

2519592

Registered provider: Your Chapter Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to four children who experience social and emotional difficulties.

The registered manager has recently resigned from his position. An interim manager has day-to-day oversight of the home.

Inspection dates: 21 and 22 February 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	inadequate
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 15 November 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/11/2021	Full	Good
15/10/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Three children are living at this home and three children have moved out since the last inspection. The home is situated in a rural environment and has ample outdoor space. Nevertheless, the home needs a general clean and redecorating. Children's bedrooms are not personalised and do not have curtains in place.

Leaders, managers and staff support children to attend school and college. Children are making progress from their starting points and achieving good attendance. However, not all relevant plans are in place to ensure that children are provided with individualised support.

Children say that they enjoy living in the home and feel safe. Children are supported to have trusting relationships with those caring for them. Children understand how to raise concerns and confirm that staff listen to them.

Children receive individualised care to meet their needs. However, children are not helped to contribute to their plans and are unclear about their futures. Moves in and out of the home are not evaluated effectively. The manager has not considered the impact of children living together. Approaches to mitigate risks were not fully considered before placing children together.

Managers and staff support children to register with appropriate health services and attend routine appointments. Children are healthy. However, specialist services are not secured to support children to understand the dangers of substance misuse, vaping and smoking. Boundaries and expectations around smoking and vaping are unclear.

Children are supported to maintain relationships with their families. Staff transport children on long journeys to enable them to spend time with people who are important to them.

How well children and young people are helped and protected: requires improvement to be good

Children benefit from a caring staff team. Children say that staff make them feel protected and safe from harm. One child said, 'It is like having lots of parents. They all have your back.'

Children do not regularly go missing from home. Procedures are in place to ensure that children are safely returned to the home when they have been missing. Children have an opportunity to have an independent return home interview. Risks relating to children going missing from home or being exploited have reduced.

Individual risk assessments contain actions for staff to take to minimise the risk of harm. However, staff do not fully understand their responsibilities in keeping children safe as risk management plans are not shared effectively. Managers do not ensure that all staff read children's individual plans.

Physical intervention is rare and is used only in accordance with the legislative framework. Incidents of restraint are recorded and contain appropriate debriefs with children and staff. Children are spoken to about the measure used, and the child's experience of physical intervention is considered. This means that children feel listened to.

Leaders and managers have failed to respond to potential safeguarding incidents. When an allegation was made against a member of staff, there was a significant delay in action being taken. The manager did not make a record or notify relevant agencies in accordance with statutory guidance. The registered manager did not notify Ofsted in line with regulation.

The manager has carried out an assessment of the home's location. This assessment does not contain any consultation with others. Leaders and managers have not ensured that the views of others are considered as part of this review.

The effectiveness of leaders and managers: inadequate

The registered manager has recently resigned from his position. There is an interim manager in day-to-day charge of the home.

The home is staffed by a team that is child centred. Staff are safely recruited to work in the home and are appropriately trained to meet the needs of the children in their care. However, recruitment is ongoing as the home is not sufficiently resourced. This is necessary to ensure that children are protected from harm and supported to reach their full potential.

Appropriate action has not been taken by the registered manager to address requirements made at the last inspection and they are restated. There are ongoing shortfalls in record-keeping, monitoring and review systems. The registered manager has not used learning to develop the home. The lack of action taken impacts on the quality of care children receive.

Staff do not always understand plans for children. Children's records do not clearly identify the children's individual needs. Relevant plans are not signed and dated by the author. It is unclear how staff are made aware of changes as plans are not consistently signed by staff.

Leaders and managers do not regularly review children's plans. This means that some plans have not been received or are out of date. No action has been taken by the registered manager to request missing documentation. The manager's approach to risk management is ineffective.

The manager does not review and evaluate incidents consistently. Leaders and managers have not prioritised children's safety by failing to recognise, evaluate and respond to risk. For example, there is no management oversight when children's bedrooms have been searched.

Staff told the inspector that they are supported in their role and are receiving regular supervision and attending team meetings. Records demonstrate that supervision sessions are practice related and helpful.

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 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>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>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>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b))</p> <p>This is in relation to ensuring that all staff have read and understood children's relevant plans and are aware of clear actions to take to minimise the risk of harm to children.</p>	7 April 2023
<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 the home has sufficient staff to provide care for 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>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)(d)(f)(g)(ii)(h))</p> <p>Leaders and managers must demonstrate oversight of care planning arrangements and maintain appropriate records. This is particularly in relation to the manager’s monitoring and review systems. The manager must ensure that all plans in relation to children are consistently reviewed to appropriately evaluate the impact that the quality of care has on children’s progress and experiences.</p> <p>This requirement is restated.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>have a positive experience of arriving at or moving on from the 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>7 April 2023</p>

<p>ensure the effective induction of each child into the home;</p> <p>manage and review the placement of each child in the home; and</p> <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority;</p> <p>that each child's relevant plans are followed;</p> <p>that staff help each child to access and contribute to the records kept by the registered person in relation to the child. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(iii)(c)(f))</p> <p>Children must receive care that is planned effectively and which considers the impact on other children already living in the home. Leaders and managers must ensure that children have relevant plans that staff are supported to read and follow. Children must be encouraged to contribute to their plans.</p>	
<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>This requirement is restated.</p>	<p>7 April 2023</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there.</p> <p>A notification made under this regulation—</p> <p>must include details of—</p> <p>the matter;</p>	<p>7 April 2023</p>

<p>the other persons, bodies or organisations (if any) who or which have been notified; and</p> <p>any actions taken by the registered person as a result of the matter. (Regulation 40 (4)(c) (5)(a)(i)(ii)(iii))</p>	
<p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (2))</p> <p>Leaders and managers must ensure that the views of others are considered as part of the review.</p>	7 April 2023

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: 2519592

Provision sub-type: Children's home

Registered provider: Your Chapter Limited

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

Responsible individual: Tayub Ahmed

Registered manager: Karl Chisipochinyi

Inspector

Nichola Croft, Social Care Inspector

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