

# 1232200

Registered provider: Total Care Matters Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned. It provides care and accommodation for three young people who have emotional and/or behavioural difficulties.

**Inspection dates:** 18 to 19 November 2019

**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:** 15 May 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/05/2018	Full	Good
14/03/2018	Interim	Improved effectiveness
18/04/2017	Full	Good
23/11/2016	Full	Requires improvement

## 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, 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 within the given timescales.

Requirement	Due date
<p>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.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b)(2)(a))</p> <p>This is with reference to ensuring that sufficient information is obtained as part of the referral process to ensure appropriate decision-making about the admission of children.</p>	31/12/2019
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff—</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1)(2)(a)(iii)(viii))</p>	31/12/2019
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p>	31/12/2019

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1)(2)(a)(v)(vii))</p>	
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p>	<p>31/12/2019</p>

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Young people receive good-quality care and make good progress. They are happy and settled. This is because staff have provided a safe and secure environment for young people to live in.

Young people have positive and trusting relationships with staff. They know that staff care about them and will not give up on them.

Young people are central to decision-making about their lives and the running of the home. They know that staff listen to them. This helps them to feel valued.

Young people participate in a range of fun and educational activities. They are given opportunities to try new activities. This helps them to improve their practical and social skills. Staff support young people who are participating in competitions. A young person commented, 'This is a first for me and I really like the support staff give me.'

Staff work hard to ensure that young people receive the right education and training. Some young people have made good progress in education. However, other young people's education has been interrupted due to delays in decision-making by the placing authority. As a result, one young person has not received any formal education since the start of this new school year. The registered manager has had to challenge and make a formal complaint to the placing authority to speed up the decision-making process. However, staff have not provided enough structure during the day for this young person. This has the potential to make it more difficult for the young person to readjust to attending school and new routines.

Staff support young people to maintain and, in some instances, rebuild their relationships with their families. Staff provide both practical and emotional support to young people.

Admission practices are generally good. The registered manager gives careful consideration to new referrals to ensure that staff can meet young people's needs. A compatibility risk assessment is carried out to ensure appropriate matching of all young people's needs. However, the admission of a young person earlier in the year identified the need to improve information gathering in order to ensure that decisions are based on comprehensive, up-to-date information.

Young people's care records are reviewed regularly. Young people are involved in reviewing their daily living plans and it is evident that their views are considered. However, daily living plans do not always include important information. Although this information is recorded in other documents, this may lead to confusion for new staff.

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

Young people become safer over time. This is because staff are committed to ensuring that young people can learn how to keep themselves safe. Staff work closely with a range of professionals to keep young people safe.

Risk management strategies are effective in helping young people to take age-appropriate risks in a safe and nurturing environment. Young people develop skills to keep themselves safe. Young people also learn how to use the internet safely. A young person said, 'I have had loads of key-work sessions on using it correctly and safely.'

Staff are good at managing young people's behaviours. Staff are well trained and have a very good understanding of why young people behave the way they do. The number of incidents involving the use of physical intervention reduce over time.

Staff follow procedures and work closely with partner agencies when a young person goes missing.

Staff receive a range of safeguarding training and there are clear child protection procedures. However, on one occasion staff failed to follow safeguarding procedures because an incident was not reported promptly to managers. Once the registered manager became aware of the incident, she took appropriate action immediately.

## **The effectiveness of leaders and managers: good**

The registered manager has many years' experience of working with children and young people and is suitably qualified. She provides clear leadership and direction.

Young people are cared for by a committed and skilled staff team. Staff work hard to ensure that young people can flourish and reach their full potential.

Staff feel valued and listened to because of the registered manager's inclusive management style. Staff say she is approachable and always available for support. Staff receive regular supervision.

There is a commitment to staff training. Six staff hold the level 3 qualification, and one member of staff is enrolled on the course. Two staff need to undertake additional modules appropriate to working with children and young people. Staff receive the required mandatory training as well as training on current issues.

There are a range of management monitoring systems which help to ensure that young people receive the care they need. These systems also contribute to the workforce development plan. This plan reflects the commitment of the team to constantly improving the care provided.

There is a commitment to partnership working. The registered manager challenges professionals, when appropriate, to ensure that young people receive the services they need.

The home's statement of purpose contains all the required details and is reviewed when necessary. However, revised copies of the statement of purpose are not always sent to Ofsted.

## **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.

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 Ltd

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

**Responsible individual:** Sean Dunne

**Registered manager:** Fiona Deighton

## Inspector(s)

Katarina Djordjevic, social care inspector

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