

2523034

Registered provider: Moonreach Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home cares for up to three children with social and emotional difficulties. It is one of a number of children's homes operated by the provider.

There has been no registered manager since 3 March 2021.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 8 and 9 February 2022

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: 11 February 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

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

Inspection judgements

Overall experiences and progress of children and young people: good

Children are cared for by attentive staff who are familiar with each child's personality and needs. Interactions between the staff and children are respectful, open and consistent. This consistency supports the children to build trusting relationships and helps them to make progress.

Children move into the home following a carefully considered matching process. The manager and staff review the needs of the child moving in alongside the needs of the children living in the home. Staff consider the location of the home and the staff's skills within this process. However, there are gaps in recording this information effectively. This does not impact on children moving into the home and benefiting from careful and effective care planning.

Staff understand the importance of predictable structures and routines for the children. These are supported by the safe and consistent relationships that staff have with the children. Staff support the children to engage in education and children make good progress. Carefully planned activities give the children a wide range of social and recreational experiences. This provides opportunities for the children to live full and interesting lives.

Children are valued and feel heard. Key working is a strength. The children benefit from well-planned and structured time with the staff. This provides the children with opportunities to explore important issues that matter most to them. Staff are creative in their approach when planning individual sessions. This allows the children to feel safe when discussing sensitive and difficult issues. For one child, the staff recognise that the best opportunities arise when in the car.

The staff prioritise working in partnership with people who are important to the children. Staff understand the importance of building relationships with the children's families. In one example, the staff's commitment and sensitive approach has encouraged a child and their parent to begin to understand the conflicts they experience within their relationship. This has resulted in increased time being spent by the child with their family.

Managers are committed to ensuring that the children experience stability. The staff team is resilient when faced with challenges. For example, the staff team is unable to meet a child's changing complex needs effectively. A more specialist setting has been agreed for the child to move to. Meanwhile, the staff have adapted their approach, with an individualised routine and structure for the child which does not impinge on the other children in the home. This flexible approach increases the chances of the child adjusting to the plans for his move and having a positive experience of leaving the home.

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

The children's positive relationships with the staff have resulted in a significant reduction of safeguarding incidents over time. The staff demonstrate a sound knowledge of their safeguarding responsibilities. They are proactive and responsive because the children's risks and vulnerabilities are well understood and clearly communicated within the staff team.

Staff are adept at noticing changes in the children's presentation and behaviour. They recognise that those changes may indicate that children are struggling and need additional support. Clearly documented risk assessments are used to provide the staff with the guidance and support to manage risks in their day-to-day work. Consequently, the use of physical intervention is kept to a minimum, and children are supported to develop their resilience and have a positive experience of care.

The manager has taken clear steps to manage and reduce missing-from-care episodes. The guidance and protocols for the staff to follow are in place. The staff work with professionals to develop risk management strategies. If children do go missing, staff talk to them when they return, to make sure they are well and to help them understand risks and make safer choices.

Children's health needs are supported by staff through careful planning and strong communication with external health professionals. The children's medication needs are safely managed by the staff.

The registered manager considers multiple factors in the potential risks associated with the local area. These are also considered for individual children and their associated risks. Therefore, well-informed staff provide safe care and protection for the children. This has allowed a measured and considered plan that enables one child to be able to safely spend time away from the home.

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

The home has not had a registered manager since March 2021. However, the current manager's application is under way. Her ability to manage and lead effectively is yet to be assessed by Ofsted's registration process.

Leaders and managers have not been consistent in maintaining all aspects of the children's records to provide staff with key information. For example, children's individual placement plans do not clearly show updates of important information. Updates and additions that are in place do not always identify the author or give the date of the changes made. Some records contain information which is contradictory in relation to missing-from-care episodes. These omissions let down the overall quality of the children's records and risk presenting a confusing picture, for example for new or agency staff.

Leaders and managers do not consistently maintain the environment satisfactorily. Organisational processes are inconsistent and senior leaders are not prioritising work through a robust and effective maintenance system. Some areas of the home look neglected and shabby. This includes some fixtures and fittings which are dirty and damaged. The children's bedrooms do not demonstrate that staff value these areas. For example, the carpets in two children's bedrooms are stained, dirty and worn. In another example, a child's wardrobe door does not fully open and leans on the uneven floor. As a result, children are not experiencing care in a clean, comfortable, homely environment that reflects the care the staff show in their day-to-day practice.

The manager's monitoring is not always effective. Although systems and documents are checked, there is insufficient evaluation of what this means. This results in the manager failing to identify themes and patterns of shortfalls in some areas, such as the standard of documentation and the cleanliness of the environment. Consequently, this hinders improvements being made.

Staff receive regular supervision covering a balanced agenda. Childcare practice and responsibilities, and the staff's development and progression are routine topics. The staff have space to reflect on their day-to-day practice as well as specific incidents. Staff receive annual appraisals. This practice enhances training and professional development opportunities. Staff say they are well supported.

Working closely with other professionals is prioritised by the manager. Feedback from external professionals, such as social workers and independent reviewing officers, is very positive regarding communication and partnership working. This demonstrates a culture of openness which ensures children benefit from meaningful joint work by all those involved in their lives.

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
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1) (2)(d))</p> <p>In particular, the manager should ensure that furnishings are renewed without delay and that the staff maintain an acceptable level of cleanliness throughout the home.</p>	<p>30 April 2022</p>
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))</p>	<p>30 April 2022</p>

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: 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

Rebecca Fisher, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2022