

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.

The manager registered with Ofsted in August 2024. The manager has been absent since December 2025. An interim manager is in post. The interim manager and the operations manager supported the inspection.

At the time of the inspection, there was one child living in the home and their views were sought.

Inspection dates: 10 and 11 February 2026

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	inadequate
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 4 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2025	Full	Good
12/03/2024	Full	Good
17/05/2022	Full	Good
07/12/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Staff have been slow to establish effective care. A lack of structure, routines and boundaries limits the child's progress. Although the child has settled into the home and developed valuable relationships with some staff members, staff do not have the skills or confidence to provide consistent care. This means that the child is not making notable progress.

The child does not have any education, training or employment in place. Staff have been unable to source suitable training and employment opportunities. As a result, the child is not making any progress in this area and their attainment is declining.

The child is registered with local health services, however, does not attend required health appointments. Staff continue to liaise with the professional network and encourage the child to attend appointments to ensure that their health needs are met. Despite this, on one occasion, staff provided the child with an over-the-counter medication, in line with their wishes. However, appropriate checks were not completed, and its safe use was not explored with medical professionals prior to the medication being provided. The required considerations were later given, and the medication was deemed unsuitable and discontinued. This placed the child at risk of harm.

Independence planning for the child is not yet embedded. There is no clear, structured plan in place to support the child's development of key skills. The child's views are not consistently reflected in care planning, and progress is not regularly reviewed. As a result, support to build age-appropriate independence skills is inconsistent and does not assist the child to prepare for adulthood.

The child receives good support to spend time with family and friends, which the child enjoys. However, staff are aware of concerns in some of the child's relationships but do not provide consistent support or intervention to manage these risks effectively.

How well children and young people are helped and protected: requires improvement to be good

Assessments of risk have been updated and include the most up to date information. However, these assessments have previously been inconsistent and of poor quality. This means that staff do not respond to known risks consistently. For example, risks related to substance misuse are known by staff, but their response to incidents is variable and does not address the known risks sufficiently.

There has been one allegation made about staff conduct. The allegation was not acted on swiftly. This incident was subsequently identified by the operations manager and fully investigated, after a significant delay. This means that any immediate safeguarding

actions for the child were not in place. The investigation has been completed and shared with safeguarding partners, including the local authority designated officer and Ofsted appropriately.

The child's areas of progress are recognised and celebrated by staff. However, rewards and consequences are predominantly financial. This does not support the child to understand and take learning from incidents or provide an opportunity for the child and staff to celebrate together. This limits opportunities for the child to build and strengthen relationships with staff.

Staff regularly reflect with the child following an incident. Staff understand the child's emotional needs and target their one-to-one discussions appropriately. The child is spoken to following an incident and their views are sought. However, further work identified in one-to-one discussions is not followed up. Therefore, an opportunity to provide the child with consistent support and guidance is missed.

Thorough recruitment processes are in place to ensure that staff working with children are suitable to do so. Leaders and managers have effective systems in place to monitor and review their continued suitability. Staff are from diverse backgrounds and bring different skills and experience to the child's care.

The effectiveness of leaders and managers: inadequate

Leadership and management is ineffective. Systems and processes in place have not identified shortfalls, or where improvement is needed. Since the last inspection, there have been changes to the management team. The registered manager is currently absent. An interim manager has been in post for two weeks and is being supported by an operations manager.

Leaders and managers are striving to establish clear expectations for staff. They are focussed on workforce development and the care provided to the child. Managers have identified key areas for improvement, including introducing clear planning for the child and implementing consistent management oversight. This is not yet embedded and therefore does not yet provide effective evaluation of the day-to-day running of the home, or the child's care and progress.

Despite the changes and challenges staff say they feel supported by managers. The interim manager has a thorough understanding of the individual needs of both the child and the staff team. Staff benefit from a detailed induction into their role and an ongoing training program to develop and strengthen their skills and knowledge in their job. Staff further benefit from training and support from the organisation's therapeutic team through regular one-to-one discussions and team meetings. However, specific training linked to the child's known risks has not been provided. This means that staff do not always have additional guidance to manage the risks safely and consistently.

Staff have not received regular supervision and have not had appraisals of their practice undertaken in line with the statement of purpose. The interim manager is addressing this

shortfall to ensure that staff have regular opportunities to reflect on their practice and strengthen their learning.

Leaders and managers have not sought regular feedback from the child or external stakeholders to support in the evaluation of the quality-of-care provided. This means that valuable opportunities to identify emerging areas for development have been missed.

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, The 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
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— 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; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e)) In particular, the registered person must ensure that staff implement and manage suitable and age-appropriate routines in the home.	6 May 2025

The registered person must also ensure that assessments of risk are regularly reviewed, updated and contain all known risks, and that staff follow these plans consistently. The registered person must also ensure that staff respond to substance misuse plans in a consistent way. The registered person must also ensure that health needs and medications for children are understood and monitored by the staff team. Staff must seek external medical guidance prior to the administration of over-the-counter medications. The registered person must ensure that staff consistently implement and monitor independence work in line with agreed 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; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and	6 May 2025

feedback on the experiences of children, including complaints received; and

use monitoring and review systems to make continuous improvements in the quality of care provided in the home (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(f)(g)(i)(ii)(h))

In particular, the registered person must ensure that there is consistent and evaluative management oversight of all incidents and the day-to-day running of the home.

The registered person must also ensure that feedback is obtained from children, professionals and family to improve the quality-of-care provided.

The registered person must also ensure that staff receive appropriate or additional training to meet children's individual needs.

The registered person must also ensure that the staff team are provided with regular supervision and appraisals of their practice in line with the home's statement of purpose.

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

Inspectors

Caroline Coop, Social Care Inspector
Louisa West, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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