

1268530

Registered provider: Total Care Matters Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to three children who may experience social and emotional difficulties.

There was one child living at the home at the time of the inspection.

The home is led by an experienced and qualified manager.

Inspection dates: 4 and 5 March 2025

Overall experiences and progress of children and young people, taking into account	good
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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: 12 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2024	Full	Good
17/05/2022	Full	Good
07/12/2021	Full	Requires improvement to be good
24/08/2021	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Since the previous inspection, two children have left the home, and two new children have moved in. However, at the time of the inspection, there was one child living at the home. The inspector spent time with the child during the visit. There was a warm and lively atmosphere, with fun and laughter shared between the child and the adults who care for them. The children who come to live at the home experience a nurturing approach from the adults who provide positive and consistent care. This supportive environment enables children to develop positive, trusting relationships with the adults.

Children who are moving into the home can visit before they move in. Plans are well thought out before they arrive. Managers understand the importance of the home meeting the child's wishes and feelings prior to moving in. Additionally, children are able to bring their beloved pets with them and continue to care for them. This is important in helping the child feel wanted and cared for. The manager and adults work with social workers and others who know the child well to ensure everything is in place prior to them moving in. This collaborative approach helps the team support the child to settle on arrival and feel comfortable.

Children's time with families is encouraged and supported. Arrangements are in place to support children to spend time with their families, friends and with people that matter to them. Communication is strong, and adults understand the importance of this. This contributes to the stability of the children's placement.

Children receive appropriate healthcare support and attend routine appointments. This includes more specialist services when required. Adults work well with other health agencies to ensure that, when children move into the home, they are registered with all health services and their health needs are quickly addressed. This supports children to be healthy.

Children have a variety of opportunities to share their views, wishes and feelings. Children have weekly 'catch ups' with the adults. Adults involve children in all aspects of the home and always act on what they say, where possible. The skill of listening and respecting children is a core feature of this home. Adults understand the children well.

Children's education is a priority for adults. When children are home-schooled, adults work hard with education provisions, and alternative options are explored and accessed to motivate children to learn. Where children are not attending full-time education, the adults are adventurous in visiting museums and places of interest to widen children's knowledge and experience. This supports their development and learning.

The home is a calm, quiet and nurturing environment. Adults ensure that children develop a sense of belonging and stability. They see themselves as a family around the children, in a family home. This supports the progress and experience of the children.

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

Children enjoy trusting relationships built with the adults. Adults provide a strong and consistent routine, which children benefit from. Children grow in confidence and self-esteem. This supports children to feel safe and secure.

Safeguarding is a high priority in this home. Training, learning and reflections are discussed in one-to-one meetings and team meetings. Scenarios are explored, and reflections and learnings are made clear. This provides opportunities for staff to discuss and reflect on specific safeguarding issues, ensuring they remain at the forefront of each adult's practice and care. This approach is creating a culture whereby children's safety and well-being are central to everything the adults do.

Clear plans and risk assessments are in place, bespoke for each child, outlining their vulnerabilities and the events that have impacted them. These provide guidance and direction to adults to ensure that children learn and understand previous risks around them to help them stay safe. For example, sessions on how to keep safe online are provided to educate and empower children.

Although rare, when incidents occur, adults respond in a therapeutic way by listening, reflecting and being curious. Adults complete direct work with the child following any incident so that children can share their feelings. Adults also complete debriefs, reflections and learnings. These are becoming embedded into practice. This approach helps ensure continuous improvement of adults' care and support for children in understanding and managing the child's lived experiences.

Adults have a clear understanding of their safeguarding roles and responsibilities. Adults know how to report any concerns they may have. Safeguarding incidents are exceptionally rare. When they do occur, adults know how to respond and keep children safe.

The effectiveness of leaders and managers: good

The registered manager's dedication to both the well-being and development of those in her care, along with fostering an environment of respect and attentiveness, creates a strong foundation for positive outcomes. The emphasis on learning and growth not only benefits the adults and children but also sets a tone for continuous improvement within the home. The manager is focused on making real, lasting progress for the children, ensuring that their welfare and development are always at the forefront of the care that they provide.

The manager has effective management systems in place to monitor the quality of care. She understands the strengths and areas for improvement in the home. There is positive engagement with external agencies. The manager has a clear vision for the home and remains focused on bringing continued progress because she knows this will benefit children.

Adults speak with pride about the home and they enjoy their work. They express pleasure in spending time with the children and enhancing their experiences. They see themselves as a 'work family'. The adults have confidence in the manager and recognise how the home is improving under her leadership. Adults have regular focused team meetings. A culture of high aspirations is beginning to be embedded in staff practice. This supports children thriving in a nurturing home.

The manager and adults access support from the Health and Wellbeing Practitioner to bolster their skills, resilience and support. These sessions allow appropriate space for adults to discuss concerns and learn new skills to enhance the care for children. The manager understands the importance of adults' continued learning and development. Consequently, a consistent team is developing, and children are supported by adults who know them well.

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: 1268530

Provision sub-type: Children's home

Registered provider: Total Care Matters Limited

Registered provider address: 11 Chantrey Road, West Bridgford, Nottingham NG2 7NR

Responsible individual: Nasir Hyder

Registered manager: Fiona Deighton

Inspector

Thirza Smith, Social Care Inspector

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