

1234317

Registered provider: Your Chapter Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company. It provides short- to medium-term care for up to six children who may experience social and emotional difficulties.

There is currently no manager at the home. The previous registered manager left in November 2023. Day-to-day management is undertaken by senior leaders. Two children were living at the home at the time of this visit.

Inspection date: 5 December 2023

This monitoring visit

During an assurance inspection on 25 October 2023, serious shortfalls were identified relating to the safety and protection of children. A compliance notice under Regulation 12 (the protection of children standard) was issued detailing the steps necessary to address the shortfalls. A notice restricting accommodation was also served to prevent further children moving into the home. This is due for review in January 2024.

This visit was carried out to assess progress towards completing the steps detailed in the compliance notice.

Leaders and managers have carried out a full review of any incidents where there have been allegations made against staff. This has provided reassurance that children's concerns are listened to and appropriate management action is taken. Leaders and managers have also introduced a new checklist for use in any disclosures or allegations management, which promotes adherence to the company policy.

Staff and managers have received training to improve their understanding of, and competence in, a variety of safeguarding matters. This learning has been reinforced

through group discussions in team meetings. This helps the staff to achieve a consistent response to keeping children safe.

Fire safety equipment is now positioned in the correct locations, where it can be accessed as needed. Staff and children have been reminded about the importance of abiding by the fire risk assessment to promote the safety of all users of the building.

Managers have taken steps to improve communication with other professionals and agencies, including the local authority designated officer and the police. This lays foundations for more effective joined-up and multi-agency working. This has already contributed to setting up a more effective risk management plan around children who go missing.

These measures have addressed some of the steps in the compliance notice. However, unwanted behaviours between children have continued, which has contributed to verbal and physical incidents. This has also led to confused and conflicting understanding of how children have sustained bodily marks through physical altercations with one another.

Staff have also failed to prevent children obtaining illegal substances. Room searches are not carried out effectively. They are not properly recorded and are not in line with the home's policy. Children have therefore been in possession of items that put them at potential risk of harm.

Peer relationships and misuse of substances are still areas of concern. Key-work sessions or other interventions with the children are insufficient to promote improvements in these areas.

Due to these factors, parts of the compliance notice are not yet met, and it has therefore been reissued.

Further requirements raised at the last inspection were not considered at this visit and will be revisited during further inspection activity.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/04/2023	Full	Requires improvement to be good
10/05/2022	Full	Requires improvement to be good
06/01/2022	Interim	Declined in effectiveness
25/05/2021	Full	Requires improvement to be good

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 must comply with 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>manage relationships between children to prevent them from harming each other;</p> <p>take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(iv)(vi))</p>	14 January 2024
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</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 develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(iv)(xi))</p> <p>In particular, the registered person must manage any conflict or collusion between children effectively, to promote their safety and well-being.</p>	14 January 2024

<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. (Regulation 36 (1)(a)(b)(c))</p>	<p>14 January 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>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. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(iii))</p>	<p>14 January 2024</p>

* This requirement is subject of a compliance notice.

Recommendation

- The registered person should ensure that staff seek to meet the child's basic needs in the way that a good parent would, recognising that many children in residential care have experienced environments where these needs have not been consistently met. This includes maintaining the physical environment, which is an important aspect of demonstrating that the staff care for the child and value them as an individual. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)

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: 1234317

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: Bokani Nyoni-Chaya

Registered manager: Post vacant

Inspectors

Rachel Ruth, Social Care Inspector
Catherine Sikakana, Social Care Inspector

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