

# 1258463

Registered provider: Moonreach Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This newly registered home caters for the single placement of children who have emotional and/or behavioural difficulties. The home shares a manager with a nearby two-placement sister home.

**Inspection dates:** 20 to 21 March 2018

**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 applicable

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

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

## Key findings from this inspection

This children's home is good because:

- Careful, thorough planning and preparation took place before the first referral was accepted.
- Leadership is strong, and the diverse and dedicated staff team is entirely

focused on the progress and well-being of the children.

- Children who have complex emotional needs settle, develop feelings of belonging and make significant progress across all areas of their lives.
- The warmth and affection that staff show towards the children is underpinned by a genuine interest in children's personalities, analytical thinking about their needs and a professional approach to children's day-to-day care.
- Leaders and staff are ambitious about what children can achieve and are determined in their efforts to facilitate this.

The children's home's areas for development:

- In keeping with the home's stated purpose, further development of the systems that monitor and measure the progress that the children make is needed.

## **Recent inspection history**

Not applicable

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

### Recommendations

- The registered manager should make best use of the information available to ensure continuous improvement in the quality of care provided for children. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24)

In particular, ensure that the available information is also used to measure and monitor children's progress, as set out in the statement of purpose.

### Inspection judgements

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

Strong efforts are made to find out all relevant information about the children before they move in, so that staff understand their needs and associated risks. This prepares staff to receive the children with care and confidence. It also enables the children to feel welcome and to settle quickly. This is supported by an atmosphere in the home that is one normally associated with a family setting.

The staff team has succeeded in achieving a good balance between the informality of a small children's home and the structure and boundaries normally maintained by diligent parents. This creates predictability and security for the children and, together with the consistent and reliable care provided by staff, this enables the children to build positive and trusting relationships with the adults.

As a consequence of the care that staff provide, children's challenging behaviour reduces rapidly. This progress, combined with children's engagement with a rich range of activities inside and outside the home, enables the children to build a more positive view of themselves and of the world around them.

Staff take meticulous care to ensure that the children access universal health and dental services, as well as specialist services when necessary. Daily home tuition is provided for the children for whom suitable school provisions have not yet been identified. Children who are not attending school engage with sports and activity clubs. This promotes their social development and enables them to make new friends.

Staff advocate for the children with firmness and clarity when circumstances arise that are considered not to be in children's best interests. This ensures, for example, that any contact arrangements are focused on the needs of the children and that transition plans are carefully considered.

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

The risks children face are clearly understood by staff, and plans to manage and reduce these risks are clear. This enables staff to feel confident about allowing the children to explore their environment and take developmentally appropriate risks. Children develop a more positive view of themselves and of their abilities; their independence increases and they become better equipped to keep themselves safe.

Health and safety practices are maintained to a high standard within the home, and the staff have a good knowledge of the local area. This enables staff to protect the children from identified and potential hazards and to make best use of the amenities in the locality.

When the children lose control or behave in other risky ways and all de-escalation attempts have been unsuccessful, restrictive physical interventions are used with the utmost care and sensitivity. This approach is clearly reflected in the full and clear records of these incidents.

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

The home is led by an experienced and qualified registered manager who takes the right steps to establish standards for the home that are most likely to result in positive outcomes for the children who live there.

Staff are diligent, sensitive, patient and motivated. They are supported in this approach by careful induction and supervision and by helpful and relevant training. Experienced staff help new staff to settle into their roles, and leaders encourage individuals to work to their strengths. Regular team meetings are used to maintain a joined-up focus on the progress and well-being of the children.

A high standard of record-keeping is maintained, and conscientious staff-handover practice ensures good continuity of care. Rotas are thoughtfully constructed to enable staff to take proper rest between shifts and to provide the best possible care for the children without compromising on maintaining continuity of care. The information that is recorded about the children is, however, not used effectively to measure their progress or to inform how the standard and quality of care can be improved.

This home is in the early stages of its development but is already achieving good standards in the provision of care. Central to this has been the managers' initial readiness for registration, good leadership and staffing, and a clear vision of how the needs of the children should be met.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children

and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** 1258463

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

**Registered provider:** Moonreach Ltd

**Registered provider address:** 8a Alfred Square, Deal, Kent CT14 6LU

**Responsible individual:** Fern Cowie

**Registered manager:** Gillian Hilton-Amzaleg

### **Inspector:**

John Pledger, social care inspector

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