

1027164

Registered provider: Your Chapter Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider and offers care for up to six children.

The manager registered with Ofsted in March 2017.

There is a school on the same site. The inspector only inspected the social care provision at this site.

Inspection dates: 2 and 3 January 2024

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 February 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|------------------------|------------------------|-----------------------------|
| 21/02/2023 | Full | Outstanding |
| 15/02/2022 | Full | Outstanding |
| 23/04/2019 | Full | Outstanding |
| 08/05/2018 | Full | Outstanding |

Inspection judgements

Overall experiences and progress of children and young people: good

Six children live in the home and they are happy and settled. They are cared for by a stable and established staff team. Staff care for the children with warmth and empathy. As a result, staff develop strong and trusting relationships with the children.

Children move into the home in a well-planned way. Staff spend time with children getting to know them when they move in. Planning for children moving into the home is thorough. The manager is robust in her approach to ensure that children's needs can be met in the home. However, for some children who have moved into the home, records do not include up-to-date local authority plans and documentation. This means that staff do not have access to information in respect of the child's identified needs at the time of moving in.

Children living in the home attend the on-site school. Strong partnership working between staff and educational professionals means that children receive consistent care at school and in the home. Weekly consultations between the staff, school and in-house therapist mean that children are provided with care in line with their therapeutic needs. As a result, children engage well in school and are making good progress from their starting points.

Children have access to a variety of activities in the home. Activities are well planned by staff to promote social interaction and enjoyment. Staff provide children with opportunities to enjoy new and existing hobbies and interests. Children spend time together enjoying new activities and experiences. As a result, they develop positive relationships with each other.

Staff use research-informed therapeutic models of care to support children. This is embedded in staff's daily interactions with the children. As a result, children make good progress in the home. Support is adapted to the children's individual needs. One social work professional commented that the child is 'coming on leaps and bounds' due to the therapeutic care they receive.

Staff treat children with dignity and respect. They support children well regarding their identity. They advocate on children's behalf so that their identity is respected by family and those important to them. Staff support children to express themselves in line with their preferences.

Staff support children to safely spend time with their family. They support children to develop and establish relationships with those who are important to them. Staff facilitate arrangements so that children can spend regular time with their family. They identify potential barriers for family members spending time with children and provide support to overcome these. Staff recognise the importance of family relationships for children and work hard to ensure that any barriers for family

engagement are overcome. They recognise when arrangements are not in the children's best interests and advocate on their behalf to reduce the impact this has on them.

How well children and young people are helped and protected: good

Safeguarding practice is a key strength in the home. Staff know the children well. They have a thorough understanding of children's risks and vulnerabilities. Staff practice is underpinned by a psychological model of care. This means that the children's specific risks and needs are thoroughly assessed and understood. As a result, children's risks have reduced.

High levels of supervision of the children mean that staff can safeguard them and others in the home and community. Staff are alert to potential risks and are proactive in providing support to reduce risks and de-escalate situations. Staff are diligent in their approach to safeguarding children from the risks posed by the internet and social media. Staff support children to access the internet safely. However, children's records do not reflect all their known risks and have not been reviewed consistently.

Incidents of children being physically held are rare. The strong relationships between staff and children mean that they can de-escalate incidents of challenging behaviour well. When incidents occur, staff manage these well. They use strategies that require minimal physical intervention. The manager has oversight of all incidents and opportunities are provided to staff and children to reflect and learn from these.

The manager strives to maintain a positive and safe home environment so that children are happy in the home. As a result, children do not go missing from the home.

The children living in the home enjoy positive relationships with each other. When issues arise in their relationships, staff support them to engage in mediation to resolve any conflict. As a result, children develop empathy and respect for others. Staff are proactive in responding to children in times of crisis. This helps children to manage and regulate their emotions more effectively.

Positive behaviour is promoted through clear and consistent routines and boundaries in the home. Children feel listened to and respected. Staff use a restorative approach to challenging behaviour. This supports children to develop their understanding of socially acceptable behaviour. Planned work with children is thorough and meaningful. Strong communication between staff means that they always provide a consistent approach to children. However, children's records do not reflect the extent of the support that is being provided to children and the progress that they are making.

The effectiveness of leaders and managers: good

The home is managed by a qualified and experienced manager. She knows the children well and is committed to providing high levels of care to them at all times. The manager has high aspirations for the children and the staff team. Her commitment and enthusiasm for high standards of care are reflected in the staff team.

The manager works hard to create a warm and homely environment for the children. Communal areas of the home are maintained to a high standard. Work is underway to install additional space for the children to enjoy in the grounds of the home. However, children's bedrooms appear tired in areas and could benefit from some refurbishment and attention.

Staff speak highly of the manager. They say that she is supportive and knowledgeable. The manager creates a warm and open culture in the home. As a result, staff morale is high and they enjoy their roles.

Staff benefit from regular and reflective supervision. Team meetings provide staff with opportunities to reflect on practice. They receive bespoke training from the in-house therapist on topics relevant to the children's needs and risks. Additional consultations with the in-house therapist provide staff with the opportunity to reflect on individual children and strategies to support them more effectively. The manager and staff team consistently strive to learn and develop their practice to ensure that children are provided with consistently high levels of care.

The manager supports staff to reflect and learn from incidents. Practice issues are addressed effectively and with sensitivity. This approach helps staff to learn, develop and maintain high levels of motivation to carry out their roles. The manager has good oversight of the daily practice in the home. She is actively involved in the children's daily care. However, there have been missed opportunities in identifying shortfalls in the maintenance and review of children's records.

The manager maintains positive relationships with all professionals involved in the children's care. Professionals speak highly of the manager. They say that communication is excellent and praise her commitment and the care she offers to the children.

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>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>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)(b))</p> <p>Specifically, the registered person must ensure that children’s records include all known risks and are reviewed and updated accordingly. The registered person must have oversight of these.</p> | 13 February 2024 |
| <p>The quality and purpose of care standard</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</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. (Regulation 6 (1) (2)(iv))</p> <p>Specifically, ensure that records reflect the work being carried out with children.</p> | 13 February 2024 |
| <p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> | 13 February 2024 |

if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c))

Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets children's needs. It should be furnished and maintained to a good standard. Specifically, children's personal bathroom facilities should be refurbished and maintained. ('Guide to the Children's Home Regulations, including the quality standards', page 15, paragraph 3.9)

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: 1027164

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: Amanda Cooke

Registered manager: Annmarie Farrell

Inspector

Claire Hobbs, Social Care Inspector

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