

1258463

Registered provider: Moonreach Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for one child who experiences social and/or emotional difficulties. At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in August 2025.

The home refers to the staff as adults. The report reflects the language used in the home.

Inspection dates: 20 and 21 January 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: 11 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2025	Full	Good
07/11/2023	Full	Good
13/09/2022	Full	Good
24/05/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Two children have lived at the home since the last inspection. They have both made good progress. One child spoken to during the inspection said they enjoy living in the home and spoke positively about their experiences.

Children's time with their families is a priority for adults. They support them to have time with their family through a range of means and ensure that they attend family time with them when needed. Adults maintain regular communication with children's families regularly. They work in partnership with parents where this is possible. Parents feel involved with the care of their children and can see the positive impact this has. One parent said their child is 'able to do so much now. [They are] a completely different person. I know now [they] will be alright.'

Adults prepare the children for their futures. They encourage them to learn skills that will benefit them, such as cooking, doing laundry and going food shopping. They are supported to build these skills over time, taking a personalised approach that fits each child's needs.

Children are helped to meet their health needs with as much support as they need. One child has shown anxiety when attending appointments, but adults have fully supported them, resulting in appointments being kept.

Adults advocate for children regularly. Children are supported to raise their concerns through regular key-work sessions, and this is fed back to the manager, who is responsive. The manager regularly advocates for children with the wider network. One child is not in education currently, and the manager strongly advocates for the child's education, communicating regularly with the virtual school.

The home environment has a homely feel and provides ample space for the children to use. However, one of the communal rooms was cluttered as it was being used to store Christmas decorations and confidential files from children who had lived at the home.

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

Children are rarely missing from the home. Children form good relationships built on trust with adults who get to know the children well. One child who lived in the home significantly reduced the number of times they were missing from home while living there.

Adults provide effective support to the children to help them understand the rules of the home. Adults focus on providing positive feedback to children to influence their behaviour. The use of rewards is consistent, and children respond well to this.

The manager monitors the health and safety of the home closely. They ensure that checks are completed regularly and that the home is safe for children. For one child, additional safety features were implemented to meet their needs and support their overall safety.

Adults know the children well, supporting their interests and promoting their wellbeing. They have kept children safe. However, risk assessments for children are not being kept up to date to reflect the current level of risk following incidents. Adults are expected by the organisation to acknowledge they have read and understood risk assessments by signing a form. This is not being completed consistently.

When new adults are recruited into the home, safer recruitment checks have not been adhered to fully for all members of staff. Some adults have not had their overseas criminal record checks completed, and concerns on references provided have not been followed up.

The effectiveness of leaders and managers: good

The manager is well respected and shows genuine care and consideration for the children and adults. She is passionate about ensuring the best outcomes for children.

The manager has a good understanding of the strengths and weaknesses of the home. She celebrates the strengths alongside addressing shortfalls and has clearly reflected in her management monitoring on the areas for improvement. There are clear plans in place to develop the service.

The manager acts upon the views of children and encourages them to make the home their own. Children are taken by adults to buy items for the home to add their own personal touches.

Adults say they feel secure working alongside the manager. They feel supported and say she is approachable. However, supervision for adults has not always been completed in a timely way in line with the home's policy.

Professionals working with the manager and adults in the home have provided strong positive feedback about the care and experiences they provide for the children, and for their communication with the wider professional network. However, the local authority has not been held to account for one child whose statutory meeting was not held within timeframes.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; (Regulation 12 (1) (2)(a)(i)) In particular, ensure that risk assessments are updated to reflect the current risks to the child and to ensure that staff have read and understood the updated risk assessments.	27 February 2026
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d)) In particular, the registered person must ensure that criminal record checks are completed for countries the person has resided in for all staff who have not always lived in the United	27 February 2026

Kingdom and must also explore any concerns raised within reference checks.	
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. Case records must be kept— securely in the children's home during the period when the child to whom the case records relate is accommodated there; and in a secure place after the child has ceased to be accommodated in the home. (Regulation 36 (1)(a)(b)(c) (2)(c)(d))	27 February 2026

Recommendations

- The registered person should ensure that children are able to access all shared areas of their home unless there are specific reasons why this would not meet a child's needs. Communal rooms should not be used for storage purposes only. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)
- The registered person should evidence what they have done to achieve engagement, including any actions taken to escalate concerns, especially when statutory meetings have not been held within statutory timescales. ('Guide to the Children's Homes Regulations, including the quality standards', page 11, paragraph 2.3)
- The registered person should have systems in place so that all staff receive supervision of their practice that allows them to reflect on their practice and the needs of the children assigned to their care, in a timely way which is in line with the homes policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

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: 1258463

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: Jodie Lewis

Inspector

Faye McCarthy, Social Care Inspector

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