

2523034

Moonreach Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The children's home may accommodate up to three children with emotional and/or behavioural difficulties. It is operated by a private company which has other similar homes in the area.

The registered manager post has been vacant since January 2021.

Inspection date: 2 March 2021

This monitoring visit

This visit took place to review current management arrangements following the departure of the previous registered manager. Due to the length of time since the last Ofsted visit, this was also an opportunity to review progress against requirements and recommendations from the previous inspection. The visit took place off site due to the COVID-19 (coronavirus) pandemic. The home was last visited by Ofsted for a full inspection in February 2020.

Staff have experienced a number of changes in leadership in the last year. These have occurred alongside the significant challenges of the COVID-19 pandemic. Leaders have managed this change well. The responsible individual has provided direct leadership and support for the team. Staff morale is high, and staff talk optimistically about continued improvement in service delivery at the home.

Staff have worked hard to meet the requirement and recommendation from the previous inspection. They have improved the consistency in recording medication administration. This focus has improved the safety of medication administration and eliminated medication errors in this inspection period.

The organisation has moved to a new electronic system for tracking staff recruitment. Recruitment records are clear and complete. All appropriate checks are completed, ensuring that recruitment prioritises the safeguarding of children.

Staff are occasionally required to lone work with children. Staff have a clear risk assessment in place which guides them to an on-call system if required. Experienced managers support lone working staff around the clock, should they require it.

Staff responded to an allegation from a child. The designated officer was appropriately involved. The provider took the decision to commission an independent investigator to look into the matter. This was a transparent and thorough process. Recommendations from the investigation were helpful and were adopted quickly by the whole team. Staff follow the organisational protocols for allegations closely, recording clearly and notifying all relevant partners when required.

Following the departure of one child from the home, staff have reflected carefully on admissions processes for new children. Leaders have enhanced pre-placement planning and reasserted the importance of effective matching for children. The children currently in placement have had carefully planned moves, including pre-placement visits from staff and visits to the home before moving in. This helps prepare children for moving into their new home.

Staff ensure that risk assessments are updated after every incident. Leaders conduct reflective analysis following incidents and ensure that learning is included in children's care plans. Support strategies are reviewed and updated if required. Staff also ensure that positive progress in risk reduction is included. This supports children to recognise the personal progress they are making.

Children benefit from close, productive relationships with their key workers. Key workers have regular engagement with children. Staff demonstrated a tangible passion and commitment to children in their care.

Leaders have managed to maintain a good training schedule for staff. This ensures that staff have the skills to meet the needs of children placed. Staff receive regular, good-quality supervision. Staff were very positive about the quality of supervision received and complimentary about the supportive environment in the team as a whole.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2020	Full	Good

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: 2523034

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

Peter Jackson, Social Care Inspector

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