are provided with personalised memory books detailing their journey through the home.

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

Staff understand how to respond to risks. Risk assessments are detailed and contain clear and consistent actions for staff to take to minimise the risk of harm. Children are helped and protected. Children say that they feel safe and can talk to staff if they are worried.

Missing-from-care incidents are minimal. Staff understand what to do if children go missing. There are robust procedures that are consistently reviewed and updated to reflect children's specific risks. Managers and staff share appropriate information with other agencies and parents to ensure the children return safely.

Children are helped to manage their own behaviour. There are consistent boundaries and high expectations that support positive behaviour. One child said that staff have helped them with their behaviour: 'I know that I must stop the aggression; staff help me with this.'

Staff rarely need to use physical intervention techniques to protect children from harm. However, when physical intervention has been used, there are detailed records. Leaders and managers complete well-considered debriefs with children and staff.

Staff understand their roles and responsibilities in safeguarding and the roles of safeguarding professionals.

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

The manager has high aspirations for children and knows them well. The manager advocates for children and is child-centred. Children and staff are supported to celebrate all outcomes and achievements, no matter how big or small.

There are robust monitoring and review systems in place. Incidents are reviewed and discussed in team meetings, supervision sessions and through debriefs. Staff are encouraged to reflect on their practice and evaluate the quality of care they provide. This means there is learning from practice.

Staff describe the manager as supportive and effective. Supervision sessions take place in line with the provider's own policies and procedures. Supervision records demonstrate that children's experiences are well considered and that staff are consulted and listened to.

Staff are supported to attend training. Training, however, is not focused on ensuring staff can meet the specific needs of individual children in their care. Furthermore, some staff have not achieved required qualifications within appropriate timescales.

The home's statement of purpose is kept under review and sets out the aims and objectives of the home. However, staff skills, experience and qualifications are not accurately detailed.

Children's records reflect children's everyday lives. The manager has embedded learning from research and development into practice to ensure children's progress and experiences are captured in their individual records.

## 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>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; and</p> <p>ensure that the home has sufficient staff to provide care for each child. (Regulation 13 (2)(c)(d))</p> <p>In particular, the registered person is to ensure that there are appropriate numbers of staff to care for children. These staff should have the relevant training and skills to meet the needs of individual children in their care.</p>	22 March 2023
<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. (Regulation 16 (1)).</p> <p>Specifically, the registered person must include details of the experience and qualifications of staff in the home's statement of purpose.</p>	22 March 2023
<p>The requirements are that—</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform.</p> <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p>	22 March 2023

a qualification which the registered person considers to be equivalent to the Level 3 Diploma.

The relevant date is—

in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (3)(b) (4)(a)(b) (5)(a))

The registered person is to ensure that staff complete appropriate qualifications within timescales.

## 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:** 1240883

**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:** Elliot Jamison

## Inspector

Nichola Croft, Social Care Inspector



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