

2781336

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. It is registered to provide care for up to three children who may have emotional and/or behavioural difficulties.

There were no children living at the home at the time of inspection.

The manager is not yet registered with Ofsted.

Inspection dates: 30 September and 1 October 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: 25 June 2025

Overall judgement at last inspection: not applicable

Enforcement action since last inspection:

An assurance inspection took place on 25 June 2024. A condition was placed on the registration of the home, which required the provider to give Ofsted three months' notice of their intention to welcome a child to the home. The condition was removed following a monitoring visit on 16 October 2024.

Inspection judgements

Overall experiences and progress of children and young people: good

The provider has cared for two children since the home registered. They both moved on earlier than planned. The children were well cared for; however, they did not settle as well as expected. One child moved to the home from a remote location to increase their independence skills and live nearer to family. They found this adjustment difficult. Consequently, their care plan had to change. The other child had lived at several different homes previously. These experiences affected their ability to trust adults. Despite best efforts the child did not feel comfortable with some members of the staff team. This further impacted on their ability to accept care from adults and develop a sense of permanence.

Managers have learned from children's experiences. They have adjusted their processes of information gathering about children before offering children a home. Ofsted is assured that managers are making considered decisions about children they welcome into the home in the future.

The staff provide children with opportunities to develop positive relationships. They have meaningful direct discussions with children to help them with their difficulties. For example, talking to children about their feelings, having healthier lifestyles and the impact of using substances. These sessions teach children about their health and show children they are cared about.

One child attended school regularly supported by the staff. The other child struggled due to the timing of their move to the home. Managers and staff worked with the child and other agencies to try and progress their education. However, their attempts were not effective. Following inspection, managers recognise the importance of escalating their concerns with external agencies to ensure that children's care plans progress.

Children are provided with a range of activities. They see people who are important to them, and children are encouraged to have visitors to their home. Children have access to an advocate. This ensures they have opportunities to discuss their wishes and feelings including issues which could affect their wellbeing.

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

Staff understand the risks posed to and from children well. Risk management plans are well considered and contain pertinent information to help staff keep children safe. Managers and staff work closely with other professionals to ensure that they receive specialist services when risks increase.

The managers and staff respond well when children are missing. They work creatively to encourage children home through messaging, phone calls and speaking to their friends. They share information with family members and other agencies in a timely way to try

and locate the child as quickly as possible. One parent and child told me the staff 'went above and beyond' to minimise risks to them when they were missing.

Children are spoken to after a missing incident. However, they are not always having independent return interviews. This is a missed opportunity for the child to share information which could be important for their future safety. To mitigate this the manager shares any information they gather with the relevant agencies and requests multi-agency meetings where necessary.

Children have made allegations of harm about staff. Relevant agencies are notified, and, for one child, a plan was in place to support them and the staff. However, allegations are not being investigated by the provider. This has not yet affected children's safety, but if not rectified it has the potential to put children at increased risk of harm.

Staff are trained to support children when they become distressed and overwhelmed by their feelings. They have been required to use physical interventions to keep one child safe in some difficult situations. Most physical interventions are implemented well. However, there are some shortfalls in this area of practice. On one occasion a member of staff used an unapproved hold, and some records do not accurately reflect the number of holds used in prolonged incidents. More positively there is evidence that children are spoken to about incidents where they have been held. They have the opportunity to talk about how it makes them feel and reflect on situations with support from staff.

Managers ensure that staff are recruited safely through the required vetting procedures. This prevents children from being cared for by unsuitable adults.

The effectiveness of leaders and managers: good

There have been changes in the management arrangements since the home registered. Two managers registered for short periods of time but have since moved on. There is now a manager in post who has submitted a registration application to Ofsted. She is demonstrating a good level of commitment to the home and is keen to learn from children's experiences. The manager is determined to care for a child for a sustained period and help them make progress. The manager is well supported by senior managers who have good oversight of the home.

The staff have appropriate skills and training to care for children. They have experienced some difficult times with one child, however; they receive good support to maintain their motivation and enthusiasm. They have regular supervision and training to help them meet children's needs and remain resilient in their work. The manager involves the staff in planning and decision making which helps staff to feel valued and respected. This approach is effective in retaining established members of the team.

Managers have good oversight of the strengths and areas for development. Overall, they respond well to any shortfalls in practice. There is one example where a concern about the practice of one individual was not addressed thoroughly. This reduces opportunities

for staff to be held accountable for their work which is important, particularly if concerns recur.

Managers have worked hard to build relationships with external agencies. They are good advocates for children and have influenced the practice of others in meeting children's needs. Professionals provided positive feedback about the manager and staff which shows they have confidence in their care of children.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children's home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect (Regulation 34 (1)(a)(b)(2)(d)(e)) This specifically relates to ensuring that allegations of harm are investigated in line with internal policies and that arrangements are made to keep children safe whilst investigations are carried out. This also relates to keeping clear records of actions taken in response to allegations from children.	05 November 2025
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it.	05 November 2025

(Regulation 35 (1)(a)(b)(2))

This specifically relates to ensuring that staff consistently use physical interventions which they are trained to use with individual children.

Recommendations

- The registered person must challenge a placing authority or another relevant person who does not provide the input and services needed to meet a child's needs during their time in the home or in preparation for leaving the home (see regulations 5(c)). Staff should act as champions for their children, expecting nothing less than a good parent would. ('Guide to The Children's Homes Regulations, including the quality standards,' page 12, paragraph 2.8).
- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child ('Guide to The Children's Homes Regulations, including the quality standards,' page 45 paragraph 9.30).
- The registered person should always deliver their management responsibilities. Any registered manager employed in the home should have sufficient capacity to ensure that the Quality Standards are met for each child in the home. This includes addressing practice issues with staff in a timely way and keep records of those conversations for future reference ('Guide to The Children's Homes Regulations, including the quality standards,' page 52 paragraph 10.7).
- The registered person should plan staffing levels to ensure that they meet the needs of children and can respond flexibly to unexpected events or opportunities. Staffing structures should promote continuity of care from the child's perspective. If children complain, or give a view on how the staffing structure could be improved to promote the best care for them, appropriate action should be taken ('Guide to The Children's Homes Regulations, including the quality standards,' page 54 paragraph 10.15).

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: 2781336

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: Post vacant

Inspector

Laura Walker, Social Care Inspector

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