

2820309

Registered provider: Moonreach Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated. It provides care for up to three children who may experience social and emotional difficulties.

The home and manager were registered in February 2025. This was the home's first inspection.

At the time of the inspection, two children were living in the home. Both children were spoken with.

Inspection dates: 2 and 3 September 2025

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: Good

Children live in a homely, well-presented environment. They take pride in bedrooms that reflect their personal interests, and all staff contribute to maintaining the home's welcoming atmosphere.

Staff understand children's likes and dislikes well. Staff arrange appropriate activities carefully to avoid overwhelming children. Staff respond sensitively to any social anxieties that children may experience. Children are gaining confidence and trying new experiences that they had not previously considered.

Children make clear progress in education. One child who had not attended school for an extended period is being reintegrated into mainstream education. The child is successfully building peer relationships at school. Staff from the home speak with professionals from education about how they can support children to learn at home outside of school.

Children show increased self-esteem and confidence. One child now communicates verbally with staff, after previously relying on visual aids. Both children take pride in their appearance, and staff provide consistent, positive encouragement to the children.

Staff monitor children's health and well-being closely. They notice patterns in behaviour when children are becoming upset and intervene appropriately. One child has gained an appropriate amount of weight and maintains good health. Staff support children to follow consistent oral care routines, and their dental health has improved.

Staff support family time safely. Staff provide guidance, including offering a booklet to families. The booklet gives advice on how to set clear boundaries and expectations. This helps family relationships to rebuild in a healthy and structured way.

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

Staff demonstrate a clear understanding safeguarding. They receive regular, up-to-date training and are provided creative strategies by the manager to keep children safer. Staff are vigilant even when children are settled, and are alert to any new presenting risks. Staff report concerns promptly and follow a clear escalation process.

Children are developing trusting relationships with staff, which help them to talk about difficult issues. Staff follow detailed risk assessments that guide safe practice. These assessments help staff and managers to reduce risks effectively.

Staff know the children well and use this knowledge to provide individualised support. Staff educate children about safety, including substance misuse and sexual health, and

children respond positively. A visible project wall in the home promotes discussions about feelings and emotions and other important topics.

Staff are consistent in their approaches to behaviour management. They use restorative and individualised strategies to help children reflect on behaviour and to control their emotions. Children receive daily praise for positive behaviours, such as politeness and engagement, reinforcing good values.

The effectiveness of leaders and managers: Good

Staff feel supported, enjoy their roles and are positive about the home. They work effectively as a team, contributing to stable and consistent care for children. Staff practice reflects the ethos and objectives of the home.

The manager has established a positive, child-focused culture, despite recent high staff turnover. The manager has explored the reasons for the turnover and ensured that staff receive adequate support from both them and the provider. Recruitment processes ensure that safe recruitment standards are met. Children are involved in the process of recruiting new staff.

Feedback from agencies, professionals and families is highly positive regarding communication, relationships and children's progress. Professionals refer to the manager's knowledge of children as 'excellent', and feel that they meet both the children's physical and emotional needs.

The manager has systems in place to monitor and review the home's progress and achievements. However, these systems are not foolproof. Conversations from staff supervision sessions do not show when actions have been carried out. The manager was responsive to improve and develop this area of practice.

The manager raises concerns when professional decisions appear not to be in children's best interests. Advocacy could be timelier and more frequent to ensure that placing authorities act promptly. Where decisions are made in the interim, the manager implements safety plans as quickly as possible.

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

Recommendations

- The registered person should ensure that when a child's placing local authority or other relevant professional do not provide the services that they should to meet a child's needs, the registered person provides appropriate challenge. ('Guide to the Children's Home Regulations, including the quality standards', page 12, paragraph 2.8)
- The registered person should actively seek to make best use of information from internal monitoring to ensure continuous improvement in the home. ('Guide to the Children's Home Regulations, including the quality standards', page 55, paragraph 10.24)

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: Bethany Goodliffe

Inspector

Vikki Thwaites, Social Care Inspector

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