

1249115

Registered provider: Your Chapter Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It may provide care for up to four children with social and emotional difficulties. One child currently lives in the home.

The manager registered with Ofsted in April 2023. The responsible individual led the inspection as the registered manager was not present.

Inspection dates: 26 and 27 July 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 4 May 2022

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
04/05/2022	Full	Requires improvement to be good
20/04/2021	Full	Good
21/05/2019	Interim	Improved effectiveness
19/06/2018	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Some children have experienced unplanned endings to their time living in the home. The children did not know where they were moving to until the day they moved. Sudden changes like this can have a negative effect on children's well-being.

Several of the staff have left at short notice and in quick succession, leaving a small core team of staff. The children did not have opportunity to say goodbye to the staff who left. The staff who remain are nurturing and caring towards children.

The children had built friendships and liked going out together. On a number of occasions, staff were unable to influence children to stay in the home and they went missing as a group. The children were exposed to risk when they were missing from care.

Children have had mixed experiences of education at the home. Some have made good progress and returned to full-time education soon after arriving at the home. For a period of time, none of the children attended school and their learning needs were not being met. The remaining child has since returned to school and is making progress again.

The home is furnished to a good standard and is homely and maintained well. Children's bedrooms are spacious and personalised to reflect each child's taste. There are photographs of children taking part in activities and trips out displayed in the home. Staff create memory books, containing photographs and memoirs, for the children to keep when they leave the home.

Children's views are listened to, and they are consulted around daily activities, food and trips out. The registered manager responds to requests made by the children. Where possible, their requests are fulfilled. If they cannot be, the registered manager explains the reasons why to the children. Children know how to make a complaint. One child who left the home remains in touch with staff.

Children are encouraged and supported to see and speak to their families regularly. Staff support children to see and speak with their families and will transport them to see their families when necessary.

How well children and young people are helped and protected: requires improvement to be good

There has been significant concern about the level or risk to which children have been exposed when they have been missing from care. Staff follow written plans which clearly state how staff should respond when children go missing from care. However, staff have been unable to prevent this happening and children have

managed to travel significant distances from the home and have been exposed to risk.

Leaders and managers made the decision to end the placements of two children with immediate effect. This was because managers did not feel they were able to keep the children safe, because they were unable to prevent them going missing from the home. Children responded differently to the news but had little time to understand what was happening and ask questions before they moved. This was not a positive experience for either child.

There are rarely any physical interventions used in the home. Staff use a trauma-informed approach to care on a day-to-day basis with children. Children's plans are kept under review and are updated promptly following incidents. The registered manager takes the opportunity to reflect with children and staff after any incidents in order to see how they can be avoided in future.

Some children have made progress during their time living in the home. One child began to describe the house as home soon before their placement was ended. Some children made progress in learning to keep themselves emotionally and physically well, as well as learning independence skills.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager has resigned from her role and the deputy manager has left. There are insufficient trained staff at this time and temporary staff are used on most shifts to provide support for one child. The changes in leadership and staffing prevent the home from providing continuity of care for children.

Leaders and managers have a process in place for when new children move into the home. Recently, however, children moved into the home in quick succession. This prevented early identification of risks around the children living together, such as going missing from care as a group. These unidentified behaviours then contributed to two children's placements ending prematurely and in an unplanned way.

Permanent staff who remain in the home are trained and hold the relevant qualifications. They receive regular, reflective supervision from the registered manager and from a therapist. This supports their development and understanding of the children's needs. Some children did not remain in the home for long enough to benefit from therapeutic support.

The registered manager and responsible individual support the staff team well. The responsible individual is actively recruiting staff for the home. Recruitment processes are thorough, and appropriate checks are made on staff. This reduces the risk to children of unsuitable people working in the home.

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

Statutory requirements

This section sets out the actions that the registered persons 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 persons must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. (Regulation 12 (1))	15 September 2023
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b) (2)(b)(iii))	15 September 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; and	15 September 2023

ensure that the home has sufficient staff to provide care for each child; and ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(c)(d)(e))	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. (Regulation 11 (1)(a)(b)(c))	15 September 2023

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

Responsible individual: Sharron Edwards

Registered manager: Aulora-Jayne Mortimer

Inspector

Carol Jagger, Social Care Inspector

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