

2532661

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 for up to three children who may experience social and emotional difficulties. There was one child living in the home at the time of the inspection. No other children have lived in the home during this inspection period.

The manager registered with Ofsted in December 2024. This manager also manages another setting.

Inspection dates: 16 to 17 September 2025

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: 28 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/08/2024	Full	Good
14/11/2023	Full	Good
27/09/2022	Full	Requires improvement to be good
30/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Overall, the experiences and progress of the child are good. Staff develop strong relationships with the child and understand their needs well. Staff support the child to develop independence skills and plan for their future.

The child's education is personalised, and they attend regularly. They are making good progress. Staff support the child to explore further education and employment options. With help from staff, the child secured a volunteering job, which they enjoy. The child has made positive links with the local community. Staff celebrate the child's progress.

Staff support the child well to share their wishes, feelings, and views. One-to-one chats between staff and the child are regular and focused on the child's needs. Staff act in response to the child's wishes and feelings. The child feels listened to.

Staff encourage the child to engage in activities and experiences. The child enjoys playing pool with the staff regularly in the community and enjoyed a summer holiday with a variety of activities. This has developed their social and emotional skills and confidence.

Staff support the child to see their family. The child is struggling to understand their childhood experiences so far. Although the local authority has undertaken this work, this has not been shared with the manager.

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

Staff understand the risks and vulnerabilities of the child, and these are documented in detailed risk assessments. The risk assessments help staff plan effectively how to recognise and respond to risks. The child's social worker said that risks associated with the young person have significantly reduced.

There have been no allegations or complaints made about the staff by the child. There has been no significant incidents or need for physical intervention. The child has not been missing from home during this inspection period.

Staff support the child to take age-appropriate risks in a planned and supportive way. The child in the home feels safe. They can identify trusted adults that they feel confident speaking to if they have any worries.

Staff help the child to understand and manage their feelings and behaviours safely. Sanctions are not used. Staff celebrate positive behaviours.

When managers recruit new staff to work in the home, they have clear processes that are followed which align with safer recruitment practices. This means all staff are suitably vetted before working with children.

The effectiveness of leaders and managers: good

The manager is experienced and enthusiastic about positive outcomes for the child. They are committed to continue improving the care provided to the child. The manager and deputy manager are verbally reflective about practice.

Monitoring and oversight of the functioning of the home by the manager is evident. This includes reflection and critical evaluation of staff practice. The manager has developed more in-depth evaluation of the care provided to the child. This is not yet embedded.

Staff feel well supported by the manager and deputy manager. One member of staff said the leadership from managers has been vital to consistent efforts to ensure the child gets the best possible experience from his time living in the home.

Team meetings and professional supervision are held frequently. They consider the individual needs of the child and the support required by staff to provide the best care possible. The meetings explore the homes preferred model of care and encourage staff to use empathy and curiosity with the child. Professional supervision does not always consider safeguarding discussions. The manager plans to use scenarios to further develop staff care practice.

Staff have access to a wide range of training. Not all staff have completed mandatory training or refresher training. This impacts development of staff knowledge and skills. Two members of staff have not yet completed the necessary qualifications within the required timescales.

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— 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) (2)(c)) The registered person must ensure that all staff are supported to complete and update training to support their care practice and development.	13 November 2025
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; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))	13 November 2025

The registered person must ensure that all staff are registered on the diploma and complete this within the set timescales.	
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Recommendations

- The importance of understanding who we are and where we come from is recognised in good social work practice, for example through undertaking life story work or other direct work. Staff in children's homes should play a full role in work of this kind. ('Guide to the Children's Homes Regulations, including the quality standards,' page 16, paragraph 3.14)

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: 2532661

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: Stacey Meaney

Inspector

Kathryn Hurley, Social Care Inspector

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