

# 1258463

Registered provider: Moonreach Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home caters for the single placement of a child who has emotional and/or behavioural difficulties.

The registered manager's post has been vacant since May 2019.

**Inspection dates:** 11 to 12 December 2019

**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 **requires improvement to be good**

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

**Date of last inspection:** 9 January 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/01/2019	Full	Good
20/03/2018	Full	Good

## 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 registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	31/01/2020
The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes details of the child's behaviour leading to the use of the measure. (Regulation 35 (3)(a)(ii))	31/01/2020
The registered person must supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (4)(a))	31/01/2020

## Inspection judgements

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

The home is warm, comfortable and well maintained and closely replicates a family setting. This, along with clear routines and structure, has created a safe and predictable home where development is promoted. There are lots of toys available that encourage imaginative play. The child's bedroom is personalised with pictures and posters and contains a wonderful snug area created from cuddly toys.

The relationships between the child and the adults in the home are strong. They are built on trust, dignity and respect. The child feels loved, and this helps create a sense of security and belonging. The child can thrive with the emotional stability and warmth that he receives from the adults working in the home.

Managers have challenged other services to gain increased access to education for the child. Classroom attendance was initially supported by the home staff. However, this has now developed, and the child now attends school independently. This is a big achievement for the child and will help develop their education attainment, self-esteem and confidence.

The activity offer is strong and involves lots of community-based activities, which support the child in improving their social awareness and relationships. This has had a positive impact on the child who, for the first time, has been able to build secure friendships. Activities have included trips to London, Scouts, fishing, pottery and weekly swimming. These activities are chosen by the child, whose voice is clearly heard and acted on.

The child's health is promoted and closely monitored. Any concerns are acted on in a timely way, and all appointments are attended with support from the adults working in the home. Any medications are stored and administered appropriately.

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

The provider follows safe recruitment procedures. Complete recruitment checks and records are in place, ensuring that only adults who are deemed to be safe can start work in the home.

Adults understand their responsibilities in keeping the child safe. Specific vulnerabilities are assessed and well understood. Effective links have been made with other agencies to ensure that the right support is made available to the child. Any safeguarding concerns are acted on appropriately and in a timely manner. This helps keep the child safe.

Sanctions are not used frequently and are restorative in nature. The adults make attempts to link the behaviour with a natural outcome, which helps the child understand the consequences of their actions. Physical intervention is used only in extreme circumstances. However, the recording of these interventions requires further review.

The records do not contain enough information for the reader to clearly understand the details of the incident.

### **The effectiveness of leaders and managers: requires improvement to be good**

The quality and content of supervisions are effective, and staff spoke highly of the support they receive from leaders and managers. However, there are times when supervision timescales are not in line with the home's statement of purpose. This is particularly important for newer members of staff, who benefit from the additional levels of support suggested in the statement of purpose in the early stages of their career. Supervisions assist in building a safeguarding culture within the team by using scenarios to continually refresh the safeguarding knowledge and understanding of the staff team.

The home's internal quality of care review was not submitted to the regulatory authority within the required timescale. The provider has therefore not kept the regulator informed of developments in the service.

Staff benefit from a wide range of training, which is accessed in a timely way. Staff are supported to access additional training that may be of further interest to them and their professional development. This keeps staff motivated and makes them feel valued and invested in.

Leaders and managers can talk at length about the needs of the child in placement and how these are met. The quality of care that the child receives is strong, and managers have challenged on behalf of the child to meet desired outcomes. Successful challenges have included increased time in education, which is of huge importance for the child and their life experiences.

## **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 Limited

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

**Responsible individual:** Fern Cowie

**Registered manager:** Post vacant

## Inspector

Daniel Healy, social care inspector

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