

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 privately owned and provides care for up to 3 children who may experience social and emotional difficulties.

At the time of this inspection, one child was living in the home, and their views were sought.

The registered manager was dismissed by the organisation in March 2026 following a period of suspension. However, they have not yet submitted their cancellation to Ofsted. An interim manager was appointed in February 2026 but is not yet registered with Ofsted.

Inspection dates: 26 and 27 May 2026

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: 10 February 2026

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
10/02/2026	Full	Requires improvement to be good
04/03/2025	Full	Good
12/03/2024	Full	Good
17/05/2022	Full	Good

Summary of findings

The child's progress into independence is supported by newly implemented planning but has been slow to progress. Staff support the child's educational aspirations and use alternative pathways to help them achieve their goals. Risks are managed effectively, with staff responding proactively to safeguarding concerns, particularly around substance misuse. Leaders and managers work cohesively with the professional network and the child's family. Leaders and managers are committed to improving outcomes for the child, and enhanced managerial oversight has supported staff to improve the quality of the care provided. Shortfalls identified during the inspection are recognised by leaders and managers, who are taking appropriate action to improve practice without further delay.

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have worked to strengthen relationships and build trust with the child to better support their preparation for adulthood. In conjunction with the local authority, the manager has developed a plan to promote the child's independence and support the development of key life skills; however, this is not yet embedded in practice. Staff are implementing structure and routines to support independence, although progress in this area has been slow.

The child is not currently in education or employment. Staff have successfully identified training and apprenticeship opportunities to support the child's learning and access to employment. While some of these opportunities have not been successful, staff continue to work with the child and partner agencies to identify ongoing and creative options for education and training.

The child is registered with all local health services; however, they do not attend all required healthcare appointments. Staff understand the child's health needs and hold regular one-to-one discussions with the child, emphasising the importance of attending appointments and maintaining overall health. Staff arrange necessary appointments and liaise with medical professionals to encourage the child's attendance and seek guidance when required.

Staff place importance on promoting and maintaining the child's relationships with the people who matter to them. The child is supported to spend meaningful time with family members, and staff recognise the positive impact this has on the child's wellbeing. One family member said that they have no worries at all and can speak regularly with staff if needed.

The interim manager and staff have focused on improving communication and strengthening relationships with partner agencies. Leaders and managers appropriately challenge other agencies when responses do not sufficiently meet the child's needs.

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

Overall, staff responses to safeguarding concerns have strengthened. The manager maintains oversight of all incidents, providing a holistic evaluation and identifying any necessary actions. Any shortfalls in staff responses are promptly identified and addressed, with learning shared across the wider team. This ensures that staff practice is consistently supported to improve.

Staff understand the risks that the child may face. Risk assessments are regularly reviewed, updated and shared with staff, and they are generally followed consistently. However, guidance relating to the safe monitoring of the child's medication is not fully considered or sufficiently detailed to ensure a consistent approach by staff in this area. The manager acknowledges this shortfall and has taken immediate steps to strengthen the oversight and management of medication.

Risks specific to the child, such as substance misuse, are well understood by staff. Through strengthened relationships and a focus on education, particularly in relation to the impact on the child's progression towards independence, staff have supported a significant reduction in incidents at the home.

The child knows how to make a complaint. The manager listens to the child and takes their concerns seriously. Investigations are carried out as required, with appropriate liaison with the local authority when necessary. The child is kept informed and receives a formal response. Consequently, the child feels heard and valued.

The effectiveness of leaders and managers: good

The organisation dismissed the registered manager for failing to uphold their leadership responsibilities. During the investigation period, alternative management arrangements were put in place while the registered manager was suspended. A new manager has since been recruited and has supported the workforce effectively through this period of change.

Leaders and managers work collaboratively and demonstrate a good understanding of the service's strengths and areas for development. The interim manager has implemented new ways of working, reflected on previous inspection findings, and taken effective action to strengthen practice and improve the quality of care for the child. However, leaders and managers have not consistently ensured that the independent visitor meets regularly with the child and provides opportunities for their feedback to inform care planning.

The interim manager has strengthened monitoring and oversight systems to better identify areas for improvement and support staff practice. They maintain evaluative oversight of incidents, discussions and the day-to-day running of the home, and they promptly identify areas where staff practice can improve. Learning is regularly shared with the staff team, supporting ongoing learning and development. However, the most

recent quality of care review was not in line with regulatory requirements. The interim manager has plans in place to ensure that future reviews are of a good standard.

Staff report feeling well supported through regular supervision sessions and learning discussions in monthly team and clinical meetings, with input from the provider's clinical team. This helps staff to understand and embed the preferred model of care. One staff member said, 'I know I can always talk to them if anything has happened.' Staff also benefit from a detailed induction and training schedule, and any additional training needs are addressed promptly. However, 2 members of staff have not attained the required qualification within the expected time frame. The manager is addressing this shortfall.

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, The 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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)(e)) In particular, the registered person must ensure that: staff implement and maintain suitable, age-appropriate routines in the home;	19 August 2026

staff respond to substance misuse plans consistently; staff understand and monitor children's health needs and medications. The registered person must maintain appropriate oversight of prescription medications and ensure that any self-administration is suitably monitored, with appropriate safeguards in place; staff consistently implement and monitor independence work in line with agreed plans.	
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— 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; ensure that staff work as a team where appropriate; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(f)(g)(i)(ii)(h))	19 August 2026

In particular, the registered person must ensure that there is consistent and evaluative management oversight of all incidents, including the administration and management of medication. The registered person must also ensure that feedback is routinely obtained from children, professionals and family members. This includes ensuring that the independent visitor meets regularly with children and obtains their views and wishes. This feedback must inform the home's regular quality of care reviews, supporting continuous improvement in the standard of care provided.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (1) (2)(a) (3)(b) (4)(a)(b) (5)(a))	19 August 2026

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: 11 Chantrey Road, West Bridgford, Nottingham NG2 7NR

Responsible individual: Nasir Hyder

Registered manager: Fiona Deighton

Inspectors

Caroline Coop, Social Care Inspector
Sarah Tilbury, Social Care Inspector

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