

# 2728332

Registered provider: Moonreach LTD

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This is a privately owned children's home, providing care for up to three children with social and emotional needs. This is the home's first inspection since being registered in July 2023. There were three children living at the home at the time of the inspection.

The manager has been registered with Ofsted since 13 July 2023 and is suitably qualified.

### Inspection dates: 13 and 14 December 2023

**Overall experiences and progress of children and young people,** taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** not applicable

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children are encouraged to share their views about the home through weekly discussions and individual key-work sessions. Staff listen to children and ensure that they are provided with feedback regarding their progress. As a result, children feel supported and valued, which influences positive relationships with staff.

Staff support children to access activities based on their interests and hobbies. One child regularly attends a local sports club. As a result, they are more active and have made new friends.

Children attend school and are making progress. The registered manager prioritises children's education needs before they move in. This approach ensures that school placements are identified promptly for children moving to the home. One child who had not been accessing education has recently started at a new school.

Children's health and well-being are promoted. Staff encourage children to look after their mental health through regular conversations and key-work sessions. Children are thoughtfully offered access to therapeutic support. This allows children to access therapy when they feel ready.

Staff support children to spend time with their families and they sensitively consider the views of children when discussing their family time. Staff advocate on behalf of children and share these views with professionals. As a result, children's voices are heard, and their rights are promoted.

The registered manager and staff carefully consider children's needs before they move into the home. The views of children already living in the home about new children moving into the home are gained. However, local authority care plans are not always received for children moving to the home to further inform and develop the home's own planning for children.

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

Children report feeling safe and supported at the home. Staff understand the individual risks and vulnerabilities for the children.

Children rarely go missing from home. When they do, staff take appropriate action and make every effort to contact children and encourage them to return. External agencies and professionals are contacted, and parents are informed. Staff provide ongoing support to children to help them understand the risks of going missing from home.

Physical interventions are used as a last resort and are reasonable and proportionate. Staff use de-escalation strategies to support children when they

become upset. Children are spoken to following incidents and their views recorded. The registered manager reviews all incidents to a high standard, identifying learning opportunities and follow-on actions.

Safer recruitment processes are effective and necessary checks are completed thoroughly. The registered manager reviews all completed employment checks and identifies if any further actions are required.

The home is maintained to a high standard. Health and safety checks are completed regularly, and a responsive maintenance team is available. Any identified health and safety risks are rectified promptly. This ensures that the home remains a safe environment for the children.

### **The effectiveness of leaders and managers: good**

The registered manager is passionate and strives to create a positive, safe and homely environment for the children. She has a good understanding of the strengths and weaknesses of the home and has an action plan to support continued progress.

The registered manager has effective monitoring processes, which provide a consistent high level of oversight and guidance to staff. Staff value feedback and implement actions, and share a passion for delivering a high quality of care for children. They have a good understanding of the children's starting points and the progress they make.

Staff report that they feel supported by the registered manager. Supervisions are regular and demonstrate reflective practice. Staff are encouraged to share their own knowledge and expertise to improve practice and promote development in the team. Staff joining the home have a thorough and informative induction.

Team meetings are held regularly. Meetings enable staff to reflect on recent experiences and share new ideas. The needs of the children are considered, which influences the practice and the quality of care provided.

The registered manager has established effective relationships with professionals and family members. Professionals report responsive communication and a child-focused approach. This results in positive working relationships between all those working with the children. One family member reported that communication is effective, and their child is receiving the help they need.

Staff are provided with training that meets the specific needs of the children. This enables staff to provide care that is informed and purposeful. However, systems used to monitor the training completed are not yet up to date. As a result, some training courses have not been completed within timeframes outlined in the home's policies.

## 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
<p>The registered person must maintain records (“case records”) for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a))</p> <p>In particular, the registered person must ensure that the local authority care plans are received for each child.</p>	<p>12 January 2024</p>

### Recommendation

- The registered person should support staff to gain skills that enable them to actively support each child. In particular, training should be completed within timeframes outlined within the home’s own policies and training records should be kept up to date. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 52, paragraph 10.5)

### 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:** 2728332

**Provision sub-type:** Children's home

**Registered provider:** Moonreach LTD

**Registered provider address:** 4 Dane John Works, Gordon Road, Canterbury CT1 3PP

**Responsible individual:** Fern Cowie

**Registered manager:** Rebecca Wheeler

## Inspectors

Chris Warren, Social Care Inspector  
Faye McCarthy, Social Care Inspector

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