

1271998

Registered provider: Your Chapter Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a number operated by a large private organisation. The home is registered to provide care for up to three children with social and emotional difficulties and who may have learning difficulties.

The home was registered with Ofsted in May 2018. The home has a registered manager.

Inspection date: 15 June 2023

This monitoring visit

During a full inspection on 3 and 4 May 2023 inspectors found significant shortfalls in both safeguarding practice and leadership and management. As a result, three compliance notices were issued, under regulation 12 (the protection of children standard), regulation 13 (the leadership and management standard) and regulation 35 (behaviour management policies and records standard).

The focus of this visit was to monitor and review the actions taken by the provider to meet the compliance notices. At this visit, inspectors found that the provider had not complied with these notices. As a result, further compliance notices have been issued under the same regulations.

Inspectors found that children's risk assessments do not include their known vulnerabilities. Therefore, staff do not have clear strategies in place to follow. When risk assessments are updated, there are no clear processes in place to inform staff. Consequently, staff do not always have the required knowledge to keep children safe. Staff spoken to could not demonstrate that they understand their roles and responsibilities in keeping children safe.

A review of allegations has taken place, however, the learning has not been shared with staff. Actions identified as a result of previous allegations have not been

implemented in practice. Furthermore, staff were unable to demonstrate a clear understanding of what action to take in response to allegations. Staff were unable to demonstrate a working knowledge of the home's child protection policies.

Since the last full inspection, the registered manager has been working shifts in the home. This continues to impact on the overall leadership and management of the home. The home is not adequately staffed to meet the needs of children. There has been a high sickness rate and shifts are not covered. This impacts on the quality of care that children receive.

Leaders have identified training for staff. However, not all staff have completed the required training. As a result, staff were unable to demonstrate sufficient knowledge and understanding about their roles and responsibilities in keeping children safe.

Systems are not in place to monitor and review the strengths and weaknesses of the home. This impacts on the quality of care provided to children because leaders do not know the shortfalls in the leadership and management of the home.

There have been three incidents of physical intervention since the previous inspection. Shortfalls remain, as the records do not include accurate details. The acting manager has failed to identify the inaccuracies when evaluating incidents. Furthermore, the acting manager evaluated one incident despite being involved in it. One record was missing. This does not demonstrate robust oversight.

The other requirements raised at the last inspection were not considered at this visit and will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/05/2023	Full	Inadequate
24/05/2022	Full	Good
19/01/2022	Full	Requires improvement to be good
06/10/2021	Full	Inadequate

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 with the given timescales.

Requirement	Due date
*The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and	13 August 2023

that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(iii)(iv)(v)(vi)(vii)(b)(d)(e))	
*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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(b)(c)(d)(e)(f)(h))	13 August 2023
*The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it.	13 August 2023

The registered person must ensure that—

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—

the name of the child;

details of the child's behaviour leading to the use of the measure;

the date, time and location of the use of the measure;

a description of the measure and its duration;

details of any methods used or steps taken to avoid the need to use the measure;

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.

(Regulation 35 (1)(a)(b) (2) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii) (b)(i)(ii)(c))

This requirement was made at the last inspection and is restated.

The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—

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mutual respect and trust;

an understanding about acceptable behaviour; and

positive responses to other children and adults.

In particular, the standard in paragraph (1) requires the registered person to ensure—

that staff—

meet each child's behavioural and emotional needs, as set out in the child's relevant plans;

help each child to develop socially aware behaviour;

encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;

help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;

communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;

help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship;

are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;

de-escalate confrontations with or between children, or potentially violent behaviour by children;

understand and communicate to children that bullying is unacceptable; and

have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(vii)(x)(xi) (xii)(xiii))	
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; that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if— the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs; the child is, or has been, persistently absent from the home without permission; or that staff help each child to access and contribute to the records kept by the registered person in relation to the child. (Regulation 14 (1)(a)(b) (2)(b)(iii)(e)(i)(ii)(f)) In particular, children should benefit from planned moves in and out of the home, in line with their relevant plans. Children's records should accurately reflect their journey through the home.	13 August 2023
In meeting the quality standards, the registered person must, and must ensure that staff— seek to secure the input and services required to meet each child's needs;	13 August 2023

if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans.

(Regulation 5 (b)(c))

In particular, leaders and managers should challenge placing authorities effectively and take action to escalate concerns if the authority does not arrange independent return home interviews when children have been missing from home.

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1271998

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: Tayub Ahmed

Registered manager: Sean Parkin

Inspectors

Nichola Croft, Social Care Inspector

Kayleigh Treanor, Social Care Inspector

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