

1212704

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider. It is registered to provide care for up to three children who may have social and emotional difficulties.

Two children were living in this home at the time of the inspection.

The manager registered with Ofsted in August 2025.

Inspection dates: 4 and 5 November 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: 18 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2025	Full	Good
05/03/2024	Full	Good
07/02/2023	Full	Good
26/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

All children living at the home spoke about their experiences. They said that living at the home is great and staff will do their best to support them. One child said they have developed confidence to be able to speak to people, whereas previously they would be too anxious.

Children make progress from their starting points. Staff help children to improve their emotional well-being and self-care. This has helped children feel confident in approaching staff for reassurance and avoid using unsafe coping strategies.

Staff understand and respond effectively to each child's individual needs. They work closely with therapeutic practitioners, which helps them respond to the individual needs of the child in a dynamic way.

All children are engaged in education, whether at school or through other learning. Children who had not been in school for a long time, now attend school full time. They have good attendance and are doing well.

Effective multi-agency work ensures that children are fully supported. Staff work with professionals to ensure the needs of children are met. This helps reduce delay in accessing specialist services and provides consistency of care. There has been some delay in receiving health documents from authorities, which means staff cannot promptly respond to children's specific health needs.

Staff support children to see those important to them. Family and friends are included in the lives of children, which promotes the child's identity and makes them feel valued. One parent said that their child is happy and 'I can't fault them'.

Staff encourage children to develop independence skills. Clear independence plans guide staff and children to develop skills over time and at the child's pace. Children are rewarded for their progress.

Children's views are considered and affect changes in the home, such as changes to the home's décor.

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

Children feel safe, and families are confident that staff provide a protective environment. One parent said, 'I know that my child is safe.'

Safeguarding practice is sound. Staff understand each child's risks and use behaviour support plans, risk assessments, and therapeutic plans to manage incidents effectively. As a result, incidents have reduced.

Children receive support to understand risks. Staff talk with children to help inform their understanding of safeguarding risk. These discussions are regularly revisited and are tailored to ensure that they suit the learning style of each child.

When children go missing, staff follow relevant protocols. Leaders advocate strongly for children's safe return and to ensure independent return home interviews.

Children experience consistent routines and boundaries. Staff understand the risks of online safety and use monitoring tools to review children's use of technology. Strict routines are in place to minimise children's risk of harm from exposure when using electronic devices.

Positive behaviour is encouraged through rewards and praise. Consequences are fair and focus on reparation. This helps children reflect on their actions and their impact on others.

Children share their positive experiences with staff and can identify who they would go to for support. Children know how to make a complaint, and they each have a positive relationship with the manager. One child said, 'I know that if I ask the manager for something, they will try to make it happen.'

The effectiveness of leaders and managers: good

The manager and deputy work effectively together, demonstrating ambition and high expectations for staff to deliver individualised care for children.

All staff undertake a programme of training, which commences at the start of their employment. Staff receive specific training based on children's individual needs. This ensures that all children receive individualised care.

Managers have a clear understanding of children's progress and have effective strategies to support children. This insight is shared with staff, which ensures a consistent approach across the team.

The home has a full staff team. New staff adapt quickly, supported through induction, peer supervision, both formal and informal, and guidance from experienced colleagues. Newer members of staff say they feel supported.

Managers provide an open and supportive environment where staff can seek advice at any time. However, staff supervision is not always at consistent frequencies, as outlined in the home's statement of purpose.

Leaders understand the home's strengths and shortfalls, and they seek to improve and develop the operation of the home.

Relationships between managers, staff, families and professionals are consistently positive and informative. Strong communication ensures everyone has a shared understanding of each child's progress.

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 ensure that all employees— Receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This relates to leaders and managers ensuring that staff receive regular supervision.	27 February 2026

Recommendation

- The registered person should ensure that case records are kept up to date. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

Information about this inspection

The inspector has 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: 1212704

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

Registered provider address: Unit 1 Tustin Court, Riversway, Preston, Lancashire PR2 2YQ

Responsible individual: Robert Allen

Registered manager: Craig Greenwood

Inspector

Paul McKay-Smith, Social Care Inspector

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