

# 1240884

Registered provider: Your Chapter Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is run by a private organisation. It offers care for up to two children who may experience social and emotional difficulties.

At the time of this inspection, two children were living at the home.

The manager registered with Ofsted in April 2022. The manager is registered to oversee another of the provider's homes.

### Inspection dates: 21 and 22 October 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <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:** 25 November 2024

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 25/11/2024      | Full            | Good                            |
| 25/04/2023      | Full            | Requires improvement to be good |
| 21/06/2022      | Full            | Good                            |
| 27/01/2022      | Full            | Requires improvement to be good |

## Inspection judgements

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

Since the last inspection, one child has moved into the home, and one child has moved out. Children moving in do so in a planned way. Before they move in, they have opportunities to visit the home and meet the other children and staff. Staff support children who are preparing to leave. They plan and celebrate children's departures and maintain relationships with them.

Children live in a warm and comfortable home. Reparation work is carried out swiftly when required, and children can personalise their bedrooms. Children are cared for by a consistent team of staff who invest in their relationships with them. This has helped children build trusting relationships with the staff team.

Children express their thoughts and feelings, and staff listen. Children participate in a range of activities, including boxing, swimming, trips to the cinema, mountain biking and days at the beach. One child received an award for their commitment to boxing training. This has helped build their confidence and self-esteem.

Staff support children in spending positive time with their families. This helps children maintain a sense of identity.

Children are given incentives to develop independence skills, such as keeping their bedrooms clean. Children go shopping with staff, who help them develop skills in budgeting. Children choose where they want to go on holiday, which means they have visited several different places in the UK.

Children are encouraged to attend education. When children do not have a place at a mainstream school, the manager works tirelessly with key stakeholders to ensure that they have access to meaningful education. Children are encouraged to have aspirations for their future careers and are provided opportunities focused on these. One child has been supported in accessing a go-karting mechanics course due to his interest in motorsport.

Children's physical and emotional needs are recognised, and they are encouraged to attend health appointments. When appointments are missed, these are quickly rescheduled. A therapist has been commissioned by the provider to work with staff to empower them to respond to children sensitively.

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

Children are safeguarded effectively. Risk assessments are regularly reviewed following incidents. They detail child-centred strategies that staff can use to de-escalate situations. As a result, physical intervention is very rarely used. Children are only held as a last resort. Following incidents, staff and children are fully debriefed, which helps the

manager to evaluate practice and identify how future incidents can be avoided. Consequences are very rarely used, and staff use restorative approaches to help children reflect on their actions.

Children's care plans reflect their needs and correspond with local authority plans. Plans include contributions from health and education professionals and are inclusive of children's views. As a result, children have a sense of ownership of their care and future.

Children benefit from strengths-based, child-centred key-work sessions that focus on issues affecting them. This includes discussions around their thoughts and feelings about friendships, substance misuse and exploitation.

When children go missing, the manager and staff are responsive. Staff follow guidance detailed in children's individual plans. Staff visit the areas children are known to socialise, and if risks escalate, they liaise effectively with partner agencies to ensure that children are located safely. When children return, they are offered an independent return home interview to ensure that their reasons for leaving are understood.

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

Leaders and managers have a thorough understanding of the children. They lead by example and have high aspirations for the children, staff and home.

Staff report high morale and say they feel valued and supported by senior leaders. Staff new to the home receive a meaningful induction, and they complete probationary periods which validate key skills and responsibilities.

Experienced staff are encouraged to study for further qualifications that broaden their skills for meeting the needs of the children they care for. During the inspection, the registered manager was supporting the development of a trainee manager. This has given him the opportunity to prepare a prospective manager to develop the skills they need to apply for future registration.

Staff rotas are balanced in terms of staff experience and gender. There is a stable and committed workforce, and agency staff are rarely used.

Staff have access to regular reflective supervision that supports their development. Staff also benefit from annual appraisals and development opportunities. However, feedback from children, colleagues and external professionals is not sought during the appraisal process.

The registered manager carries out reviews of the quality of care provided. However, this does not include feedback from parents or external partner agencies. This is a missed opportunity for the manager to have a complete overview of the quality of care provided.

## 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, The 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 registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.<br/>(Regulation 45 (1) (2)(a)(b)(c) (5))</p> <p>In particular, the registered provider must ensure that the review of the quality of care includes the views of children and family members to help inform the strengths and any areas for improvement.</p> | 23 January 2026 |

### Recommendation

- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should consider, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

## **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:** 1240884

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

**Registered provider:** Your Chapter Limited

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

**Responsible individual:** Chelsea Bryan

**Registered manager:** Benjamin Penswick

## Inspector

Jon Dutton, Social Care Inspector

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