

# 1232200

Registered provider: Total Care Matters Limited

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This privately run children's home provides care for up to three children and young people who have emotional and/or behavioural difficulties.

**Inspection date:** 14 March 2018

**Judgement at last inspection:** good

**Date of last inspection:** 18 April 2017

**Enforcement action since last inspection:** none

## **This inspection**

### **The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection**

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Staff know the children well and understand their individual needs. Each child is making progress, albeit small steps for some. An example of this is one child who is feeling less vulnerable about when he will move to another placement. He has started to accept the care provided and has more confidence. Staff have worked hard to reinforce that this is now the child's home, in the knowledge that he must have a sense of stability before he is able to make notable progress.

Professionals say that children are happy and stable, in comparison to their starting points on admission. A child told the inspector that she is very happy, and enthusiastically confirmed that she, 'really likes the staff'.

While one child is reluctant to fully accept the care and support provided and continues to place herself at risk of harm, these concerns have reduced. The placing social worker reported that she has confidence in the care provided and said that the actions taken to safeguard this child are impressive. Comments included: 'I could not be happier with the way they respond to safeguarding issues.'

Good behaviour management strategies support children to make positive changes. A social worker noted that behaviour is managed confidently, which is very important for the particular child. While physical holds are used on a high number of occasions, the manager is focused on reducing this where possible. She monitors the use of physical intervention, looking for patterns and trends. Together with the team, she identifies strategies and how adjustments can be made to practice. This monitoring aims to reduce the number of incidents. Staff have seen an improvement in behaviour for one child. The child is starting to reflect on and consider her behaviour, rather than responding without thinking. For example, this child would run out of the house spontaneously when upset, whereas now she typically goes to her bedroom. This is a much safer response for the child and demonstrates positive progress.

Children are in good health. They are encouraged to take part in physical activity and to follow healthy eating patterns. Considerable time is spent talking to children. For example, they are given advice and guidance about personal hygiene, healthy living and protective behaviours. Staff enjoy spending time with children and encourage them to take part in activities outside of the home. A child spoke positively about a recent trip to the seaside and about volunteering at a local animal sanctuary. As a result of these experiences, children become more confident and develop improved social skills.

Education is seen as important. Each child is supported to achieve in education and attend regularly. One child, on a part-time timetable, is gradually increasing their attendance at a mainstream school. This is good progress following many months out of education prior to their admission to the home. The team has worked tirelessly to encourage engagement with education. For one child, a new development opportunity has been arranged. The child started an apprenticeship in the catering trade on the week of the inspection.

Children feel listened to and are able to influence care arrangements. Every opportunity is taken to seek children's views and to engage them in daily life in the home. Examples include personal care planning, agreeing preferred activities and helping with the home's food shopping.

The home benefits from the effective monitoring and oversight of the experienced registered manager. Staff and external professionals speak highly of the manager. Comments from external agencies demonstrate that there is good communication and effective joint working. Comments from staff included: 'The manager is always really supportive.' Staff say that the team works cohesively and consistently. Additionally, staff confirmed that the children are always at the centre of decision making.

Since the last inspection, the manager has taken actions to address the two

requirements and one recommendation made. There is now an appropriate response to any allegations made against a member of staff. The manager has developed links with the designated officer in the local authority. She has also developed an awareness of safeguarding roles and responsibilities in the team. Staff have an improved understanding of safeguarding, including the required record-keeping. Missing-from-care records are improved. Details of whether independent return home interviews have taken place are clear. The inspector noted that on a few occasions there was confusion in record entries regarding police safe-and-well checks and the independent return home interviews. The manager is committed to making further improvements to recording.

The service takes complaints seriously. Learning points are identified and practice is developed when necessary. Concerns about some aspects of behaviour management were raised with Ofsted by a neighbour in October 2017. The provider investigated the concerns and provided a detailed response, demonstrating that practice had been strengthened where necessary, and the provider also added clarity to certain areas of the complaint. No further concerns have been raised.

No breaches of regulation have been identified during this inspection.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/04/2017	Full	Good
23/11/2016	Full	Requires improvement

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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:** 1232200

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

**Registered provider:** Total Care Matters Limited

**Registered provider address:** 230 Bathley Street, Nottingham NG2 2ER

**Responsible individual:** Nasir Hyder

**Registered manager:** Fiona Deighton

## Inspector

Mary Timms, social care inspector

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