

1249115

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

The company runs an independent school from a registered building in the grounds of the home. The inspector only inspected the social care provision on this site.

One child was living in the home at the time of this inspection.

The manager registered with Ofsted in March 2024.

Inspection dates: 19 and 20 November 2024

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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: 26 July 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/07/2023	Full	Requires improvement to be good
04/05/2022	Full	Requires improvement to be good
20/04/2021	Full	Good
21/05/2019	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children are learning to build trusted relationships with staff, who they describe as 'nice people'. They benefit from warm and caring staff who understand their needs. Children spend time with staff to record their activities and special days in their personal memory book. This book shows photos of children and staff having fun and reflects positive time spent together. Children are also encouraged to join local community groups and have positive childhood experiences. The experiences of children in this home are valued and important.

Children's views and wishes are listened to, and there are processes in place to make sure they are captured. One child gave several examples of how they are actively involved in the running of the home. These include choosing the decor and furniture, making meals and planning activities. The child said, 'The home is great,' and that it has 'good vibes'. Children in this home are helped to feel secure and develop a sense of belonging and identity.

Children make progress in their education. Staff are ambitious for the children, and effective communication between the staff and the on-site school supports children to achieve. One child who previously did not have access to education is now going to school full-time. When children attend other schools, staff ensure this high level of communication and engagement continues.

The achievements of children are recognised and praised. There is a 'success box' for rewarding children for their personal progress and achievements, for example managing their emotions. Children can roll a die and pick a reward. The process is fun and interactive. This helps children to develop a sense of self-worth and achievement that is recognised by staff.

Staff involve the right health professionals to promote good health and ensure that children's health needs are met. When children are new to the home, the manager reviews historical health information to ensure there are no underlying concerns that have not been explored. However, everyday remedies were unavailable to help staff to respond to minor childhood illnesses in a timely manner.

Children's moves are well managed whether they are into or out of the home. When children come to live at the home in an emergency, staff take steps to make the experience as good as it can be. When children move out from the home, this is celebrated as a positive time in their lives, with meals out and events. However, the children's guide used to welcome children into the home would be difficult for some children to understand, and it does not reflect the kind and caring ethos of the service.

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

Children's needs and risks, including how their life experiences have affected them, are understood by the manager and staff. Staff are informed and guided by regularly reviewed risk assessments. The assessments detail the risk for individual children and provide practice guidance for staff. The risk of harm to children is reduced because of the actions taken by staff.

Children rarely go missing from home. When this does happen, staff follow the plans and protocols that are in place and take swift action to help return them home safely. When this or any other incident happens, including when staff need to physically intervene to keep children safe, children are offered the opportunity to share their thoughts and feelings. This means that children are beginning to develop the skills and abilities to recognise risks and keep themselves safe.

When children need court-ordered support to remain safe, this is communicated clearly to the staff to support their understanding. Discussions and reviews with the staff, internal therapists and external professionals mean that strategies are created so that children are supported in the least restrictive way possible. The registered manager continually reviews staff practice to maintain high standards of care. One child said, 'They give me space.'

Recruitment practices for new members of staff are clear and organised. The manager maintains oversight of staff recruitment. Verification processes take place before new staff start work. An increasingly comprehensive induction programme has been introduced for all new starters. Staff said this helps them develop the skills needed to care for children. This gives assurances that children are supported by trained staff that are suitable for the role.

The home is warm, homely and welcoming. The decoration and furnishings are reflective of a comfortable and safe family home. The manager ensures that the home is well maintained and that the secluded location of the home does not pose a safety risk. The manager's assessment of the home's location is reflective of the local area; however, the document did not contain the necessary consultation with relevant people.

The effectiveness of leaders and managers: good

The manager is an asset to the home and has introduced numerous changes that have improved the quality of care. She provides challenge to others where necessary if they do not meet her high expectations. She advocates appropriately for children, including when children's wishes are not the same as those of professionals. She is ambitious for the children in her care.

The management team has oversight of the home and completes regular audits to ensure quality care is maintained. There are monthly visits by an independent person. These visits are used to further improve standards. The manager has developed an

understanding of the strengths and weaknesses of the home. One professional described the home as a safe and supportive environment.

The manager has fostered positive, professional relationships with relevant people. There is overwhelmingly positive feedback from professionals. One external professional said that communication was much improved and the team really understands children and responds to their needs. Professionals said they had confidence in the team and the manager. They described the care provided as 'holistic' and 'proactive'.

Staff meetings are now held regularly and there is good staff attendance. Children are a focus of the meeting. The manager offers additional support and learning to staff during meetings. The manager also leads regular multidisciplinary meetings with professionals, including school staff, therapists and social workers, who attend to discuss the ongoing care of children.

The manager creates a supportive environment for staff and encourages their development. Learning and development are discussed in regular supportive supervision sessions for staff. A range of mandatory training is required by the provider, which all staff complete and this is received by staff. Additionally, there is a wide range of training that meets the individual and complex needs of children. This enhances the ability of the team to respond to children in a therapeutic way.

Staff speak very positively about the manager and the deputy manager. They speak positively about the team and said that they all work well together. Staff said that the current manager has shaped, improved and developed the team. Staff spoke warmly and kindly about the child living in the home. The support in place from management was described as 'invaluable'.

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

Recommendations

- The registered person should ensure the children's guide is available to all children and that it is age appropriate and provided in an accessible format for each child. The children's guide should also reflect the therapeutic ethos of the home, what the day-to-day routines of the home are and clearly detail how to contact the Children's Commissioner. ('Guide to the Children's Homes Regulations, including the quality standards,' page 24, paragraph 4.21)
- The registered person must ensure that staff have the relevant skills and knowledge to be able to respond to the health needs of children. In particular, ensure that suitable everyday remedies, including pain relief, are available when needed. ('Guide to the Children's Homes Regulations, including the quality standards,' page 34, paragraph 7.12)
- The registered person should ensure that when reviewing the suitability of the home's location, they consult with the relevant people regarding risks and resources in the local area. ('Guide to the Children's Homes Regulations, including the quality standards,' page 64, paragraph 15.1)

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: 1249115

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: Sarah Wheelwright

Inspectors

Jo Cansfield, Social Care Inspector
Sarah McGow, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked-after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024