

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 and accommodation for three children and young people who have emotional and/or behavioural difficulties.

The registered manager resigned in March 2019 and interim management arrangements were put in place. A new manager was appointed in May 2019 and is in the process of applying to register with Ofsted.

Inspection dates: 24 to 25 June 2019

Overall experiences and progress of children and young people, taking into account **good**

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

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

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 6 February 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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
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 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 (1)(a)(b)(2)(d)(e)) This relates to the need to improve staff retention to ensure that children receive consistent, dependable care.	30/09/2019
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 (1)(a)(b)(2)(c))	30/09/2019
The registered person must keep the statement of purpose	31/07/2019

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))	
The registered person must recruit staff using recruitment procedures that are designed to ensure 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 (1)(3)(d)) This is with specific reference to ensuring that all issues of potential concern and gaps in employment are always explored and recorded.	31/07/2019

Recommendations

- Children's case records must be kept up-to-date and signed and dated by the author of each entry. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)

This is with reference to ensuring that children's care records accurately reflect current needs and risks.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy and settled. They are making good progress even though the home has had a high level of staff turnover until recently. Children have now started to develop trusting relationships with the new staff.

Children receive good and individualised care that has helped them to make strong progress. Children's care records are detailed and child-friendly. Children are involved in producing them. However, some care records do not include all necessary information and are not always updated when there is a change of need.

Children's self-esteem and confidence grow because they feel listened to and are praised for their achievements. Children play age-appropriate games and take part in a range of fun activities. Staff encourage and support them to try new activities and to join local clubs. This helps them to become more independent.

Education is a priority in the home. Staff are good advocates for children, ensuring that they receive the education and support that they need. Staff ensure that they research the quality of schools in the local area so that children have the best opportunities to reach their potential. Children are making good progress in school. Their attendance is very good. Staff are proactive and work quickly to find education provisions for new children admitted to the home.

Children have their physical, emotional and psychological health needs met. They benefit from informative key-work sessions designed to ensure that children know how to lead healthy lives, to avoid health risks and to take regular exercise. Over time, children learn to take responsibility for their own health and begin to make healthier lifestyle choices.

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

Children feel safe. They know how to make a complaint or to raise any concerns and know that they will be listened to.

Staff understand their safeguarding responsibilities and are not afraid to use the whistleblowing procedures. Allegations made against staff are dealt with promptly and referred to the relevant agencies. This helps to protect children and helps them to feel safe and secure.

Children's behaviour improves over time. Staff have implemented clear boundaries, routines and structures so that children know what is expected of them. Their anxieties have reduced as they have settled into the routines of the home. Consequently, the use of physical interventions has reduced since the last inspection. Children rarely go missing. However, each child has an individual going missing protocol, which staff follow when the need arises.

There have been improvements to recruitment practices that have addressed issues around employing suitably experienced staff and improved staff retention. However, on occasions, gaps in employment history and other potential issues identified from application forms have not been fully explored or fully recorded.

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

Staff turnover has continued to be high. The registered manager left in March 2019 and interim management arrangements were put in place. A new manager took up post in May 2019 and has been supported by the interim manager and deputy manager. The new manager is in the process of applying to register with Ofsted. The home has had three managers since its registration in December 2017. Management and staff instability has the potential to impact on the quality of care provided to children. Senior managers have produced an action plan to address the high staff turnover.

The interim manager and deputy manager have provided some stability in the last three months by providing clear leadership and direction to staff. Although staff feel well

supported by the management team and are now receiving regular supervision, most of the staff team members are new and many do not have previous experience of working with children in residential care. Staff are provided with a range of mandatory training. However, the high proportion of new staff means that few staff members are suitably qualified.

Staff and managers demonstrate a commitment to partnership working. However, comments from other agencies are variable, with some saying that communication could be improved. Inconsistencies in communication and information sharing can be mainly attributed to the high turnover of staff.

There is a range of management monitoring systems. However, some of the shortfalls regarding children's care records can be attributed to a lack of management monitoring. The quality of management monitoring has been impacted by the amount of time that managers have spent inducting new staff and providing direct practical guidance on shifts.

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, Nottinghamshire
NG2 2ER

Responsible individual: Sean Dunne

Registered manager: Post vacant

Inspector:

Katarina Djordjevic: 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
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