

1268530

Registered provider: Total Care Matters Limited

Full inspection

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

The manager is suitably qualified and experienced.

Inspection dates: 17 and 18 May 2022

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: 7 December 2021

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/12/2021	Full	Requires improvement to be good
24/08/2021	Full	Inadequate
25/02/2020	Interim	Sustained effectiveness
24/06/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home currently provides care for one child. He likes living alone and benefits from the constant adult attention. He has lived here for a number of years. He is settled at home and happy.

The child has trusted relationships with the staff. His individual needs are known to the staff, who invest quality time with him. He is listened to and takes part in day-to-day decision-making about his life. Consequently, the child is making good progress in all areas.

The child is doing well at school and has 100% attendance. Staff are ambitious for the child and have supported him to secure a college placement. He takes part in many community-based activities and is looking forward to a school residential trip. One education professional said: 'We have seen a big improvement in the child's care since last year. The staff have a better understanding of his needs and communicate with us much more effectively.'

The child is supported to develop his independence, in line with his individual learning needs. Creative key-work sessions help to educate the child about keeping himself safe and preparing for adulthood. The staff are working alongside the placing authority and his school to deliver consistent care and boundaries. This thoughtful care planning will ensure that the child leaves care at the right time and receives the appropriate adult care services he will need in the future.

The child is in good health. The staff have encouraged a much healthier lifestyle in the last six months. The child now enjoys a varied and nutritious diet and takes regular exercise. Specialist help has been made available to the child in respect of therapy when needed. This has resulted in better health outcomes for him.

The staff offer lots of support to the child in maintaining relationships with people who are important to him. Previous carers are welcome visitors to the home, which promotes meaningful relationships. The child has been sensitively supported to rebuild a relationship with a parent and sibling this year. A parent said: 'The staff have been fantastic. The manager has been really helpful and approachable.'

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

The child living at the home says he feels safe, and that staff keep him safe. The child's social worker feels that being the only child in placement has made him safer. The child can identify a number of trusted adults he can talk to at home. There have been no safeguarding incidents involving the child since the last inspection.

There are no current risks for this child associated with offending, self-harming or going missing. He does not misuse alcohol or drugs. Individual risk assessments are regularly reviewed and monitored to minimise risk of harm.

The child has received help to manage his emotions. The staff have introduced a non-verbal communication system which uses colour-coded cards to visualise and identify a variety of emotions. This has improved communication between the child and the staff team, resulting in positive behaviour.

Staff use de-escalation and distraction methods effectively to promote positive behaviour. They can identify triggers and alternative strategies that are specific to the needs of the child. This means the child does not need to be physically restrained; there have been no incidents of restraint since the last inspection. Consultation with the home's drama therapist helps staff to reflect on and find strategies for supporting the child. This has been beneficial to his care.

The child enjoys spending time on the internet. He has a mobile phone and a gaming device. He likes to watch videos and listen to music online. Staff understand the risks the internet may pose to children. Well-established safeguarding practices and daily device checks ensure that the child is safe online.

The physical home environment is safe for the child. The home is secure and protects the child from harm. Risk assessments in relation to the home's remote location are regularly reviewed. A current refurbishment of the home's internal decor should continue and will ensure that the home is a warm and welcoming place to live.

The effectiveness of leaders and managers: good

The home is managed effectively by a qualified and very experienced manager. He has driven significant improvement in the home since his appointment. His focus has been improving the care of children and resourcing the home with staff who can meet their needs. Urgent action was taken following the last inspection to improve the quality of care in this home.

The manager has addressed the requirements and recommendations made at the last inspection. There are no longer shortfalls in practice. This demonstrates his commitment to the home and his capacity to deliver significant improvements in a relatively short time.

The child's plans are understood by the staff team. Communication has improved with stakeholders. This has enabled the team to work positively with partner agencies and professionals. The placing authority said: 'All our previous concerns have been resolved; his care has much improved.'

Training activities have focused effectively on the child's specific needs. Managers and staff have recently attended training for attachment and trauma, autism

spectrum disorder and harmful sexual behaviours. Staff report that this has been positive and of benefit to their work.

Staff receive regular supervision from a manager. This is focused on the child's needs and is a reflective space. Managers have recently introduced a well-being supervision for staff as part of their employee support programme. This recognises the emotional impact of caring for children on staff and promotes resilience within the workforce. Staff report improvements in morale since the last inspection and give praise to the manager for his supportive and inclusive leadership style.

The company directors and manager have a clear understanding of the home's strengths. They are committed to maintaining the improvements made since the last inspection. Child-centred decisions have been made about any new children coming to live at the home, ensuring that the welfare of the child already here is pivotal to any admission decisions.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of the children. Homes should seek, as far as possible, to maintain a domestic rather than 'institutional' impression. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 230 Bathley Street, The Meadows, Nottingham, Nottinghamshire NG2 2ER

Responsible individual: Nasir Hyder

Registered manager: Shaun Oakes

Inspector

Rachael Sprigg, Social Care Inspector

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