

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 owned and operated by a private provider. It offers care for up to six children who experience social and emotional difficulties.

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: 14 and 15 January 2025

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: 2 January 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/01/2024	Full	Good
21/02/2023	Full	Outstanding
15/02/2022	Full	Outstanding
23/04/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children living in this home are flourishing because of the consistently high quality care they receive. Children are progressing in all areas of their lives because of the structure, routine and nurture they receive from staff. For some children, their sleep hygiene has improved so much that they no longer require prescribed medication. One social worker described a child now as unrecognisable from his starting point.

The registered manager provides noteworthy oversight of children's care and education. Her high level of communication with staff and education professionals results in seamless transitions for children between home and school or college. Children invest in their education and are proud of their achievements. The registered manager has high aspirations and children are achieving well, including exceptional attendance, sitting GCSEs and, for one child, transitioning to a mainstream college. Families recognise this progress, with one parent also appreciative of the photo of her son in his new school uniform, which she received from the registered manager.

Children develop trusting relationships with the adults caring for them, despite their experiences and continuing challenging needs. Staff benefit from research-informed guidance from the therapist which informs their assessments of children and their ongoing care. This results in children moving successfully into and from the home. Children receive individualised care from staff, who work tirelessly in the home to respond to children's changing needs. Staff emphasise that they care for children and are keeping them safe. This helps children to regulate their behaviour.

Children live in a welcoming home where children's individual needs are continually considered by staff within the well-maintained house and spacious garden. Children enjoy playing in the sandpit or the newly built sensory room. All children have en-suite bedrooms which are personalised and reflect children's interests. Children equally enjoy playing with their own toys or in communal areas of the house, such as the games room, where they enjoy darts or playing on the games consol together. Children recognise mealtimes as a particularly important part of the day when they enjoy spending time together with staff in the kitchen and dining room.

The registered manager is dedicated to helping children develop and maintain their identities. One child has recommenced online Polish lessons with a tutor he had when he lived at home. This provides continuity in his learning. The registered manager overcomes obstacles for children who live a distance from home to ensure that their needs are met. Families are supported to maintain contact where it is in the child's best interests and feel welcomed when they visit.

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

Children are helped and protected effectively. The registered manager works collaboratively with the therapist to comprehensively understand the vulnerabilities and risks for children. She oversees strong multi-agency partnership working which ensures that the right services are in place to support children to progress from their starting points.

When children are planning to move into the home, the registered manager undertakes a detailed assessment of the appropriateness of the placement for the child and the potential impact for other children living in the home. Furthermore, the registered manager reviews this assessment after the child moves in to ensure that children continue to be helped and protected effectively.

Children's assessments and plans provide staff with comprehensive strategies and guidance to protect children and others. Children's plans are reviewed in line with their circumstances and needs.

Children do not go missing from home. Staff spoke confidently about the home's safeguarding policies and how they would respond to concerns that a child was missing. However, the registered manager does not always consider all potential risks when children's circumstances change; for example, if a child fails to return home from college. The registered manager addressed this shortfall satisfactorily during the inspection.

The registered manager oversees therapeutic practice which is well embedded in the home. Staff undertake responsive and highly skilled direct work sessions with the children. They use their relationships to have child-focused, detailed, and at times difficult conversations with children. Children describe being helped by these sessions, which help them to develop greater self-awareness.

Children benefit from high staffing ratios and consistency in their care. Staff skilfully manage children's behaviour to keep themselves and others safer. Staff do not need to use physical intervention as children have trusting relationships with staff who communicate effectively, helping children to successfully regulate their behaviour. Children rarely receive a consequence following inappropriate behaviour. The registered manager encourages restorative practice. Children therefore learn how to repair relationships with each other and staff as well as the skills to fix any damage caused.

Children are supported by staff to develop skills to use public transport, the internet and mobile phones safely. This prepares children to transition from the home when it is time for them to move elsewhere.

The effectiveness of leaders and managers: outstanding

The registered manager is a confident leader who has the highest ambitions for the children. She leads by example, modelling focused and nurturing interactions with staff and children. The registered manager communicates effectively with the responsible individual, and this provides an additional layer of management oversight. As a result, the operation of the home and quality of care provided to the children are exceptional.

The registered manager knows the staff's strengths and areas for development. She welcomes feedback when reviewing the development of the home and promptly addresses any shortfalls identified through internal audits or inspections.

The registered manager embraces opportunities to further develop childcare practice. Children rarely have incidents which are serious and require notification to Ofsted. However, where they occur, the registered manager now produces a critical evaluation. This provides reflection and learning which is disseminated to staff.

The children now have a sensory room in the garden which provides a safe and calming space. The children have been instrumental in naming this room The Club House. The registered manager has also introduced a tuck shop, which the children welcome after lunch when they can spend their pocket money. The tuck shop is used as an opportunity to help children develop communication and money management skills.

Staff unanimously report feeling supported and inspired by the registered manager. Some staff confirmed this was why they remained working or returned to work at this home. The staff team is consequently stable. The registered manager encourages opportunities for reflection, including handovers and team meetings. The therapist also provides group and individual support. As a result, staff feel valued and able to manage the role, which can be emotionally challenging at times. The registered manager has high aspirations for all staff, including leadership development for the deputy and seniors. She oversees staff performance through regular supervision and performance appraisals.

The registered manager develops secure partner relationships. Children's social workers, the police community support officer, headteacher and therapist all confirm strong working relationships based on regular and effective communication and information-sharing. The registered manager promotes working together to ensure that children are getting the best care and opportunities for the future. This provides the registered manager with the confidence and credibility to advocate for children and challenge decision-making. The registered manager has been instrumental in improving children's experiences, including better transition planning for children preparing to move on from the home.

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

Recommendation

- The registered person should ensure that they continually and actively assess the risks to each child and the arrangements in place to protect them. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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

Inspector

Joanna Warburton, Social Care Inspector

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