

# 2523034

Registered provider: Moonreach LTD

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: 31 October and 1 November 2023

**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      good

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

**Date of last inspection:** 14 December 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/12/2022	Full	Good
08/02/2022	Full	Good
11/02/2020	Full	Good

## Inspection judgements

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

Children who live in the home are well cared for, with individualised support provided to them to meet their needs. Staff are establishing positive relationships with the children, promoting the development of their interests.

Children are making excellent progress with their engagement in education. All children attend school and the manager liaises with professionals to ensure that their education is a priority. Children show aspirational thinking for their future.

Children are encouraged and supported to develop their independence skills. Staff complete a good standard of planning with them to achieve this. The children are given responsibilities, such as independent cooking, budgeting, and caring for pets.

Children's views are sought regularly. Their views influence the development of their home, such as choosing furniture, décor and activities they wish to participate in.

Children's health is promoted, and support for their mental health is an area of strength. Alternative therapies were explored for one child to meet their needs. This was given great consideration by the manager and has meant that the child has engaged well.

Staff have established good relationships with the children's professional networks, who have praised them on their good communication skills and actively advocating for the best interests of the children.

Staff have developed good relationships the children's wider families, and support them to maintain communication and visit them, regardless of the distance. However, they are not maintaining good communication with the children's parents.

The manager ensures that there are rigorous plans and ongoing communication with professionals when planning for children to live in or leave the home. Children are well prepared, and effort is made to understand their needs and wants. Children are kept in contact when they leave the home. However, there is not a thorough analysis when considering the impact of risk between the child moving in to the home and the children already living there.

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

Staff have a good understanding of the risks to children. These risks are managed well. Staff know and understand their care plans, which ensures that children are kept safe.

Safeguarding children is a priority for staff. They have regular conversations in supervision, team meetings, and with the children about how to keep the children

safe from a range of risks. Online safety is a particular area of focus. This has been effectively monitored and progress has been made, with children knowing and understanding the risks that are present online.

Children rarely go missing from the home. When they do, staff are proactive in their approach and liaise well with others, following their policies and risk assessments to ensure that children return to the home safely.

The use of restraint is infrequent. Effective behaviour management is used and positive relationships are established between staff and the children. When there are incidents requiring the use of restraint, these are proportionate and recorded well.

When children have made allegations against staff, these have been handled well by the senior managers. Allegations have been thoroughly explored, with clear records of the action taken. Feedback is shared with the children.

The recruitment of staff is completed with detail, scrutiny and curiosity. Children are involved with the recruitment of new staff.

### **The effectiveness of leaders and managers: good**

The manager has a high level of expectation for the care that is provided to the children and leads by example to ensure that staff are confident in managing the needs of the children. Staff are well supported by the manager, encouraged to reflect on their own practice, and effectively challenged when necessary.

The manager has a good understanding of the strengths and weaknesses of the home. They have developed a clear action plan to manage any weaknesses, which is reviewed to ensure continued development.

Staff are provided with a good induction and increased supervision when they join the team. The manager is aware of the impact of new staff working in the home and arranged a team building day to aid with staff morale and team bonding.

Staff are provided with training that ensures that they can meet the needs of the children. Training is discussed with the staff to ensure that they have developed a good understanding of their learning. There are opportunities for staff to refresh and revisit training when needed.

The manager's oversight of significant incidents is good and consistently shows that she is considering the needs of the children and ways to develop the service.

The manager has established good relationships with other professionals and shows good insight into what is needed to form these relationships. However, feedback is rarely sought from others to inform the development of the overall service.

## **What does the children's home need to do to improve? Recommendations**

- The registered person should oversee the welfare of the children in their care through engagement with each child's parents, where appropriate, by maintaining contact with them regularly. (Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.23)
- The registered person should actively seek independent scrutiny of the home and make best use of the information by gaining regular feedback from the wider network for the children to ensure continuous improvement. (Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should only accept placements for children where they are satisfied that they have fully considered and recorded the impact that the placement will have on the existing group of children. (Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)

## **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 LTD

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

**Responsible individual:** Fern Cowie

**Registered manager:** Rebecca Barlow

## Inspector

Faye McCarthy, Social Care Inspector

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