

2728332

Registered provider: Moonreach Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home registered with Ofsted in July 2023 and is privately owned. It provides care for up to three children who experience social and emotional difficulties.

At the time of this inspection, three children were living in the home.

The manager registered with Ofsted on 2 June 2025.

Inspection dates: 25 and 26 November 2025

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: 22 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/01/2025	Full	Good
13/12/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are calm, nurturing and child focused. They are committed to supporting children and helping them navigate difficult emotions and situations in their lives. Children feel supported by staff and have positive relationships with them.

Children's views are regularly gathered through general discussions and key-work sessions. Staff know the children well and understand their likes and dislikes. This means staff can tailor activities and care to each child's individual needs.

Children are supported to develop independent living skills by staff who are supportive and proud of their achievements. This increases children's confidence and their self-belief.

Staff promote equality and diversity. They understand each child's heritage and culture and promote this in the home if the child wants it.

Children are supported to maintain communication and build positive relationships with their family, when it is safe for them to do so. Staff support children by taking them to visit family and keeping in touch with them.

Children are supported to attend education. The manager ensures that their educational needs are met and regularly liaises with education professionals. Children are encouraged to attend education and are also supported with learning in the home, with educational trips and support through tutoring.

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

Staff have a good understanding of their safeguarding responsibilities and what action they would take should they have any concerns. They are aware of the whistle-blowing policy, should they need to use this.

Physical restraint is not regularly used, however, when used it is proportionate to ensure the safety of children and others. Through the positive relationships staff have with children, they try and use other strategies to manage challenging situations.

Overall, staff manage challenging situations well and show good support to the children in their times of distress. On some occasions, staff have been quick to call the police during incidents, out of pure concern for children and their welfare. The manager has reflected on this with staff and is providing more support and reflection for staff to ensure they are more confident in managing situations before calling the police.

Staff are equipped to support children who may self-harm, through training and taking a multi-agency approach to informing decisions and safety plans. This helps children feel supported and reduces the risks and behaviours.

Children who go missing from the home are responded to by staff, who are quick thinking and proactive in trying to locate them. Staff work well together, using local knowledge and links in the community to locate children and return them home safely.

The effectiveness of leaders and managers: good

The manager is passionate in ensuring that the children are advocated for and receive the highest standards of individualised care. Communication with the child's network is a priority, which means that effective planning and healthy challenge to others is the norm. Professionals praise the staff for their excellent communication.

Staff feel supported by the manager. They enjoy working in the home and have regular reflective supervision to help develop practice. Staff feel encouraged and value the support from the manager and deputy.

Staff receive a wide range of training relevant to the children's needs. When new or emerging needs are identified for children, training is quickly implemented for staff to help them develop the skills and understanding to support the child more effectively.

Children are encouraged to share their views. Complaints made by children are thoroughly considered and the manager ensures they are responded to in a timely way.

The manager has a good system in place for providing effective oversight. He understands the strengths and weaknesses of the home. In times of crisis, there have been occasions when this oversight has not been as effective, but this is a known area for improvement, with clear actions for improvement moving forward, and has had no impact on the care of the children. No requirements or recommendations have been made in relation to this.

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: 2728332

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: David Hazelton

Inspectors

Faye McCarthy, Social Care Inspector
Lisa O'Donovan, Social Care Inspector

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