

2820309

Registered provider: Moonreach Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company runs this home, which provides care and support for up to 3 children with social and emotional needs. Two children currently live in the home, and both were seen or spoken with during the inspection.

The home does not currently have a registered manager. The deputy manager led the inspection, with support from a senior leader.

Inspection dates: 11 and 12 August 2026

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 September 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/09/2025	Full	Good

Summary of findings

At the time of the inspection, there was no registered manager at this home. The deputy manager has been overseeing the running of the home, with support from senior managers.

The home is modern and well equipped, and the staff are warm and welcoming. Managers and staff are skilled at encouraging children to engage with other professionals, and advocate for them. They do this at the children's pace.

Children experience positive relationships with reflective, empathetic and child-focused staff; they can talk to them about difficult feelings and if they feel worried. Staff support children to take action in line with their rights and reassure and support them.

Staff feel listened to and valued by senior managers in the organisation, and when they have raised concerns, managers have been decisive and supportive.

One shortfall was identified during the inspection in relation to the quality of the home's statement of purpose.

Inspection judgements

Overall experiences and progress of children and young people: good

Children living in the home are supported by child-focused and nurturing staff who value their opinions and listen to them. Staff are empathetic and playful in their interactions with the children. Staff are also strong advocates for the children. This builds trusting relationships where children feel safe to share sensitive information with staff and feel confident to go to them for help.

The home is a light, bright, modern and welcoming space for the children. It is well maintained, with good-quality furnishings throughout, and games and books are out for the children to use. One child's impressive artwork is displayed on the walls. Children have personalised their own rooms to reflect their interests and the people who are important to them.

One child left the home recently. Their move was earlier than planned but managers tried to maintain a place for them until a suitable place became available. Managers and staff supported the child well to prepare for independence, and they supported the child to develop their skills around budgeting, cooking and maintaining a household, which prepared them well for the future.

Children receive effective and timely support with regard to their health needs and are supported to attend appointments. Staff work closely with health professionals to review the support received and improve it. One child made significant progress in

managing a lifelong medical condition. Children benefit from the opportunity to see a therapist in the home, who initially brings animals to visit, which helps to build relationships with the children.

Managers and staff work closely with education providers to overcome barriers and help children back into education. One child recently sat their exams, and another has adaptations in place to support their emotional wellbeing on their return to school in September. Managers meet regularly with the school and ensure that information is shared to make the child's day as smooth as possible.

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

Staff understand the risks to children and are skilled at putting boundaries in place that increase safety for children. Managers and staff responded to risks within the home by ensuring that clear boundaries were in place for children and by keeping these under ongoing review.

Children in the home do not go missing very often and want to be in the home. For one child, episodes of going missing have reduced since moving into the home. When children are missing from the home, staff search for them, and children are supported to come home safely. Managers support reflection and learning after these incidents, with all those involved.

Managers and staff source support from external agencies and work closely with children to help them understand risks relating to their health and relationships. Staff continuously build on discussions, and revisit these with children with sensitivity and a supportive manner. Records of discussions skilfully capture the thoughtful and empathetic approach staff take.

There have been no incidents of physical intervention in the home. Staff create a calm atmosphere in the home, which supports children who, at times, experience big emotions. Staff talk to children and help them to find different ways of expressing and dealing with these emotions when they arise.

Managers share information with safeguarding partners effectively and in a timely manner if they become aware of any concerns, and work with them to offer consistent support to children. Staff understand how to report any concerns, and managers reflect on and refresh staff knowledge in team meetings and through supervision.

One child felt confident in approaching staff when something happened online which made them feel unsafe. This reflects children's trust in the staff to help and support them. Staff worked closely with the child to help them understand the risk of online exploitation and supported them to report concerns to the appropriate agencies.

The effectiveness of leaders and managers: good

The home does not currently have a registered manager. The deputy manager has been supported by senior leaders to manage the day-to-day care while a new manager has been recruited. The deputy manager has gained the confidence of professionals, staff and children during her time leading the home.

Leaders and managers are clear about the support needs of children in the home and are trauma-informed, empathetic and reflective in their approach to the children. Children's views are listened to and reflected upon by managers and are used to shape how staff support children, who can influence the care they receive.

Staff feel very well supported by senior managers and the deputy manager. Leaders have responded decisively and thoroughly when staff have raised concerns to them. Staff feel listened to and valued in their roles because of this. They are offered support from within the company as well as independent wellbeing support, and leaders take the time to check in with staff regularly.

Leaders understand the strengths of the staff and where they need to develop further, and this is discussed and shared in clear plans with staff. Leaders and managers communicate effectively with the team, and this supports consistency of care.

The staff team members have completed training specific to their role and to the individual needs of the children. Staff are working towards their qualifications. Managers and staff reflect a therapeutic approach to care in their support of children and in their recordings. This continues to upskill staff in their knowledge and understanding.

The home's statement of purpose does not reflect the care and nurture seen in the home and contains outdated legislation and references to other homes and activities. Some of the language used in the statement of purpose is not therapeutic and is blaming in tone.

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, The 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
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	24 September 2026

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: 2820309

Provision sub-type: Children's home

Registered provider: Moonreach Limited

Registered provider address: Dynamix Accountancy, 4 Dane John Works, Gordon Road, Canterbury, Kent CT1 3PP

Responsible individual: Fern Cowie

Registered manager: Post vacant

Inspector

Carol Jagger, Social Care Inspector

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