

1226977

Moonreach Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to two children. In its statement of purpose, the provider states that this home provides care for children with emotional and/or behavioural difficulties.

The post for the registered manager has been vacant since April 2019.

Inspection date: 18 February 2021

This monitoring visit

The home had a full inspection and was judged to be good for overall effectiveness in December 2019. This monitoring inspection was undertaken to look at the progress that has been made in response to the requirements and recommendations that were made at that inspection.

In accordance with Ofsted guidance on COVID-19 (coronavirus) restrictions, this inspection was undertaken remotely. The inspector held telephone discussions with the home manager, staff and children. A social worker provided their views by email. Relevant documents were emailed to the inspector and these were considered.

All the requirements and recommendations made at the last inspection are now met.

There have been improvements in the management and storage of food. The manager has implemented a new monitoring system that is now embedded in practice. This consists of food hygiene checklists completed by staff and regular spot checks by the manager. He deals with any discrepancies at once. Staff are aware of the requirements from the last inspection and are alert to what needs to be done.

Where it has been possible, new staff have received regular supervision per the home's statement of purpose. Staff sickness and the COVID-19 pandemic has had an impact on this. There is currently a review under way to further improve the induction process and supervision arrangements for new staff.

The manager has made improvements to children's health care plans. The plans are regularly reviewed. Key-work sessions create opportunities for children to talk about their health, and their views are included in their plans.

A training package is in place that enables new staff to develop their experience, qualifications, and the skills that they need to meet the needs of each child. Online and some face-to-face training is available to staff. There have been opportunities to invite external professionals into team meetings to look at specific issues in relation to managing behaviours.

The manager is responsive to safeguarding incidents and looks to learn from them. He is thoughtful about the way to address behaviours that present challenge. He does not want to institutionalise children but keep a degree of normality, and as such, he implements a process of reviewing and assessing safety. For example, this is carried out for the use of cleaning products.

Staff understand the roles and responsibilities of external safeguarding agencies and the importance of working together to protect children. A child's social worker reported that they had no concerns about the care offered to the child. Children said that staff help them and care for them.

The manager recognises the need for a review of the independent visitor and the reports produced. The visitor does not speak with the children at each visit. Children do not regularly have access to an advocate or independent person to promote their wishes and feelings.

There has been considerable delay in the manager's application to register with Ofsted. The manager accepts responsibility for this and recognises that he has not given the process the priority that it requires. He has been able to say what he has learned from this and is committed to working to hasten the process. Currently, a document is outstanding to complete the application process and he expects to send this within a week of this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/12/2019	Full	Good
11/02/2019	Full	Good
25/01/2017	Interim	Declined in effectiveness
06/07/2016	Full	Good

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

- Advocacy is the process of representing the views, wishes and feelings of the child in matters which affect the child, or, of enabling the child to express their views, wishes and feelings themselves. ('Guide to the children's homes regulations including the quality standards', page 21, paragraph 4.4)

In particular, ensure each child has access to an advocate or independent visitor to promote their views, wishes and feelings.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1226977

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

Vevene Muhammad, Social Care Inspector

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