

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 with social and emotional needs.

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

The manager is pending registration with Ofsted.

Inspection dates: 17 and 18 February 2025

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: 5 March 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2024	Full	Good
07/02/2023	Full	Good
26/01/2022	Full	Good
13/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with the manager and staff. Two children said that they feel safe and happy at the home. Children receive individualised care. The children's plans are understood and followed by staff. Consequently, children make good progress in all aspects of their lives.

Managers work effectively with education services, alongside therapeutic practitioners, to strengthen the support children receive to maintain attendance in education at both external and on-site provision.

The manager and staff ensure that children's views, wishes, and feelings are listened to and are central to their care planning. For example, one child has pets in the home, and the game room is being decorated as a make-up room. Both were requested by children and were actioned. This helps children to feel valued and have a sense of belonging. The quality of support offered to children is not always reflected in documents. This is a missed opportunity for staff to evidence experiences of the children.

Children are in good health and attend routine medical appointments. Additional health needs are understood and responded to by staff.

Children are supported to keep in touch and see people who are important to them. Staff have formed good relationships with the children's family members. This helps children to maintain their sense of identity and meaningful relationships with the people who are important to them.

One child has moved on from the home. The home offered the child support during the transition process, through visits to their new setting. Staff maintained contact after the move in line with the child's wishes.

The manager has taken on board learning from previous placements that ended after short periods of time. This is demonstrated in safer acceptance of referrals for children joining the home, reducing disruption to other children already living in the home.

The home is decorated and furnished to a good standard and is clean and tidy. The children have access to a large garden area. The home is maintained well and free from hazards. Maintenance to the property is planned to further strengthen the quality of the environment.

The manager advocates well for children and works closely with placing authorities when shortfalls arise to address and source the correct support to meet children's emerging needs.

One child is developing independence skills and spoke about how staff assist with this. Unfortunately, the efforts made by staff and the child to achieve independence tasks are not clearly documented or planned. This is a missed opportunity to demonstrate how staff support the independence of children and the progress the child is making.

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

The safety and welfare of children are at the centre of staff practice. This helps staff to keep children safe. Children's risk management and positive support plans address their vulnerabilities, include clear strategies for staff to follow and are reviewed regularly. This is strengthened through input from trained therapists, who advise on the emotional needs of the children. This supports staff to understand the children's risk-taking behaviours and take effective action to manage incidents.

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 have a positive relationship with the manager. Children said they feel safe.

Staff receive training in safeguarding. This covers numerous risks faced by the children in their care, such as self-harm, online safety and managing crisis. Staff receive additional training to meet children's emerging needs. Staff remain experienced and able to support children through challenging experiences. In one example, the manager led staff in learning from a challenging time for one child, leading to an informed and confident approach from staff in managing complex behaviours.

On occasions, children have left the home without permission. Staff followed missing-from-home protocols, worked with the police and actively searched for the children to ensure that they returned home safely. The children were offered independent return home interviews. This has resulted in a reduction of missing-from-home episodes.

There has been a reduction in the use of restraint in the home. Staff are skilled in de-escalating situations. This is achieved through training and the development of positive relationships with children.

Managers have oversight when physical intervention is used. Physical interventions are proportionate and necessary to keep children and staff safe. The manager has debriefed staff following these events and detailed the steps taken to avoid the use of restraint in future.

Children have been given consequences in response to their behaviour; however, these are not always restorative or effective in nature. Staff do not always understand the timeframe of their consequence. An example was one child having their phone removed and not being made aware of when it might be returned. This is a missed opportunity for the manager to review the effectiveness of consequences, take action to improve staff practice and to actively involve the child.

Incidents are managed well, and all serious incidents are notified to Ofsted. This allows the regulator to have sufficient oversight and scrutiny. A therapist and on-site school head teacher who works with the children shared how staff know and understand the children. They can support children to settle and understand their emotional needs and responses.

The effectiveness of leaders and managers: good

The manager is child centred. Children are familiar with the manager, who previously worked in the home before being promoted, fostering trust and continuity in care.

The manager embraces a therapeutic approach to supporting the children and regularly consults therapeutic practitioners for advice and in the formulation of plans for children.

After a period of staffing instability, the home has a stable team, offering continuity of care to children. Staff work well together, and children said they feel that all members of the team are approachable. One staff member said, 'Staff have been welcoming. I didn't know what to expect when I started. Staff have been good at sharing their knowledge. Managers have been supportive.'

Staff understand the needs of children and are attuned to therapeutic practices and support to promote the best outcomes for children.

New staff members receive a thorough induction and training. Managers and staff have regular supervision, which provides strong staff well-being, reflection and support. The relationships and support offered by staff to children are not always reflected in their supervision records. This is a missed opportunity to acknowledge the positive work they complete and to reflect on how they can strengthen the care provided.

Staff are trained, and the manager has enrolled those who require relevant qualifications within the required time frames. This promotes the knowledge and skill of the team to achieve the best outcomes and safe care for children. The manager and deputy manager have had their practice appraised. This has included feedback from professionals, staff and children, who all praise and welcome their leadership.

Feedback is gathered from professionals and family members to inform practice and promote the quality of care provided to children.

The management team has good monitoring systems in place. This helps managers to evaluate the strengths and weaknesses of the service. This means they can plan and take action to address any shortfalls.

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

Recommendations

- The registered person should ensure that children have a clear independence plan and are supported to utilise their environment, such as use of the kitchen and laundry areas. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.25)
- The registered person should ensure that children are supported to express themselves as individuals and are given an appropriate degree of freedom and choice in relation to day-to-day arrangements for their care. Consequences given that would impede this must be clearly explained to children and be time limited. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.21)
- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that all staff are suitably trained, and this is updated in accordance with their policy and guidance. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

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: 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

Manager: Post vacant

Inspector

Paul McKay-Smith, 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 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 2025