

1268530

Total Care Matters Ltd

Monitoring visit

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 with emotional and/or behavioural difficulties. There were two children living at this home at the time of the visit.

Inspection date: 5 October 2021

This monitoring visit

A full inspection, carried out on 24 August 2021, identified several safeguarding concerns. As a result of this full inspection, Ofsted issued a restriction of accommodation notice. This meant that no more children could be admitted to the home.

The notice had immediate effect from 27 August 2021 to 19 November 2021 inclusively. Ofsted planned to return midway through this period to monitor the home's progress.

On 4 October 2021, Ofsted received a complaint. This complaint raised concerns about the staff's capacity to safeguard children. Due to the concerns raised, Ofsted carried out the planned monitoring visit the next day.

Relationships between the children have been harmful. Physical altercations between the children have not been managed safely by staff. This has led to children being injured. Consequently, not all children feel safe at the home.

Staff have not ensured that children received medical attention when they had been injured. Children have not received nurturing care when they have needed it, and their healthcare needs have not been promoted.

Staff have failed to supervise children's contact, leading to children being exposed to inappropriate discussions.

Safeguarding notifications to Ofsted and placing authorities are not always timely. Delayed notifications restrict external oversight of safeguarding practice.

Staff have not been effective in de-escalating situations when children have struggled with strong emotions. This has led to very difficult dynamics between the children in the home, which have sometimes been harmful. Staff do not have the knowledge or skills to ensure that conflict management is effective.

There are concerns that staff do not have the qualifications, skills or experience to manage behaviour effectively. Staff lack appropriate safeguarding knowledge.

Staff do not demonstrate a good understanding of children's individual needs. This has an impact on the quality of care provided.

As a result of this visit, the restriction of accommodation will remain in place and other enforcement options will be considered.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/08/2021	Full	Inadequate
25/02/2020	Interim	Sustained effectiveness
24/06/2019	Full	Good
06/02/2019	Interim	Sustained effectiveness

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (d)) This particularly refers to communicating effectively and consistently with placing authorities and social workers to ensure that children's needs are met.	8 November 2021
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare;	8 November 2021

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; and make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iv)(ix))	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— 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— 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; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; and de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(iv)(v)(ix)(xi)) This particularly relates to ensuring that children learn how to resolve conflicts, with staff being clear in their communication about acceptable behaviour.	8 November 2021
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—	8 November 2021

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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; 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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)) This relates to staff understanding and the implementation of each child's risk assessment, and their role in keeping children safe. Also, ensuring the safe use of social media, ensuring risk assessment and supervision of children on activities, and staff adhering to risk management plans.	
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; 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;	8 November 2021

ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)) This relates to ensuring that there is a stable, well-trained and qualified management and staff team who have the skills to deliver care as described in the statement of purpose.	
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— 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. (Regulation 13 (1)(a)(b) (2)(f)) This relates, in particular, to ensuring that managers analyse the capacity to deliver quality care and review the impact of frequent management and staff changes on children. Also, to ensure that induction, training, recruitment and retention are reviewed for effectiveness.	8 November 2021
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy Regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. (Regulation 27 (1)(a)(b)(i)(ii)(iii))	8 November 2021

For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))	8 November 2021
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	8 November 2021

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: 1268530

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: Nasir Hyder

Registered manager: Post vacant

Inspector

Amanda Ellis, Social Care Inspector

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