

SC448997

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 and provides care for up to 2 children who may experience social and emotional difficulties. At the time of this inspection, 2 children were living at the home. The provider operates several other homes in the local area.

The manager registered in November 2025.

Inspection dates: 16 and 17 June 2026

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: 4 November 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/11/2025	Full	Good
09/07/2024	Full	Good
15/08/2023	Full	Good
31/01/2023	Full	Good

Summary of findings

The home provides children with a stable and nurturing environment where they feel safe, happy and valued. Staff build strong trusting relationships with children, which help them to make positive progress. Children are supported to maintain relationships with those people who matter to them most.

There has been a period of instability in the management arrangements of the home, which leaders did not address promptly. However, a newly appointed manager, who was previously the deputy manager, has ensured that this has not compromised children's progress, experiences and safety. Children are settled and there are few incidents that have occurred in the home. However, children's future plans are not yet clear, and leaders and managers have not been proactive in addressing this.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are supported by a dedicated and nurturing staff team who genuinely enjoy spending time with them. Daily routines, such as sharing meals and taking part in regular activities together, help to create a strong sense of connection between the children and staff. These consistent opportunities and time together enable staff to build trusting and secure relationships and help children to feel settled and make progress.

Children are supported to maintain good-quality relationships with family and friends. Children's families provide positive feedback about the care that children receive from staff. One parent said that staff do not feel like workers and provide their child with love and parenting, highlighting a strong, child-centred approach.

Children's health needs are promoted. Staff ensure that children attend all routine appointments and work with specialists to receive timely guidance that supports their wellbeing. Staff carry out focused work to help children understand any diagnosis and improve their confidence in managing and understanding their own health.

Children are encouraged to pursue activities that reflect their individual interests. They take part in dance clubs, trips to London, beach days, concerts and go karting, which broaden their experiences and help them to develop new skills and a sense of identity. Children say that they are involved in the weekly planning of these activities and that staff listen and plan activities based on their wishes.

There is a strong focus on the children's education. One child has successfully returned to full-time education after a period out of school. Another child has completed their A-levels and is being supported to plan their next steps, including the option to attend university or do an apprenticeship.

There has been some inconsistent practice in response to children's complaints. This is because they are not always identified or treated as such. This means that some concerns are not explored or resolved through a formal process and leaves children without clear assurance that their views have been fully considered.

Both children are due to move on from the home in accordance with their plans. However, leaders and managers have not been proactive in challenging or working with children's social workers regarding these plans. Consequently, children are not clear on their imminent next steps, which compromises their feelings of longer-term stability. One child expressed uncertainty and worry about their future move due to this lack of preparation.

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

Staff and managers have a good understanding of each child's risk, which informs day-to-day decision-making. Risk management plans provide staff with clear direction on how to respond to concerns and maintain children's safety. This helps to ensure that risks are managed consistently and children are supported by having stable routines that help to reduce the likelihood of incidents escalating.

Practice around managing self-injurious behaviours have strengthened. Staff monitor access to sharp objects carefully and take prompt, proportionate action when a child shows signs of distress. This learning has led to more confident and consistent responses that have reduced the likelihood of harm. Staff build trusting relationships with children, meaning they are more willing to share how they feel, allowing incidents to be de-escalated successfully.

Positive behaviours are promoted effectively. As a result, there has been few behavioural incidents and no physical interventions or children going missing from the home since the last inspection. This reflects a calm and safe environment where children are helped to manage their emotions by staff who are attuned to their needs.

When incidents do occur, these are appropriately followed up with discussions about what happened. These discussions include exploration of children's risks, identifying learning and providing children with the opportunity to strengthen their understanding of keeping safe.

The effectiveness of leaders and managers: good

The registered manager is due to move on from the home imminently. The deputy manager has been appointed as the new manager and has applied to register. Additionally, a new deputy manager has been recruited with the aim to improve the permanence of the management team. The deputy manager's experience and consistent presence have been crucial, offering stability for children and staff during a period of management instability.

Leaders did not respond promptly when the management arrangements became unstable. As a result, there have been periods of inconsistent oversight, which have limited the effectiveness of monitoring and oversight at times. However, leaders have identified learning from this and have clear plans in place to ensure stability of management arrangements.

Managers set clear and ambitious expectations for what children can achieve and uphold high standards of care. They have a strong understanding of the strengths and weaknesses of the home. Managers recognise children's potential and have created an environment where children are encouraged to aim high and are supported by care that is tailored to their needs.

Leaders and managers create a supportive environment for staff. This helps to maintain consistent practice across the home. Overall, staff receive supervision regularly, which provides them with clear guidance and reflection on their work with children. New staff benefit from thorough and positive inductions, giving them the skills and confidence to meet children's needs.

Staff describe a strong sense of teamwork. One staff member said that they support one another and described the team as dedicated and supportive. Staff share their experiences and individual strengths, which help to maintain a stable approach to caring for children and creates a positive working culture.

Staff development is a priority. Staff benefit from well-planned training opportunities, with a focus on ensuring that they have the skills to meet the children's needs. Staff complete training that is tailored to the individual risks and needs of children, which helps them to provide informed and confident care.

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 establish a procedure for considering complaints made by or on behalf of children. In particular, the procedure must provide that no person who is the subject of a complaint takes any part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate. The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. The registered person must ensure that no child is subject to any reprisal for making a complaint or representation. (Regulation 39 (1) (2) (3) (4)) In particular, the registered person must ensure that children know how to make complaints and that complaints are clearly recorded and processed in line the home's procedures so that children receive clear outcomes and assurance that the concerns of been addressed.	13 August 2026
The care planning standard requires the registered person to ensure that arrangements are in place to— manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (2)(b)(ii)(iii)) In particular, the registered person must ensure that leaders and managers work cohesively with children's placing authority to effectively plan next steps and to ensure that children are ready	13 August 2026

and understand arrangements for when they move on from the home.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that; helps children aspire to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a) (2)(a)(h)) In particular, the registered person must ensure that there are stable leadership and management arrangements in place and urgent action is taken should these arrangements become unstable.	13 August 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: SC448997

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: Simon Anstice

Inspector

Ben Wilson, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026