

1240753

Registered provider: Your Chapter Holdings Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to four children of the same gender who may have social and emotional difficulties.

There is currently no registered manager in post. The manager currently working in the home has not yet submitted her application to register with Ofsted.

Inspection date: 12 September 2023

This monitoring visit

This home was judged inadequate at the full inspection on 25 and 26 July 2023. Following this inspection, two compliance notices were issued under section 22A of the Care Standards Act 2000. These compliance notices were in relation to regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

The purpose of this monitoring visit was to review the actions taken by the provider to meet the compliance notices. Ofsted found that the provider had not taken sufficient action to meet these compliance notices.

The manager was absent from the home at the time of the visit. The home is being overseen by the responsible individual and regional manager in her absence. Since this oversight has been in place, some progress has been made.

Since the full inspection, the provider has made improvements to the home environment. This includes the repair of damage to the home and full redecoration.

Most staff have undertaken training specific to the needs of the children who live in the home. However, not all staff, including the manager, have had the opportunity to

complete this. This means that staff are not provided with the leadership and guidance to provide care to the children in line with the home's statement of purpose. Shortfalls were identified at the visit in staff's understanding of children's individual vulnerabilities and needs.

The home is not fully staffed. Several staff have left since the inspection, including the deputy manager. This means that the children are not cared for by a stable and consistent staff team.

The monitoring of the home is not effective. Children's records have not been updated or reviewed in a timely manner. Action has not been taken to ensure that staff are reading, reviewing and understanding children's plans.

Some action has been taken to identify shortfalls in staff knowledge and understanding. A competency tracker has highlighted significant shortfalls in staff understanding of their roles and responsibilities. Sufficient action has not been taken to address these shortfalls.

The remaining requirements are repeated from the last inspection, as these were not reviewed as part of this monitoring visit.

Ofsted made the decision to reissue compliance notices under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard). Ofsted will monitor the provider's compliance with these notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2023	Full	Inadequate
27/07/2022	Full	Good
28/07/2021	Full	Inadequate
04/06/2019	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, The 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 ensure—</p> <p>that staff—</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. (Regulation 12 (2)(a)(iii)(v)(vi))</p>	20 October 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 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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(b)(c)(h))</p>	20 October 2023

<p>This requirement was made at the last inspection and is restated.</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 each child's relevant plans are followed. (Regulation 14 (1)(a) (2)(c))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>20 October 2023</p>
<p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(c) (2)(iv))</p> <p>In particular, leaders and managers should ensure that children are consulted about the care that they receive and contribute to decisions that affect their lives.</p>	<p>20 October 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>20 October 2023</p>

<p>the date on which the appointment takes effect. (Regulation 27 (1)(a) (2)(a)(b))</p> <p>In particular, the registered provider must ensure that the manager submits an application to register with Ofsted within appropriate timescales.</p>	
<p>The registered person must ensure that—</p> <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 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 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. (Regulation 35 (3)(a)(vii)(viii)(c))</p> <p>Leaders and managers must ensure that children are spoken to specifically about the measure used.</p>	20 October 2023
<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;</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p>	20 October 2023
<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. (Regulation 40 (4)(c))</p>	20 October 2023

<p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>(Regulation 45 (2)(b)(c))</p>	<p>20 October 2023</p>
<p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably.</p> <p>(Regulation 6 (2)(b)(iv)(vii))</p>	<p>20 October 2023</p>
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it.</p> <p>Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose.</p> <p>(Regulation 16 (3)(a) (5))</p> <p>Specifically, leaders and managers must ensure the statement of purpose reflects up-to-date staffing arrangements and staff qualifications.</p>	<p>20 October 2023</p>
<p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p>	<p>20 October 2023</p>

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background.

provide to children living in the home the physical necessities they need in order to live there comfortably.

(Regulation 6 (2) (b) (iv) (vii))

*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: 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

Claire Hobbs, Social Care Inspector

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