

1027164

Registered provider: Your Chapter Limited

Full 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. It offers care for up to 6 children who experience social and emotional difficulties.

At the time of this inspection, 5 children were living at the home. The inspectors spoke with 4 children.

The manager registered with Ofsted in March 2017.

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

Inspection dates: 10 and 11 March 2026

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: 14 January 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2025	Full	Outstanding
02/01/2024	Full	Good
21/02/2023	Full	Outstanding
15/02/2022	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are at the very heart of this home. Staff shape their daily practice around each child's needs, wishes and experiences. The warmth, commitment and dedication of the staff team are evident in every aspect of care and practice. Staff go above and beyond to show children they matter, recognising their individuality and strengths. As a result, children are flourishing and progressing in all aspects of their lives. A social worker said, 'The support is nothing short of remarkable.'

Since the last inspection, 2 children have moved out of the home in line with their care plans, and one child has moved in. The manager ensures that children's needs are central to decisions, as well as considering the needs of children already living at the home, to promote stability and positive relationships. Staff's skills and experience are reviewed to ensure that they can provide the right level of care and support to children due to move into the home. This thoughtful and child-centred approach helps children settle quickly, laying strong foundations for building secure attachments and a lasting sense of belonging.

When children move on, staff help them understand and feel confident about their next steps, ensuring that the plans consider their ongoing needs. This careful planning and strong partnership working with other professionals ensure that children experience stability and continuity of care at important transition points in their lives.

The manager and staff have high ambitions for children to do well, and they champion their right to learn and achieve. There is excellent communication with education professionals to ensure that children receive tailored support that reflects their academic needs and abilities. As a result, children are making exceptional progress from their starting points, including obtaining recognised qualifications and, for one child, moving to a mainstream college. Children are proud of their achievements and have aspirations for the future.

The manager is a tenacious advocate for children's health and wellbeing. Staff are proactive in ensuring that children have access to a range of health services, including specialist support that reflects their individual needs. The manager has actively researched emerging health needs for children to ensure that they do not miss opportunities for support. This informed approach ensures that children receive the most appropriate and effective care to meet their health needs.

Staff recognise the importance of children maintaining meaningful relationships with their families, and they work creatively to support them, even when at a distance. Staff prepare children well for their family time and provide reassurance and reflection afterwards to help them process any feelings. This approach helps children maintain and strengthen family relationships and contributes positively to their emotional wellbeing.

For one child, the progress made through this work is significant, and a rehabilitation plan for returning home is currently underway.

Staff celebrate and embrace each child's identity, culture and background with warmth and respect. They foster an environment where children can confidently express themselves, share their traditions and explore their identities without fear of judgement. Children say they feel heard and are actively involved in decisions that affect their daily lives. One child rated the home as '10 out of 10' and described it as 'amazing'.

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

Safeguarding is firmly integrated into everyday practice, creating an environment where children feel safe, supported and able to thrive. The registered manager works in collaboration with a therapist to understand each child's specific risks and vulnerabilities, ensuring that staff have the knowledge and strategies to respond effectively to children. As a result of receiving consistent and tailored therapeutic support from staff, the risks children face are reducing.

Staff practice is guided by individualised risk management and behaviour support plans, which are informed by a strong understanding of children's needs. Children's plans are reviewed in line with their circumstances and needs, meaning they receive highly personalised care and support.

Children do not go missing from home. This reflects the strong and trusting relationships staff have built with them and the nurturing environment provided. Staff encourage children to spend their time productively, and children benefit from participating in a range of hobbies and activities that interest them.

Staff understand and interpret children's behaviour with trauma-informed awareness and in the context of their lived experiences. This allows staff to respond with empathy and clear communication, while also implementing clear boundaries, positive reinforcement and restorative approaches. Staff record incidents, although they do not always capture the full details or context to fully understand children's responses to the incident or the effectiveness of the intervention.

Staff use a therapeutic model that is deeply integrated into practice. Staff approach difficult conversations with skill and sensitivity, helping children navigate complex feelings and situations. Children say the conversations are helpful and support them in developing emotional resilience and decision-making skills.

Staff take managed risks to support children's independence and learning, such as allowing older children to have mobile phones. Robust risk assessments and safeguards are in place to monitor this while equipping children with the knowledge to stay safe online. Staff use mistakes as learning opportunities, helping children reflect and develop their ability to make positive choices. This approach balances safety with children developing their autonomy.

Safer recruitment processes are in place, ensuring that staff are suitable to work with children. However, records sometimes fail to document when the original Disclosure and Barring Service check is viewed by the manager.

The effectiveness of leaders and managers: outstanding

The team is driven by an inspirational manager who leads with integrity and warmth. The manager's dedication and child-centred approach ensure that all decisions are made in the children's best interests, enabling them to thrive. The manager has high standards and is a strong role model, consistently demonstrating good practice and driving standards. One child's social worker said, 'The team talk to [name of child] with empathy and love.'

Children, staff and professionals speak highly of the manager. One staff member said, 'The manager leads with warmth, knowledge and a genuine commitment to the wellbeing of both the children and the staff team.' This positive culture ensures that children are cared for by confident and motivated staff who share the same commitment and enthusiasm for delivering high-quality, child-centred care.

Staff benefit from a wide range of training opportunities. The manager is proactive in identifying training and development opportunities that are targeted to equip staff with the knowledge and understanding needed to support the complex needs of the children and any future needs that may evolve. This enhances their ability to provide highly individualised care and support.

There is a culture of learning and continuous improvement for managers and staff. Supervision sessions and team meetings are effective and contribute to stability in the staff team and support the children's progress. These forums, with ongoing input from the therapeutic team, provide opportunities to reflect on children's needs, discuss complex situations and share learning.

The manager has excellent oversight of all aspects of the care provided. She demonstrates a deep understanding of the home's strengths and areas for development and continually seeks ways to improve practice and enhance children's experiences and the quality of care they receive.

The manager robustly advocates for children, ensuring that their voices are heard and they receive all the support and services they are entitled to. They work effectively with a range of agencies to secure the best possible outcomes for children.

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

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful and clear recording. This specifically relates to ensuring that incident reports are clearly recorded and include the manager's evaluation. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should strengthen monitoring systems to ensure that evidence of all Disclosure and Barring Service checks is accurately recorded. ('Guide to the Children's Homes Regulations, including the quality standards', page 60, paragraph 31.1)

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: Hobart House, Oakwater Avenue, Cheadle Royal
Business Park, Cheadle SK8 3SR

Responsible individual: Amanda Cooke

Registered manager: Annmarie Farrell

Inspectors

Shauna Morley, Social Care Inspector
Sonja Vega, Social Care Inspector

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