

2728332

Registered provider: Moonreach Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It provides care for up to 3 children who experience social and emotional difficulties. At the time of this inspection, 3 children were living in the home.

The manager registered with Ofsted on 2 June 2025.

Inspection dates: 10 and 11 June 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 25 November 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/11/2025	Full	Good
22/01/2025	Full	Good
13/12/2023	Full	Good

Summary of findings

Children experience safe, nurturing and personalised care that helps them feel accepted, valued and understood. Children make strong progress in all areas of their lives, with a clear reduction in risk-related behaviours and sustained periods during which there have been no incidents. Children benefit from a stable and consistent team of staff who create a positive sense of belonging. Leaders and managers are ambitious and highly visible, ensuring that children consistently receive child-centred support.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from high-quality nurturing relationships with a stable and experienced team. Staff know children exceptionally well and use their insight to provide attuned support that helps children feel safe and understood. These strong relationships are important in helping children to thrive and in creating a sense of belonging.

Staff provide strong, therapeutic care that recognises children's individual experiences and emotional needs, helping them feel understood and supported to make progress. All children have access to timely specialist mental health support, ensuring that their emotional needs are understood and met.

Children are supported by dedicated staff who help them feel valued and understood. Relationships are safe and trusting. Staff adapt their approach to ensure that children are supported to engage in everyday routines in the home. As a result, children who have previously been isolated are better able to build relationships and engage with staff and other children in a more positive way.

Children make significant progress across all areas of their lives, particularly in education, relationships, managing emotions and keeping themselves safe. Staff provide consistent guidance, helping children to make healthier and safer choices. Children are supported to express their views, regulate their feelings and develop positive coping strategies. This has led to fewer incidents and greater emotional stability. As a result, children are becoming more confident and increasingly independent.

Children enjoy regular opportunities to have fun, try new things and learn new skills. They take part in concerts, football stadium tours and charity runs. Staff actively promote each child's interests, including baking, gardening, football and darts. These activities are used to bring everyone in the home together. One child now bakes cakes for everyone in the home, illustrating how children are encouraged to share their interests and contribute positively to the household community.

Children develop strong practical and independence skills at a pace that is right for them. They complete focused work on budgeting, cooking, health and employment. They are

well prepared for their futures, with one child speaking proudly about the progress they have made and how confident they feel about moving on to semi-independent living.

Children's education is prioritised. When there are barriers to education, the manager and deputy manager liaise effectively with professionals to reduce and resolve any problems. Children are supported and encouraged to engage in structured educational activities in the home when they have not been able to access education, helping them to maintain healthy routines and motivating them to return to education. Engagement and attendance in education are improving for the children. One child has progressed from online tutoring to attending full-time mainstream education. Another child has achieved qualifications that have allowed them to progress onto their chosen course at college.

There are regular opportunities for children to share and express their views. There is a low level of complaints and children know how to raise concerns confidently. The manager takes complaints seriously, responds promptly and ensures issues are addressed directly with the child. Key-work sessions are completed so children understand what action has been taken and feel heard.

Children are well supported to build and maintain positive relationships with their families. Staff develop respectful partnerships with parents. One parent said that the staff understand their child's needs, and they feel listened to and respected. The parents felt that their views were treated as an important part of planning and supporting their child.

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

Children are kept consistently safe by staff who have a strong understanding of risk and respond quickly and effectively to any concerns. Positive relationship-based practice is at the forefront of keeping children safe. The relationships between children and staff support early identification of new risks. One social worker said that their child is safeguarded well in the home and that staff are attentive to emerging risks and respond proactively when concerns arise.

Staff manage challenging situations and incidents well, using a consistent and supportive approach that helps children feel reassured. Staff can de-escalate situations skilfully and help children regulate emotions. This has led to a clear reduction in incidents across the home, as children are supported to talk through challenges and have found healthier ways to manage feelings of frustration and anger.

The registered manager supports children with complex health needs exceptionally well. There is a high level of monitoring, supported by robust planning measures that ensure staff respond consistently and confidently. The manager also provides research-based practice in team meetings, strengthening staff knowledge and equipping them to support children safely. Key-work sessions are tailored to help children understand how to keep

themselves safe, and detailed safety plans and risk assessments are informed by specialist services. One social worker commended the manager's practice in this area.

Staff manage missing-from-home incidents confidently and effectively. They know how to respond and they follow agreed procedures. They liaise promptly with relevant professionals to ensure children return safely. Staff complete purposeful key-work sessions to help children understand risks and make safer choices. As a result, there has been a clear reduction in missing-from-home incidents and a sustained period during which no episodes have occurred.

There is a low level of restraint in the home. When restraint is required, it is proportionate, necessary and focused on preventing harm. Staff make every effort to use de-escalation first, and children and staff talk through their experiences afterwards to support learning and understanding. There is a high level of managerial oversight, ensuring all incidents are reviewed carefully and that practice continues to improve. As a result, there has been a clear reduction in the use of restraint, including a sustained period when none has been needed.

Staff provide consistent support for children who self-harm, resulting in significant progress and a clear reduction in both risk and harmful behaviour. Staff help the children to understand their emotions, develop safer coping strategies and build confidence. Self-harm is no longer a presenting concern, and children demonstrate greater independence and emotional stability.

The effectiveness of leaders and managers: outstanding

The registered manager is knowledgeable and reflective, with high aspirations and ambitions for children in his care. He is well supported by the deputy manager, whose strong practice and consistent oversight further strengthen the leadership of the home. Their consistent expectations, visibility and presence have created an open, transparent culture in the home and a high level of stability in the staff team, contributing to confident and reliable child-focused practice.

Managers have a robust understanding of the home's strengths and weaknesses, which enables them to drive meaningful improvement. There is a strong emphasis on learning in the home. One staff member said they are always looking to learn and improve practice for children, demonstrating how embedded this culture is. Managers are proactive in reviewing and identifying shortfalls and take effective, timely action to address them, ensuring practice continues to strengthen.

Staff skills are enhanced by a range of specialist child-focused training, which is based on the children's individual needs. The registered manager uses team meetings to develop practice across the home, making use of research-based practice and giving staff regular opportunities to share insight and strengthen skills.

Supervision occurs frequently, giving staff regular opportunities to reflect on practice and develop their skills. The manager maintains clear oversight of all staff who deliver supervision, ensuring consistency and a strong focus on developing practice across the team.

External professionals feel confident that children are safe and well cared for, and they are highly complimentary regarding the manager and the team. Professionals commend the manager's calm and coordinated approach and described staff as approachable and responsive. The manager provides appropriate challenge to staff and professionals when practice falls short and if children's needs are not being fully met. This creates a level of accountability and ensures that children receive a consistently high quality of care.

Managers and staff have created a respectful and inclusive environment in which children feel valued. Children's religion, culture and heritage are celebrated, helping them develop a strong sense of identity and belonging. One social worker described the home as a safe space where the child feels accepted and supported, reflecting the positive and nurturing culture embedded across the home.

There are no requirements or recommendations following this inspection.

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

Inspector

Ben Wilson, Social Care Inspector

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