

1271213

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 managed by a private company. It provides care for up to four children who may experience social and emotional difficulties.

At the time of this inspection, three children were living at the home. One child moved into the home on the first day of the inspection.

The manager registered with Ofsted in July 2024.

Inspection dates: 25 and 26 February 2025

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

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

The effectiveness of leaders and managers	outstanding
---	-------------

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: 6 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2024	Full	Good
09/11/2022	Full	Good
26/07/2022	Full	Inadequate
08/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

When a new child moves in, the children already living at the home are involved. This includes them each writing a welcome letter. The manager's careful planning means that the children are excited and talk enthusiastically about having a new child move in. This helps the children to settle and live harmoniously together.

Children live in a calm and supportive environment, and staff are highly attuned and sensitive to their needs. The environment is warm and welcoming, and the children have all contributed to the home's decoration. There are photos of children and staff proudly displayed in the rooms.

Children enjoy nurturing experiences, such as smiling, laughing and joking with staff at mealtimes. Children have positive experiences and make exceptional progress from their starting points. Staff remind children that they are loved, and positive affirmations are used as part of everyday language. Furthermore, children experience stability and enjoy spending time with staff. Children develop positive and trusting relationships with staff, who make sure that their emotional and developmental needs are met.

Children receive cohesive support with their emotional well-being. Monthly multidisciplinary meetings facilitate discussions about the children, equipping staff with knowledge on the most effective ways to support each child. Staff help children to find safe and socially acceptable ways to manage intense and overwhelming feelings.

Children are making remarkable progress with their education and enthusiastically attend the provider's on-site school. The children who were not attending school are now going, and they have excellent attendance. For example, one child joined the home with 10% attendance and is now attending over 80% of the time. Staff instil the importance of education so that children want to attend and learn. Children have positive attitudes about school and perform well, enjoying an individualised educational programme. The manager and staff have a strong collaborative relationship with school professionals and share the children's achievements.

Children are healthy, and staff encourage them to make good choices around diet, hygiene and fitness. Each child takes pride in planning, buying, preparing and cooking a meal one night a week, enjoying the opportunity of sharing this with the other children and staff. This helps to educate children about healthy eating and strengthens their independent living skills. Furthermore, some of the children attend a gym to maintain a good level of fitness.

Children are supported to develop their individual interests and identity. This includes enjoying activities such as horse riding, go-karting, playing football and going on holidays. One child was supported to have a week-long holiday with their family. One

child is pursuing a Duke of Edinburgh Award, and children have high aspirations for their future, including being on track to attend university.

Children feel listened to and have ample opportunities to express their views and opinions. They meet weekly, and the minutes from these meetings are written in the form of a newsletter. The children chair the meetings, making decisions about their weekly activities and meal preferences.

Staff speak and write about children's achievements and experiences with pride and compassion. They collect and collate memorabilia for children so that they have fond and positive memories to look back on.

Staff are committed to helping children build and maintain meaningful relationships with those who are important to them. This includes family members spending time at the home if it is appropriate.

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

Staff have an exceptionally good understanding of the children's needs and experiences and the risks that affect them. Care plans and risk assessments are comprehensive, well documented, and provide clear guidance so that staff can respond promptly to an identified risk. Children feel safe living at the home. Staff's support and actions have resulted in significant progress, reducing the level and frequency of risks. Children are at a reduced risk of being exploited as staff have discussions with them to help them understand their risks and vulnerabilities. Children recognise how their presenting risks have reduced since living at the home.

Staff know the children well and are highly sensitive to recognising when they are upset. They recognise changes in the children's body language and facial expressions. Their early intervention reduces the chance of the children's emotions getting out of control. When incidents occur, staff respond appropriately and keep the children as safe as possible. Following incidents, discussions take place, empowering the children to look at alternative ways of expressing their emotions and feelings. This has been effective, and there are only a few times when children struggle with their emotions.

Staff demonstrate vigilance and professionalism in their approach, responding swiftly and appropriately to safeguard children. Staff work collaboratively with safeguarding agencies, such as the police. There has been a significant reduction in the times that children go missing from the home. This means that they are at reduced risk of being exploited. When children go missing, staff search for them to ensure that they are quickly located and returned home. The children are welcomed back and have the opportunity to speak to someone independently to identify why they have felt the need to leave without permission.

Staff have only had to physically hold a child on one occasion, and this was to keep the child safe. Physical intervention is not used due to the trusting relationships that staff have with the children. Positive behaviour is promoted through clear boundaries and

expectations that are agreed with the children. When things do not go as expected, staff use their skills as an opportunity to support children to understand that their actions have consequences. Staff are confident in working with the children to help identify how things could be done differently.

Professionals are confident that the staff do everything they can to keep the children safer. Staff work closely with the children and their families so that everybody is collaboratively working together.

The effectiveness of leaders and managers: outstanding

The manager is a strong, reflective and aspirational leader. She role models a calm, respectful and child-centred approach. Staff follow her example. The manager empowers staff to make decisions that are in children's best interests. She also empowers the children to make the right choices in life.

Staff and the manager are aspirational for the children. Staff take pride in children's achievements, and these are celebrated. Children flourish in the positivity of the staff's care and home environment.

The manager has an effective system of oversight. She reviews all documents relating to the children. The manager's monitoring systems enable her to ensure that staff consistently provide an excellent quality of care to children. Staff receive regular supervision that is child focused and gives them a platform for reflection and to inform their practice.

Staff have access to an array of training, which is tailored to children's individual needs. The training is kept up to date, and the manager is always considering what new training skills would benefit the staff and the children.

The manager holds regular reflective team meetings with staff where they discuss the children in detail. They consider what is working well and what changes are needed to improve outcomes. These discussions help to inform children's plans and help children to continue making incredible progress. Further information and advice are provided by the clinicians attached to the home.

The manager is a strong advocate for children. She ensures that children have opportunities to explore their interests. When plans need to change to support children's ever-changing needs, the manager is happy to advocate for what is in their best interests.

The home adheres to safer recruitment procedures when recruiting new staff, ensuring that they are safe and suitable to work in the home. Staff are enrolled on the relevant qualification as soon as they have passed their probationary period, and their progress is regularly monitored to ensure that they attain the qualification within the necessary time frame.

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: 1271213

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: Stacy Helm

Inspector

Angela Ross, 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 2025