

# 1271213

Registered provider: Your Chapter Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home provides care for four children who may have social and emotional difficulties.

The registered manager post has been vacant since 27 October 2023.

At the time of this inspection, three children were living in the home.

### Inspection dates: 6 and 7 February 2024

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
---	-------------

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:** 9 November 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2022	Full	Good
26/07/2022	Full	Inadequate
08/02/2022	Full	Good
21/05/2019	Full	Good

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home provides a spacious and homely environment in which children make good progress. It has a calm and relaxed atmosphere, which helps children to feel safe and secure. Photos of the children are displayed in the home, and one child's artwork is displayed.

Children are helped to build trusting and secure relationships with staff. Staff speak warmly and positively about the children and invest time in getting to know them. Staff were observed to be listening and responding to the children's feelings and ideas. These positive relationships are helping the children to learn what a respectful relationship looks like and how to create one.

Staff support the children to maintain good physical health. The children are encouraged to eat healthy foods and attend all health appointments. This helps children to access specialist support to improve their physical health and well-being.

The home's therapist visits regularly, supporting the staff to deliver person-centred care to the children. This helps to ensure that children are cared for by resilient and well-informed staff who can meet their individual needs and keep them safe. Therapists also work with the children individually. This provides children with an opportunity to express their feelings and make sense of their world.

Education is promoted by staff. Children have gained GCSEs and AQA certificates while living in the home, and one child is attending college. This provides children with a good foundation for future learning. One teacher said that there is good multi-agency working with the staff and that they reinforce the work that education professionals complete with the children.

Staff consultation with the children is a real strength. The children are involved in decisions about their day-to-day care, and their views are acted on when appropriate.

Staff ensure that children spend time with their family, facilitating overnight stays and visits to the home. The staff maintain regular communication with family members and keep them updated. One parent said that the communication with staff is brilliant. This helps the children to maintain their identity and continue to see the people who are important to them.

The staff team educates the children to make safer choices and to keep themselves safe. Individual work is completed with the children about important issues, such as school, relationships and sexual health. Some issues are revisited, which helps keep the lines of communication open. This work is focused, and specific to the children's needs and daily experiences.

Children are encouraged to engage in activities such as bowling, roller skating, facials and going to the gym. One child attends a drama group and a recording studio each week. This is helping the children to develop their social skills and confidence.

Staff support the children to carry out daily tasks independently, and in line with their individual needs, such as cooking, housework, and managing their personal care. However, children are not always provided with opportunities to develop a range of independence skills to prepare them for adulthood.

Children who are new to the home are welcomed sensitively and with the best possible planning. When children are preparing to leave the home, staff support them to experience a smooth move and a positive ending.

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

Individual assessments of risk are in place and updated regularly. The staff understand the children's vulnerabilities and risks, and the strategies used to mitigate the risks are effective. However, some assessments are lengthy in parts and include an extensive chronology of events.

Staff know what to do when a child goes missing from the home, and they follow statutory guidance. The staff make every effort to contact and locate the child, working closely with the police and the placing authority. Independent return home interviews are completed.

The children receive help and support to manage their behaviour and feelings safely. Staff understand the children's experiences and respond by putting appropriate boundaries in place about what is safe and acceptable. The children understand that the boundaries are there to protect them.

Positive behaviour is consistently promoted, and the children receive incentives for doing well. Staff use effective de-escalation techniques, and there have not been any physical interventions. This helps create a positive environment where the children can flourish.

The managers and staff know what to do in response to any allegations made. Suitable action is taken to minimise the risk to the children and allow the necessary enquiries to be made. However, advice from the local authority designated officer is not always given in a timely way and internal investigations are protracted.

Searches of bedrooms are carried out sensitively by staff. All searches are recorded appropriately. The reasons for the search are clear and there is management oversight.

Safer recruitment practice is followed for new staff coming to work in the home, and they receive a thorough induction. This helps maintain a safe and positive environment where children are protected from harm.

### **The effectiveness of leaders and managers: good**

The registered manager post is currently vacant; however, the interim manager has recently completed her fit person interview. The interim manager is supported by a competent deputy manager. The managers know the children well and are positive role models for both staff and children.

There have been several staff changes since the last inspection; however, there is now a permanent staff team in place. On occasion, when additional staff are required, agency workers known to the children are used. This helps to promote continuity of care so children can develop ongoing relationships with trusted adults.

The managers have worked hard during the past six months to make improvements and implement positive changes. Effective monitoring and review systems are in place. Managers complete weekly and monthly audits to ensure that they have regular oversight of what is working well for the children.

Staff say that the managers are supportive and that they enjoy working in the home. Staff receive regular supervision, and records demonstrate that supervision is of good quality, with opportunities for reflection.

Team meetings take place regularly, which allow for feedback and discussion. The staff's views are listened to, and their ideas are considered when reviewing any changes to care practices. Multidisciplinary meetings take place each month with the staff, therapist and education professionals. This helps to ensure that a holistic approach is carried out in the care of each individual child.

Managers and staff receive training to develop the necessary skills and knowledge to understand and meet the children's individual needs. Staff have received training in topics such as online safety, protecting children from exploitation and understanding self-injurious behaviour. All staff have received training in the PACE (Playfulness, Acceptance, Curiosity and Empathy) model of care. This provides staff with a good knowledge and skill set to safeguard and support children.

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

### **Recommendations**

- The registered person should ensure that internal investigations are completed in a timely way. Furthermore, the registered person should ensure that any advice, guidance or information, is sought from the local authority designated officer without any unnecessary delay. ('Guide to the Children's Homes Regulations, including the quality standards', page 44, paragraphs 9.17 and 9.18)
- The registered person should ensure that the children are supported to develop a range of life skills in preparation for adulthood. ('Guide to the Children's Homes Regulations, including the quality standards', page 3.27, paragraph 17)
- The registered person should ensure that the children's individual risk assessments are streamlined so that they are easier to follow and reflect the child's current situation. ('Guide to the Children's Homes Regulations, including the quality standards', page 9.5, paragraph 42)

### **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:** 1271213

**Provision sub-type:** Children's home

**Registered provider:** Your Chapter Limited

**Registered provider address:** Hobart House, 3 Oakwater Avenue, Cheadle Royal Business Park, Cheadle SK8 3SR

**Responsible individual:** Bokani Nyoni-Chaya

**Registered manager:** Post vacant

## Inspector

Dawn Walker, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://reports.ofsted.gov.uk>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2024