

# 1232200

Registered provider: Total Care Matters Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is privately owned. It provides care and accommodation for up to three children with emotional and/or behavioural difficulties.

The registered manager is suitably qualified and experienced.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

### Inspection dates: 2 and 3 February 2022

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 18 November 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/11/2019	Full	Good
15/05/2018	Full	Good
14/03/2018	Interim	Improved effectiveness
18/04/2017	Full	Good

## Inspection judgements

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

Children are making good progress. They are happy and settled at the home. This is because staff provide good-quality care in a safe and secure environment.

The children know that staff care about them. As a result, they feel listened to and valued. They also enjoy positive and trusting relationships with one another.

Children are encouraged to have fun and enjoy themselves. They have lots of positive experiences and are given opportunities to try new activities. One child is particularly looking forward to a summer holiday this year. These experiences help to build children's confidence and improve their social skills.

Children's education attendance and progress is variable. One child is making good progress and is on track to achieve GCSE qualifications this year. Another child, who is awaiting a suitable school placement, engages with the staff in alternative educational activities away from the home. This provides structure to his day but is not fully addressing his educational needs. The registered manager has escalated her concerns about this lack of education to the placing authority.

Children are in good health. Where appropriate, staff support children to manage diagnosed conditions and prescribed medication independently. The management of medication is safe. There is good communication with health professionals to ensure children have access to specialist care when needed.

Children are supported to keep in touch with people who are important to them. Because staff engage well with families, all the children were able to spend Christmas Day with their families. Staff provide supervision and transport for children's visits to their families. As a result of this, positive family relationships have been supported for all the children.

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

Staff are committed to ensuring that children learn how to keep themselves safe. They create trusting relationships with children. As a result, children say they have adults in the home that they can talk to about any worries or concerns. The children have regular key-work sessions about safety and risks. They become safer over time.

Missing-from-care incidents decrease significantly as children settle into the home. Staff understand child protection well and know how to report any concerns. Safeguarding practice has been enhanced by the appointment of a safeguarding lead in the home; risk assessments and behaviour management plans have improved, with greater emphasis on analysis and debriefs.

When physical restraint has been necessary to maintain safety, it is used proportionately and appropriately. All incidents are reviewed by the manager and used as learning opportunities to identify the underlying causes and triggers. The use of restraint reduces over time as children adapt their behaviours and develop better strategies to manage their emotions. For one child, the improvement in behaviour has meant that he requires much less restrictive supervision and now has more independence.

Staff have a good understanding of why children behave the way they do. They know each child well and can identify their risks and vulnerabilities. This means that they can use strategies effectively to promote positive behaviour. Individual care plans set out clearly what action should be taken to keep children safe. Plans are reviewed regularly and updated in line with children's changing needs.

Allegations or concerns are handled well, with prompt referrals to appropriate safeguarding agencies. The well-being of the child is always prioritised. By ensuring that all safeguarding processes are managed in an open, transparent manner, the manager supports both the children and the staff. Links with the local authority designated officers are effective.

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

The registered manager is suitably qualified. She has many years' experience of working with children. She provides the home with clear direction and leadership. An experienced deputy manager adds to the effectiveness of the management team.

The staff value the manager and praise her supportive nature. The manager is described as approachable and inclusive. She ensures that staff have a clear focus on providing children with enriching, nurturing care.

Children are cared for by a skilled team. Training and development activities for staff are effective and can be tailored to meet the needs of individual children. The organisation has identified that behaviours such as aggression and self-harm reflect children's experiences of neglect and trauma, so have plans to deliver attachment and trauma-informed training to the team. This is likely to further improve the quality of care. Induction plans for new starters are thorough. A new member of staff said they were enjoying their job and felt well supported.

Professional supervision is provided regularly and focuses on children's needs and care experiences. The manager provides a reflective space in supervision to discuss incidents with staff. This practice has improved since the last inspection and is no longer a weakness in practice. Supervision now provides effective support and challenge to the staff.

Management oversight of the home is of generally good quality. However, some quality assurance reports do not currently include children's feedback.

## 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 registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and</p> <p>make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.</p> <p>(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))</p>	4 March 2022

## **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:** 1232200

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

**Registered provider:** Total Care Matters Limited

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

**Responsible individual:** Nasir Hyder

**Registered manager:** Fiona Deighton

## Inspector

Rachael Sprigg, Social Care Inspector

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