

2669259

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 owned and managed by a private company. It offers care for up to four children who may experience social and emotional difficulties.

The manager has been registered with Ofsted since April 2025.

At the time of the inspection, one child was living in the home and contributed to the inspection. Another child moved out during this inspection period.

Inspection date: 19 November 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: 4 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/06/2024	Full	Good
20/02/2024	Full	Requires improvement to be good
13/09/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff understand the importance of building and maintaining positive, trusting relationships with children. Staff invest time in getting to know children and understanding their needs. Children feel valued and listened to.

Staff support children to have positive daily routines and engage in meaningful activities within the home and local community. For one child, this supported them to make friends and experience positive social opportunities.

Staff demonstrate a good understanding of children's identity, background and heritage. They work sensitively to ensure that these aspects are recognised, celebrated and incorporated into children's lives.

Staff support children to positively re-engage with education after they have experienced long periods of time away from learning. Staff work closely with education providers and professionals to ensure that children receive encouragement and guidance to make positive progress.

The manager considers the suitability of children coming to live at the home by completing thorough assessments, ensuring that each child's needs and risks are carefully considered. When children move in and out of the home, staff provide sensitive and well-planned support, giving children positive starts and endings to living at the home.

Staff have regular, meaningful discussions with children that are relevant to their needs and risks. These conversations are educative in nature and help children understand their circumstances, make informed decisions and develop safer coping strategies.

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

Staff understand children's individual risks and vulnerabilities well. Staff respond consistently and effectively in line with children's risk assessments and support plans. These plans are detailed, clear and regularly updated to reflect emerging needs or changes in circumstances.

When children go missing from the home, staff make determined and creative efforts to maintain contact with the child, offering reassurance and promoting the child's safety. Staff work proactively with external agencies and follow agreed procedures. Staff also provide children with nurture and care when they return home.

Staff encourage positive risk-taking where appropriate. Staff balance children's developing independence with their assessed risks, supporting them to make safe choices and understand how to keep themselves safe.

Leaders and managers respond appropriately to allegations and in line with statutory guidance, ensuring the safety of both children and staff. Staff have a good understanding of safeguarding procedures and demonstrate confidence in recognising and reporting concerns.

The effectiveness of leaders and managers: good

The manager's oversight within the home is strong and consistent. The manager has brought stability to both the home and the staff team following a period of management changes. This stability has contributed to improved consistency of care and a more settled environment for children.

Staff say that they feel well supported by both the manager and the deputy. They describe leaders as approachable, knowledgeable and readily available when advice or guidance is needed.

Staff benefit from regular supervision. Managers ensure that supervision sessions support staff development, while providing appropriate challenge, enabling staff to reflect on their practice and address areas for improvement. Staff also value team meetings as opportunities for professional reflection, facilitated further by the involvement of the therapeutic lead.

Leaders and managers maintain positive working relationships with children's wider professional networks. Leaders and managers are reflective and receptive to feedback from stakeholders, taking on board and actioning areas for development.

Where children's plans require additional input or action from partner agencies, leaders and managers escalate concerns appropriately. They challenge and advocate for children effectively to ensure that children receive the support and services they need.

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: 2669259

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: Liam Kinnear

Inspector

Chloe Harvey, Social Care Inspector

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