

2523034

Registered provider: Moonreach Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home can provide care for up to three children with social and emotional needs. It is operated by a private company which has other similar homes in the area.

The registered manager has been in post since 1 December 2022 and is suitably qualified.

Inspection dates: 14 and 15 December 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: 8 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2022	Full	Good
11/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff and children have positive relationships. Children are given opportunities to expand their experiences. They have fun and are making memories.

The environment is homely and welcoming and provides a child-centred space for children to live comfortably with each other. Maintenance issues are addressed swiftly, to ensure the home remains safe for children.

Children are involved in the development of the home. They feel heard and that their views are valued. For example, children are supported to engage in regular meetings. As a result of these meetings, children chose new furniture for the lounge, which they then helped to assemble. They have also been involved in decorating the communal areas.

Staff ensure children are supported to reach their full potential. For one child, this meant completing assessed qualifications while not attending school. When children are not attending school, the registered manager ensures that action is taken to promote learning. Where necessary, they will challenge professionals to consider alternative arrangements.

Children's physical health and emotional well-being are supported and where necessary specialist provision is arranged to meet their needs. One child has been referred to a needle phobia clinic to ensure he receives his vaccinations. Medication administration is safely managed. This demonstrates staff are nurturing towards children, to ensure that they receive the health support they need.

Staff support the children to maintain family connections. There is a clear focus on what matters to the children. Staff show sensitivity when managing and supporting family relationships.

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

Incidents involving children are well managed, with clear recording systems in place. The registered manager understands her safeguarding responsibilities and ensures she works with other professionals to keep children safe.

Children have been supported to understand how to make complaints. When children make a complaint, clear action is taken by the registered manager and children are informed throughout the process. This means children feel heard and their views are valued.

The staff provide children with opportunities to learn about e-safety and accessing online platforms. This is followed up with regular direct work with children to maintain their knowledge.

Children do not go missing from the home. However, when children have been absent from the home without permission and are not considered missing, staff do not always provide the children with space to reflect on these incidents or provide advice to ensure that they are safe at these times.

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

The registered manager has a clear vision for the home. However, the progress towards this is hindered by staffing shortages. There is also a lack of structured support from senior managers in completing the high number of actions from quality assurance audits. This has impacted on the registered manager's monitoring and oversight and has left weaknesses in children's records and care planning.

The registered manager ensures that there are training opportunities for staff, who are held accountable for undertaking training to progress their own development. However, records show some gaps in staff's mandatory training. Consequently, there are missed opportunities for staff to maintain their learning and professional development.

Staff employed in the home are recruited following safer recruitment processes. However, the registered manager has not applied this same level of scrutiny to agency staff.

Staff feel supported by the registered manager. Regular supervision ensures that staff are clear about their performance and goals. These meetings provide opportunities for the staff to reflect on their practice and to receive support for their well-being.

Working closely with other professionals is prioritised by the registered manager. Feedback from external professionals, such as social workers, was very positive regarding communication and partnership working. This demonstrates a culture of openness which ensures that children benefit from meaningful joint work.

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 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>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home,</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)(f))</p> <p>In particular, that monitoring informs the registered manager’s understanding of the children’s needs, and that highlighted actions are followed through to ensure that children are supported to learn and develop.</p>	<p>31 January 2023</p>
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child’s relevant plans are followed. (Regulation 14 (1)(a) (2)(c))</p>	<p>31 January 2023</p>

In particular, that children's plans reflect their current needs, and their progress is recorded effectively in line with the home's systems.	
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Recommendation

- The registered person should ensure that when a child returns to the home after being away from the home without permission, the child has the opportunity for an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)

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: Rebecca Barlow

Inspector

Rebecca Fisher, Social Care Inspector

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