

1268530

Registered provider: Total Care Matters Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to work with up to three children and young people aged between seven and 17 years of age. The home caters for males and females who have social, emotional and behavioural difficulties. The home has been developed to cater for young people who are ready for the transition into independent living.

The registered manager resigned at the end of February 2018 and a new manager was appointed. The new manager has applied to Ofsted to be registered.

Inspection dates: 23 to 24 April 2018

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	requires improvement to be good
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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: This is the first inspection since the home was registered in December 2017.

Enforcement action since last inspection: none

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
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. (Regulation 12 (2)(a)(i)) This is with specific reference to ensuring that impact/compatibility assessments completed are robust in identifying risks and behaviours of all young people living in the home. Additionally, information contained in young people's risk assessments must be a clear reflection of current risks.	08/06/2018
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 ensure— that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13(2) (c))	22/06/2018
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	22/06/2018

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to ensure— that the home has sufficient staff to provide care for each child; and that the home's workforce provides continuity of care to each child. (Regulation 13(2)(d)(e)) This includes ensuring that there is sufficient time for the manager to carry out her managerial tasks.	
The registered person must 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))	08/06/2018
The registered person must ensure that at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (2) (a))	08/06/2018
The registered person must recruit staff using recruitment procedures that are designed to ensure the children's safety. The requirements are that full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3) (d)) This is with specific reference to ensuring that a full employment history is obtained and that any gaps are explored and reasons for the gaps recorded.	08/06/2018
The registered person must ensure that each employee completes an appropriate induction. (Regulation 33 (1) (a)) This is with specific reference to ensuring that the induction provided fully prepares staff to carry out their roles and responsibilities effectively.	08/06/2018
The registered person must ensure that all employees undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4) (a) (b)) This is with specific reference to ensuring that all staff receive all the required mandatory training. Also, that all staff receive	08/06/2018

regular supervision.	
The registered person must ensure the home maintains records (case records) for each child which include the information and documents listed in Schedule 3 in relation to each child; ensure records are kept up to date and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))	08/06/2018

Inspection judgements

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

Young people are developing some positive relationships with staff. Staff present as caring and dedicated. However, staff turnover and the inexperience of some staff have resulted in a lack of consistency. Young people have not always understood why decisions have been made or why agreed procedures have not been followed.

Some decisions to admit young people have been made without leaders and managers having sufficient background information and without them fully considering the impact on existing young people. However, the new manager is addressing this. She also recognises the importance of passing on detailed information when a young person moves to another placement. A manager from another children's home where a young person moved to wrote, 'It's a refreshing change that you are keeping me in the loop with important information regarding the young person. It is so helpful and appreciated as we all have the young person's best interests at heart.'

Despite a lack of background information being available, young people have made progress in the short time they have lived at the home. A young person who has not been in school for most of their secondary education is now regularly attending an alternative education provision. The same young person has been supported to obtain a part-time job at weekends, which they thoroughly enjoy. This is helping them to increase their social skills and take responsibility for their actions. This also increases their life chances.

Young people benefit from living in a home that is decorated and furnished to a very high standard.

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

Some staff failed to recognise a safeguarding concern raised by a young person which had the potential to place that young person at risk of harm. This calls into question the effectiveness of the safeguarding training. However, the manager took immediate remedial action when she became aware of this safeguarding concern. The manager has provided 'lessons learned' training for all staff. Staff are now clear about what constitutes a safeguarding concern and how to report concerns.

Young people's risks are well documented in their individual risk assessments. Risk assessments are reviewed regularly. However, some information is not current and this can lead to confusion.

Recruitment practices are not always robust. This means that the suitability of staff is not fully considered. Gaps in employment are not always fully explored.

Young people have started to make progress in reducing their risk-taking behaviours. They do not go missing as often as they used to. This means that they are safer.

The effectiveness of leaders and managers: requires improvement to be good

The home has gone through an unsettled period since opening. This can be attributed to a number of factors:

- The registered manager resigned in February 2018.
- A number of staff have not worked in children's homes before or have not worked with young people who present with challenging behaviours.
- The staff had not had time to develop as a team and complete their inductions and training before the first young person was admitted.
- Sufficient staff had not been employed to cover any staff absences. This has resulted in staff from the company's other children's homes working at the home. This does not ensure consistency of care.

All staff received an induction which included some training when the home opened. However, the effectiveness of the induction and training has not been assessed. The findings from this inspection indicate that some staff have not fully benefited from the induction. Staff have not received all the relevant training, including first aid training.

The home's statement of purpose has not yet been updated to reflect staff changes.

The new manager is experienced and knowledgeable. She understands the strengths of the team and the areas for development. However, she has regularly been working alongside new and inexperienced staff to provide direct supervision and guidance, and has not had sufficient time to develop management systems.

There is a real commitment to partnership working. The manager is not afraid to challenge professionals when young people are not receiving the services that they need. Positive feedback has been received from professionals. For example, a teacher spoke very positively about the way staff share information.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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, Nottingham NG2 2ER

Responsible individual: Sean Dunne

Registered manager: Post vacant

Inspector(s)

Katarina Djordjevic, social care inspector

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