

1234317

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 by a private provider. It offers care for up to five children who may experience social and emotional difficulties.

At the time of this inspection, three children were living in the home. The inspector spoke with all three children.

The manager registered with Ofsted in October 2024.

Inspection dates: 12 and 13 August 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 29 April 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

On 29 and 30 April 2025, a full inspection was carried out of the home. Serious shortfalls were identified in relation to the care and protection of children. Compliance notices under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard) were issued. There was a further agreement made with the provider that no children would move into the home until the end of August.

A monitoring visit took place on 13 June 2025 to assess the provider's progress with the steps in the compliance notices. The compliance notices under regulation 12 and regulation 13 were found to be met. A further requirement under regulation 13 was issued. In view of the findings at the full inspection the provider voluntarily reduced the number of children it can accommodate from six to five.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/04/2025	Full	Inadequate
05/06/2024	Full	Good
25/04/2023	Full	Requires improvement to be good
10/05/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy. They have trusted adults they can talk to. Children live in a safe and clean family home. The home has been refurbished and is comfortable and welcoming. Children have been involved in choosing the decor and furnishings. Children's bedrooms reflect their personal taste. Staff, professionals, and families commented on the improvements to the home.

The views and wishes of children are important to the staff. There are weekly meetings that promote choice and discussion. Children's achievements, including educational accomplishments, are celebrated and staff support children to make choices and their rights are respected. Children enjoy spending time with staff and talk to them about the things that are important to them. A calm, tolerant atmosphere is promoted in the home.

Children are helped to prepare for their future and learn to become independent. They are encouraged to cook, help with tasks in the home and pay for shopping and clothing, in line with their individualised plans. Children are making progress and have aspirations for their future.

Children are supported to see the people who are important to them. Professionals said that staff work well with parents and carers to maintain consistent and meaningful contact. Staff advocate for children and support families with arrangements and travel. Where appropriate, families are invited for visits to the home and to share meals. This helps children build increasingly positive relationships with their family.

Journey books reflect a range of fun activities and celebrations that children have enjoyed. They also record the positive time that children spend with their families. Children are enjoying working through a '50 things bucket list' of activities that they put together with staff. From their list, children have enjoyed trips to a chocolate factory, the zoo, go-karting, and the seaside. Each day, the staff record a positive comment about the children.

Managers have created a clear plan to support children when they move into the home. Alongside the children's guide, the plan explains how children will be welcomed and helped from the time they move in. This encourages children to develop roots, feel safe and secure in their home, enjoy family meals around the table, and feel part of their community. This gives children a sense of stability and belonging.

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

Children living in this home feel safe. One child said: 'I feel safe, I really do.' Children get the help and support they need to manage their behaviour and feelings safely. Regular one-to-one discussions support children to learn and understand the root of their behaviour. Children are building increasingly positive relationships with each other.

The privacy and dignity of children are promoted. Some children choose to have keys to their own rooms. The use of surveillance and alarms in the home has been thoroughly reviewed with external professionals and reduced. The environment is open and accessible for children and supports their independence while keeping them safe.

Child-friendly care plans are written with children to help them understand their care. Risks to children are well managed and supported by clear and specific risk assessments. These are understood and followed by a well-supported, skilled staff team. The children do not go missing from home and have not required staff to intervene physically to keep them safe.

Positive behaviour is consistently promoted. Staff use effective de-escalation techniques, and the level of incidents is low. There is good communication about safeguarding issues, allegations or concerns with the relevant external professionals. However, when more than one child is involved in an incident, a description of the incident and the actions taken are not reflected in the care documents for all the children involved.

The effectiveness of leaders and managers: good

The physical environment for children is safe and protects them from harm. The management of health and safety is now underpinned by regular structured audits that lead to continued improvements. The manager has oversight and has sustained and embedded positive changes and addressed previous concerns. The risk assessments in place show a clear understanding and management of risks. These improvements ensure a safe and suitable home for children.

Supervision sessions are carried out regularly. Staff said that supervision sessions are 'helpful' to them, and that the manager is 'very supportive.' The manager reviews the progress of the staff and their understanding of their roles and responsibilities. Team meetings are held regularly and there is good attendance by staff. Children are the focus of these meetings and staff are encouraged to review and reflect on the care they provide. A psychologist regularly supports staff meetings and individual staff if needed.

During meetings, additional training and workshops take place. These help staff to understand the unique needs of each child. Staff carry out regular training and have the skills to support children in their development and to keep them safe. Staff confidently discuss the steps they would take to safeguard children. Staff are undertaking diplomas to further enhance their knowledge and skills.

Staff speak very positively about the manager and the senior management team. They talk kindly about each other and work well together. Staff said that the manager is a calm presence who promotes their development. Staff and professionals commented on a positive 'vibe' and atmosphere in the home, with lots of improvements being made. The quality of professional relationships is good. Professionals describe good communication from the staff, who have a good understanding of the children's needs.

Professionals said that the staff have trusting relationships with children and are 'good role models.'

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

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective, and clear recording. In particular, when more than one child is involved in an incident, this should be accurately recorded for both children. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.4)

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: 1234317

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: Chelsea Bryan

Registered manager: Mohammed Islam

Inspector

Jo Cansfield, Social Care Inspector

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