

1240844

Your Chapter Holdings Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private company. The provider states in its statement of purpose that the home provides care for up to two children who may have social and emotional difficulties.

There was one child living in the home at the time of inspection.

There is no registered manager in post. There is an interim manager in post, who is registered for another home in the organisation. He has not applied to register with Ofsted for this home.

Inspection date: 30 November 2023

This monitoring visit

This home was judged inadequate at the full inspection on 2 and 3 October 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. This monitoring took place on site.

Since the last inspection, improvements have been made to the child's risk assessment and behaviour support plans. Regular reviews of these records mean that they now reflect all of the child's known risks and vulnerabilities. They include clear guidance for staff to follow in line with the child's views and preferences.

Staff have benefited from reflective supervision sessions and team meetings. Through these sessions, the manager has identified shortfalls in staff knowledge and understanding. Action has been taken to address these shortfalls through individual

and team bespoke training sessions. Consequently, staff's knowledge and understanding of the child have improved.

The child spoke positively about their experiences of living in the home since the last inspection. The child was complimentary about the impact that the interim manager has had, and said that things were much better since he has been overseeing the home.

Following this monitoring visit, an internal case review was held to discuss the findings of the visit. It was agreed that sufficient action had been taken to meet the steps identified in the compliance notices issued under regulation 12, the protection of children standard, and regulation 13, the leadership and management standard.

The requirements raised at the full inspection were not looked at during this visit. Therefore, they remain requirements until the home's next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/10/2023	Full	Inadequate
19/10/2022	Full	Good
30/11/2021	Full	Good
29/10/2019	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 with the given timescales.

Requirement	Due date
<p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p> <p>In particular, the procedure must provide that no person who is the subject of a complaint takes any part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate.</p> <p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation.</p> <p>The registered person must ensure that no child is subject to any reprisal for making a complaint or representation.</p> <p>The registered person must supply to HMCI, at HMCI’s request, a statement containing a summary of any complaints made during the preceding twelve months and the action that was taken in response to each complaint. (Regulation 39 (1) (2) (3) (4) (5))</p> <p>In particular, the registered person must ensure that complaints and allegations made by children are investigated, recorded and responded to in a timely way.</p>	<p>5 February 2024</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>5 February 2024</p>

<p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home’s statement of purpose;</p> <p>that arrangements are in place to—</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 the child’s placing authority is contacted, and a review of that child’s relevant plans is requested, if—</p> <p>the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child’s needs;</p> <p>the child is, or has been, persistently absent from the home without permission; or</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)(a)(b)(i)(ii)(iii)(c)(e)(i)(ii)(f))</p> <p>Specifically, the registered person must ensure that children’s needs are assessed prior to them moving in to the home and that staff have the appropriate skills and knowledge to meet their needs.</p>	
<p>The children’s views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p>	<p>5 February 2024</p>

take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.

In particular, the standard in paragraph (1) requires the registered person to—

ensure that staff—

ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare;

help each child to express views, wishes and feelings;

help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child;

regularly consult children, and seek their feedback, about the quality of the home's care;

help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited;

help each child to prepare for any review of the child's relevant plans and to make the child's views, wishes and feelings known for the purposes of that review; and

make each child aware of and, if necessary, remind them of each of the matters in sub-paragraph (d)(i) to (iii);

ensure that each child—

is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives;

has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home; and

is given appropriate advocacy support;

<p>keep the children’s guide and the home’s complaints procedure under review and seek children’s comments before revising either document;</p> <p>ensure that an explanation is given to each child as soon as reasonably practicable after the child’s arrival about—</p> <p>the children’s guide;</p> <p>how to make a complaint or representations in relation to the home or the care the child receives and how any such complaint or representations will be dealt with; and</p> <p>what advocacy support or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision; and</p> <p>ensure that the views of each relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. (Regulation 7 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(i)(ii)(iii)(c)(d)(i)(ii)(iii)(e))</p> <p>In particular, the registered person must ensure that children have access to the complaints procedure, including how to complain to Ofsted. The registered person must ensure that children’s complaints are investigated and that children are supported to understand the outcome and the reasons for it.</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. (Regulation 35 (1)(a)(b) (2))</p> <p>Specifically, the registered person must ensure that children have appropriate routines and boundaries, and that consequences and rewards are recorded to evidence how children are supported to learn from behaviours.</p>	<p>5 February 2024</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>Case records must be kept—</p> <p>in cases not falling within sub-paragraph (a), for 75 years from the child's date of birth;</p> <p>securely in the children's home during the period when the child to whom the case records relate is accommodated there; and</p> <p>in a secure place after the child has ceased to be accommodated in the home. (Regulation 36 (1)(a)(b)(c) (2)(b)(d))</p> <p>In particular, the registered person must ensure that children's case records are up to date, signed and dated. The registered person must ensure that the child's ethnicity and religion is clearly recorded. The registered person must ensure that children's records are kept for the period specified once a child has moved out of the home.</p>	<p>5 February 2024</p>
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))</p> <p>Specifically, the registered person must ensure that staff receive regular supervision, annual appraisals and ongoing training to meet the needs of the children.</p>	<p>5 February 2024</p>

The registered person must ensure that an independent person visits the children's home at least once each month.

When the independent person is carrying out a visit, the registered person must help the independent person—

if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and

to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires.

A visit by the independent person to the home may be unannounced.

The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether—

children are effectively safeguarded; and

the conduct of the home promotes children's well-being.

The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions.
(Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5))

In particular, the registered person must ensure that the independent person provides suitable scrutiny and suggests actions to enable the home to identify and action shortfalls and safeguarding concerns.

5 February 2024

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: 1240844

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: Sharron Edwards

Registered manager: Post vacant

Inspectors

Catherine Fargin, Social Care Regulatory Inspector
Claire Hobbs, Social Care Regulatory Inspector

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Manchester
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