

# 2519592

Registered provider: Your Chapter Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is privately owned and can provide care for up to four children who experience social and emotional difficulties.

There is no registered manager in post, and the interim manager has not submitted an application to register with Ofsted.

**Inspection dates: 28 and 29 June 2023**

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>inadequate</b>
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded, and the care and experiences of children and young people are poor, and they are not making progress.

**Date of last inspection:** 21 February 2023

**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
21/02/2023	Full	Requires improvement to be good
15/11/2021	Full	Good
15/10/2019	Full	Good

## **Inspection judgements**

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

Children's experiences are adversely affected due to the shortfalls in safeguarding practice and leadership and management at the home.

Since the last inspection, two children have moved out. Their moves were not positive as leaders and staff do not have the knowledge and skills to manage these moves well.

The home environment is not maintained to an acceptable standard. Children's bedrooms are not personalised and need a general clean and redecoration. This does not help children develop a sense of belonging.

Staff do not have a good understanding of the children's individual needs and experiences. Staff do not have the skills, nor do they know children well enough to support them to understand their care planning arrangements or contribute to decisions that affect their lives.

Children do not attend education. There are no educational activities or plans in place to support children's learning and development. Children do not have positive routines or structures to their days. Inspectors observed that children stayed in their bedrooms without any encouragement from staff to engage in any formal or informal learning. Poor routines and sleep patterns negatively affect children's well-being and progress.

Children's health needs have not been appropriately identified or responded to. Children are not supported to access specialist health services relevant to their individual needs. For example, leaders and staff do not take sufficient action to help children understand the health and associated risks from smoking and vaping.

Staff promote children's time with their families. Parents are complimentary about the significant support that staff provide to ensure that children can see their families.

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

Leaders and staff do not demonstrate that there is a strong and proactive response to managing risk. Leaders and staff do not identify when children may be at risk of harm. Consequently, effective action is not taken to reduce potential risks to children.

Staff spoken to do not demonstrate an understanding about their roles and responsibilities in keeping children safe. Children are vulnerable to harm, as staff do not know what action to take to keep them safe.

Children's risk assessments are not effectively updated, and the information recorded is confusing and conflicting. Leaders and staff do not ensure that risk assessments contain relevant or clear strategies to help staff know what actions to take in practice.

Children have missing-from-home plans in place, although these do not consider children's individual needs. This compromises children's safety when they are missing from home.

Leaders and staff do not demonstrate any professional curiosity when incidents occur. This means that there are missed opportunities for staff to take effective action to reduce the risk of harm to children.

Arrangements for managing and recording medication are not safe. Leaders and staff do not follow their own medication policies and procedures. Leaders and staff do not know one child's specific health needs. This compromises his welfare and safety.

Arrangements to respond to and manage allegations are ineffective. Records in relation to allegations do not include management oversight. Leaders do not review and monitor allegations to understand how to support and protect children. As a result, opportunities to reflect and learn are missed.

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

There is no registered manager in post. There is an interim manager in post. She has not submitted her application to register with Ofsted within the relevant timescales.

Management oversight of the home is poor. Leaders do not have effective monitoring and review systems in place. Several documents are not up to date, including the home's statement of purpose. The statement of purpose has not been appropriately reviewed and does not give an accurate account of staffing details, experience and qualifications.

Leaders do not monitor and review care practices. There is no evidence of learning from practice. This impacts on children's experiences living in the home.

Supervision does not take place in line with the home's own policies and procedures. Therefore, there are missed opportunities for leaders to establish staff knowledge. Weaknesses in practice have not been appropriately identified. Staff with no previous experience and without sufficient support have been left alone to care for children.

Leaders and staff have not demonstrated that they have taken sufficient action to address the shortfalls at previous inspections. This means that there are four requirements restated.

Due to the serious and widespread failings identified at this inspection, compliance notices have been issued under regulation 12, the protection of children standard, regulation 13, the leadership and management standard and regulation 23, the medicine standard.

## 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> <p>support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study;</p> <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>(Regulation 8 (1) (2)(a)(i)(ii)(iii)(iv)(v)).</p> <p>In particular, leaders and managers must ensure that children are encouraged to attend education. Children must be supported to complete informal learning when not receiving full-time education.</p>	13 August 2023
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children are helped to lead healthy lifestyles.</p>	13 August 2023

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>achieve the health and well-being outcomes that are recorded in the child’s relevant plans;</p> <p>understand the child’s health and well-being needs and the options that are available in relation to the child’s health and well-being, in a way that is appropriate to the child’s age and understanding;</p> <p>take part in activities, and attend any appointments, for the purpose of meeting the child’s health and well-being needs; and</p> <p>understand and develop skills to promote the child’s well-being;</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(c) (2)(a)(i)(ii)(iii)(iv)(c))</p> <p>Leaders and managers must ensure that children are supported to understand the impact of smoking and vaping. Children should be helped to access appropriate services to help improve health and well-being.</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>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>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>13 August 2023</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;</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.</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(d)(e))</p> <p>This requirement is restated.</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>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 has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p>	<p>13 August 2023</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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(a)(b) (2)(b)(c)(d)(e)(f)(h))</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>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.</p> <p>(Regulation 14 (1)(a)(b) (2)(b)(ii)(iii)(c)(f))</p> <p>This requirement will be restated.</p>	<p>13 August 2023</p>
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> <p>(Regulation 16 (3)(a)(b))</p>	<p>13 August 2023</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>In particular, the registered person must ensure that—</p> <p>medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them;</p> <p>a record is kept of the administration of medicine to each child.</p> <p>(Regulation 23 (1) (2)(a)(c))</p>	<p>13 August 2023</p>
<p>The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of</p> <p>the name of the person so appointed; and</p> <p>the date on which the appointment takes effect.</p> <p>(Regulation 27 (1)(a) (2)(a)(b))</p> <p>In particular, the manager should ensure the application to register with Ofsted is submitted within the relevant timescales.</p>	<p>13 August 2023</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.</p> <p>Regulation 36 (1)(a)(b)(c)).</p> <p>This requirement is restated.</p>	<p>13 August 2023</p>

<p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person.</p> <p>(Regulation 46 (2))</p> <p>This requirement is restated.</p>	13 August 2023
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>uses this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>understand and apply the home’s statement of purpose;</p> <p>protect and promote each child’s welfare;</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably;</p> <p>provide to children personal items that are appropriate for their age and understanding.</p> <p>(Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(vii)(viii))</p>	13 August 2023

\* These requirements are subject to a compliance notice.

## 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:** Hobart House, 3 Oakwater Avenue, Cheadle Royal Business Park, Cheadle SK8 3SR

**Responsible individual:** Tayub Ahmed

**Registered manager:** Post vacant

## Inspectors

Nichola Croft, Social Care Inspector

Alexandra Pearson, Social Care Inspector

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