

2519592

Registered provider: Your Chapter Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private provider. The provider is registered to provide care for up to four children with social and emotional difficulties.

There is no manager in post.

Inspection date: 13 February 2024

Date of last inspection: 17 October 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We identified the following widespread concerns in relation to the care or protection of children at this assurance inspection:

- Children's vulnerabilities and risks are not properly assessed.
- Staff do not have clear strategies to follow in practice to safeguard children.
- Leaders, managers and staff do not understand their roles and responsibilities to keep children safe from harm.
- The day-to-day management arrangements are unclear. Staff spoken to do not know who they should approach regarding management decisions.
- Leaders and managers have not taken sufficient action to meet the requirements identified at the last full inspection.

Since the previous inspection in October 2023, two children have left, and two children have moved in to the home. Two children were admitted into the home on the same day. Prior to the children moving in to the home, leaders and managers did not consider the individual needs of each child. The acting manager told the inspector that this resulted in a child spending time living in a caravan.

Children attend a school that is operated by the provider and is situated in the grounds of the home. However, children's attendance at education has deteriorated. Staff do not have the necessary skills to help children to maintain consistent attendance at school. Also, children do not benefit from up-to-date education plans. This shortfall, compounded with a deterioration in attendance, has had a negative impact on children's educational progress.

Children are supported to attend routine medical appointments. However, children do not benefit from access to specialist services to meet their individual needs. Children do not access therapeutic support with the in-house clinical team. Health records are not up to date and do not consistently identify children's individual health and well-being needs.

Risk management plans are not up to date, and children's vulnerabilities are not properly assessed. This includes missing-from-care incidents and self-injurious behaviour.

Children's plans do not include clear strategies for staff to follow in practice to safeguard children. For example, when staff are concerned that children may be purchasing and misusing substances, staff do not take effective action to ensure that children are safe.

Physical intervention records do not provide an accurate account of incidents. Staff do not use approved methods of restraint to safely hold children. Leaders and managers do not consistently evaluate the effectiveness and appropriateness of the

measure used. This means that there is limited oversight of physical intervention practices in the home.

Leaders, managers, and staff do not take appropriate action when potential safeguarding concerns arise. For example, staff have found pocketknives and illegal substances in a child's bedroom. This leaves children at risk of harm.

The day-to-day management arrangements are unclear. Staff spoken to did not know who they should approach regarding management decisions. In addition, the home's statement of purpose is not up to date and does not include accurate information about the leadership and management at the setting.

Since the previous inspection, staff have received additional training to meet children's individual needs. However, leaders and managers do not evaluate learning from training and how this is embedded into day-to-day practice. This does not help leaders and managers to identify any gaps in staff skills and knowledge to improve children's care.

Incidents in the home are not reliably recorded and evaluated. Staff are not provided with clear direction from managers on how to effectively manage or support children's behaviours.

Leaders and managers have not taken sufficient action to meet the requirements made at the last full inspection. Therefore, these are restated. There are additional requirements stated as part of this inspection.

Due to the serious and widespread concerns identified, Ofsted imposed an urgent condition to vary the home's conditions of registration to reduce the number of children living at the home from four to two. Compliance notices were also issued under regulation 12, the protection of children standard, and regulation 13, the leadership and management standard.

Ofsted will continue to monitor the provider's compliance with these notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/10/2023	Full	Requires improvement to be good
28/06/2023	Full	Inadequate
21/02/2023	Full	Requires improvement to be good
15/11/2021	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 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>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</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)(ii)(iii)(v)(vi)(b))</p> <p>This requirement is restated.</p>	10 March 2024
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p>	27 March 2024

<p>that staff—</p> <p>help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>help each child to attend education or training in accordance with the expectations in the child’s relevant plans. (Regulation 8 (1) (2)(a)(i)(iii)(iv)(x))</p> <p>Specifically, the registered person should ensure that children’s records include clear plans for supporting and promoting children’s engagement in education.</p> <p>This requirement is restated.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</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 each child’s relevant plans are followed;</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) (2)(a)(c)(f))</p> <p>Specifically, ensure that the care planning for children in the home includes the therapeutic support provided, and that safe systems are in place for children to access records.</p> <p>This requirement is restated.</p>	<p>27 March 2024</p>

<p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>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;</p> <p>help each child to express views, wishes and feelings;</p> <p>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;</p> <p>regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(c) (2)(a)(i)(ii)(iii)(iv))</p> <p>Specifically, ensure that children are consulted in the development of their care plans and records.</p> <p>This requirement is restated.</p>	<p>27 March 2024</p>
<p>*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p>	<p>10 March 2024</p>

<p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(h))</p> <p>This requirement is restated.</p>	
<p>The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is an organisation or a partnership;</p> <p>does not satisfy regulation 28; or</p> <p>is not, or does not intend to be, in day-to-day charge of the home.</p> <p>If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of—</p> <p>the name of the person so appointed; and</p> <p>the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b))</p> <p>Specifically, the provider must ensure that the leadership and management arrangements for the home are clear, and HMCI is notified of leadership and management appointments.</p>	<p>27 March 2024</p>

<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> <p>Leaders and managers must ensure that restraint records are accurate and contain details of the measure used and any steps to avoid the measure. The measure should be evaluated as to the effectiveness.</p>	<p>27 March 2024</p>
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<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> <p>Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (1) (3)(a)(b) (5))</p> <p>The provider must ensure that the statement of purpose accurately details staffing and management arrangements in the home, and the home provides care that is consistent with the statement of purpose.</p>	<p>27 March 2024</p>
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*These requirements are subject to a compliance notice.

Children's home details

Unique reference number: 2519592

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: Tayub Ahmed

Registered manager: Post vacant

Inspector

Nichola Croft, Social Care Inspector

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