

1240883

Registered provider: Your Chapter Holdings Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to three children who may have social and emotional difficulties.

The manager registered with Ofsted in February 2022.

Inspection dates: 6 and 7 February 2024

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 7 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/02/2023	Full	Good
28/10/2021	Full	Good
19/05/2021	Full	Inadequate
20/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

There were three children living in the home at the time of the inspection.

Children receive care from managers and staff who are child-centred and have high aspirations for children. Children have trusting relationships with those who care for them. One child said, 'I don't have favourite staff; they are all great and really care about me.' Another child said, 'All staff are equal; they are all good.' Staff know the children well and respond to their individual needs. This means children feel valued and receive care that is personalised. This is supporting children to make exceptional progress from their starting point.

Children have access to a wide range of activities. The activities are individualised to meet the needs of each child. This is helping to develop children's confidence and self-esteem. Staff enjoy supporting children to take part in activities and provide reassurance and guidance. One child now goes to the gym, and other children enjoy long walks in the outdoors.

Children benefit from a nurturing and homely environment. Children are proud of their home, and one child said, 'I am settled here.' Children have been encouraged to personalise their bedrooms to reflect their different interests and identities. This helps children to develop a sense of permanence and belonging.

Staff meet children's health needs remarkably well. Children are registered with relevant healthcare services and are supported to attend routine medical appointments. Furthermore, children are encouraged to access specialist services, including individualised therapeutic support. This promotes children's emotional health and well-being.

Children attend education and make excellent progress from their starting points. Excellent communication between the home staff and education professionals contributes to the solid progress that children make. The manager and staff have established professional relationships with education providers. This enables them to work together and identify any barriers that children have with learning. Together, staff and professionals ensure that children access appropriate education in line with their relevant plans.

Children's moves in and out of the home are meticulously planned by the registered manager. He works diligently to gather all necessary information to inform his assessment and considers risks very effectively. The registered manager carefully considers how to support the children living in the home with any planned changes. This reduces any anxieties that children may have about new children moving in. Children are encouraged to visit the home and meet with staff and other children

before they move in. This provides reassurance and support to children during crucial moments in their lives.

The registered manager and staff support children to follow their individual religious and cultural beliefs. Diversity is understood and celebrated in the home. Staff encourage children to learn about different cultures and faith groups. A social worker said, 'Staff go above and beyond in promoting and supporting cultural needs. They encourage diversity and make sure that together they celebrate religious festivals and customs.'

Managers and staff support children to spend time with family and those people who are important to them. Family time arrangements are carefully considered and safely facilitated by staff working in the home.

Children understand how to make a complaint. One child said, 'I know how to complain, but I have never needed to. If I am worried, I just talk to staff, and they always listen to me.' Children are encouraged to share their views and wishes and are consulted about the quality of care that they receive. This means children feel valued and are supported to contribute to decisions about their lives.

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

The registered manager and staff have an excellent understanding of the individual risks for each child. Highly effective and proactive planning identifies potential risks and ensures that staff manage these well. Risk management plans are well recorded and contain clear actions for staff to take in practice to minimise the risk of harm. Staff help children to understand their behaviours and support them to contribute to their risk assessment reviews. As a result, children understand the risks they may face, and risks for children have significantly reduced.

The response to children going missing from care is exceptional. There are detailed and individualised protocols in place. These are regularly updated to reflect children's needs. The registered manager and staff work diligently with other professionals to support children to return home safely. Managers and staff spend quality time with children to help them gain an understanding of why children may go missing from home. This helps staff to understand children's feelings and emotions and make relevant changes to care practices if required. Missing-from-home incidents have significantly reduced. One child said, 'I do not go missing anymore. I go to college and have made new friends.'

Staff adopt a restorative approach to managing children's behaviour. Physical intervention to protect children from harm is rarely used. However, when this has been necessary, incidents are well recorded and evaluated. The registered manager sensitively consults with children and adults after incidents. He carefully considers everyone's views about physical intervention and changes care practices if necessary. This demonstrates a learning environment for staff and children.

Staff proactively support children to take age-appropriate risks. Children are helped to understand their behaviours, and direct-work sessions instil clear boundaries and opportunities for children to explore their feelings safely. Children complete online training to support them to understand the risks they may face, how their actions may impact on others and any consequences they may need to consider. This helps to develop children's skills and experiences.

The effectiveness of leaders and managers: outstanding

The home is managed by a qualified registered manager who prioritises the care and support for children. The registered manager is an inspirational leader who is ambitious for children. One social worker said, 'He is a positive role model and encourages [name of child] to reflect on their behaviour in a non-judgemental way, allowing them to progress and develop.' Another social worker said, 'The manager and staff have directly helped [name of child] to turn his life around.'

The registered manager is readily available in the home, and his oversight is robust. The registered manager and staff have established exceptional relationships with placing authorities and specialist services that support children. The registered manager is effective in ensuring that he accesses all relevant information to secure positive outcomes for children. One social worker said, 'The manager and staff are not afraid to chase me if I do not provide information that they need. I welcome this professional relationship.'

Vigorous monitoring and review systems are in place to consistently drive improvements. There is clear research-informed practice. For example, the registered manager has considered the findings from publications and research to develop staff practices. This includes gaining a clear understanding of the importance of good-quality records that thoughtfully capture the child's voice and journey thorough care.

Staff are very positive about the support they receive from the registered manager. Supervision sessions and team meetings are regular and of high quality. They help staff generate ideas, reflect on their practice and contribute to decision-making. Staff said that the registered manager consistently helps them to develop in their roles. The manager creates a culture where staff are well supported, inspired and listened to.

Children receive care from a consistent, skilled and child-centred staff team. Staff receive training that is specific to the needs of the children in their care. One staff member said, 'The registered manager is extremely supportive. He is very knowledgeable and consistently supports both children and staff to make progress.'

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: 1240883

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: Elliot Jamison

Inspector

Nichola Croft, Social Care Inspector

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