

1268530

Registered provider: Total Care Matters Limited

Interim 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 a new manager was appointed in May 2019. However, the new manager has recently left, without having registered with Ofsted. Temporary management arrangements are in place.

Inspection date: 25 February 2020

Date of last inspection: 24 June 2019

Judgement at last inspection: good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.
At the interim inspection, Ofsted judges that it has sustained effectiveness.

The home has been without a registered manager since April 2019. A manager was appointed in May 2019 but there were delays in receiving her application to register with Ofsted. She has recently left, and the deputy manager has taken on the manager's position temporarily. The home has been without a registered manager for a significant period of time.

Despite this shortfall, young people receive good-quality care and make good progress during their time at the home. This is because they are cared for by a committed staff team. Young people benefit from positive relationships with staff who understand why they behave the way they do. They share lots of fun experiences with staff.

There is a commitment to improving the quality of care for young people. All the requirements made at the previous inspection relating to leadership and management have been addressed.

Staff retention has improved since the last inspection. Staff are happy in their work and feel valued and listened to by managers. This has helped to provide continuity of care for young people. Young people are learning how to form positive attachments and have begun to realise that staff do not give up on them. This helps them to feel safe, secure and valued.

The majority of staff employed since the last inspection have not worked in children's homes before. However, they have all worked with children and young people in a caring or educational role. Staff understand young people's needs very well and are good advocates for them.

Young people's behaviours improve over time and the number of incidents involving the use of physical intervention reduces. Staff are resilient and remain professional in their approach to all young people, even though many of the staff have sustained injuries during incidents. Staff do not give up on young people. A social worker praised the staff team for their tenacity in managing a young person's behaviour.

Although the manager completed a review of the quality of care in January 2020, the registered provider did not send a copy of the report to Ofsted as required.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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
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. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii)(2)(a)(b))	30/04/2020
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. (Regulation 45 (4)(a))	25/03/2020

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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
NG2 2ER

Responsible individual: Sean Dunne

Registered manager: Post vacant

Inspector

Katarina Djordjevic, Social Care Inspector

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