

# 1268530

**Total Care Matters Ltd**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is privately owned and provides care and accommodation for three children and young people with emotional and/or behavioural difficulties.

**Inspection date:** 12 November 2020

## **This monitoring visit**

This monitoring visit was carried out to review concerns about management and staffing arrangements, and the potential impact on children.

This home has not had a registered manager since March 2019.

The independent visitor reported that the acting manager and deputy manager were resigning from their posts. This left the home without managers and with an unqualified staff team. The provider is aware of this situation and has arranged for a senior leader within the organisation to provide day-to-day support until the newly appointed manager comes into post. It is anticipated that this new, experienced manager will apply for registration with Ofsted.

Managers have not monitored recruitment and retention trends. This does not promote a stable workforce, nor does it provide continuity of care for children.

The current staff team is wholly female. The home accommodates three male children. This gender imbalance is significant to the needs of the children. Children will miss having a male role model in the home.

Despite the current instability, children benefit from the care and support provided. Staff make sure that the children have good daily routines, and they have endeavoured to provide children with consistency and promote their development. Staff have received appropriate training, but they are not yet qualified.

The lack of robust management has affected management monitoring processes. Managers have not completed internal monitoring reports. This means that managers have not reviewed the effectiveness of care.

Ofsted has not received an up-to-date statement of purpose. As a result, the regulator has not been able to track the operation of the home.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 25/02/2020      | Interim         | Sustained effectiveness         |
| 24/06/2019      | Full            | Good                            |
| 06/02/2019      | Interim         | Sustained effectiveness         |
| 23/04/2018      | Full            | Requires improvement to be good |

## 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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(c)(e))</p> | 19 December 2020 |
| <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 19 December 2020 |
| <p>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))</p>                                                                                                                                                                                                                                                                                                                                                                               | 19 December 2020 |
| <p>The registered person must 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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 19 December 2020 |

|                        |  |
|------------------------|--|
| (Regulation 45 (4)(a)) |  |
|------------------------|--|

## Recommendations

- The registered person should monitor and review the patterns and trends of turnover of staff, whether agency or directly employed, and be able to understand and, where possible, address any negative trends. ('Guide to the children's homes regulations including the quality standards', page 54, and paragraph 10.19)
- Whenever possible, staff in day-to-day contact with children should include staff from the different gender groups. Where the home's Statement of Purpose makes it explicit that the home uses staff of one sex only, clear guidance will need to be in place and followed as to how children are enabled to maintain relationships with people of a different gender. ('Guide to the children's homes regulations including the quality standards', page 54, and paragraph 10.22)

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:** Sean Dunne

**Registered manager:** Post vacant

## Inspector

Amanda Ellis, Social Care Inspector

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