

1241776

Registered provider: Hexagon Care Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to four children who have had adverse childhood experiences that have led to associated trauma and presenting complex behaviours. This home is privately owned. The manager is suitably experienced and holds the relevant qualification. They have been in post since 1 April 2023 and have applied to register with Ofsted.

Inspection date: 26 March 2024

Date of last inspection: 21 November 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

Three children were living in the home at the time of this inspection. One child recently moved into the home under emergency circumstances. The manager worked hard to gain all the information required and to ensure the move into the home was positive for the child.

Since the last inspection progress has been made against the requirements and recommendations made. Safeguarding processes have been strengthened, care is being delivered in line with the home's statement of purpose and the manager has focused on developing the skills of her staff team.

The manager has created new monitoring systems to improve her oversight of the care and support that the children receive. This includes a range of audits relating to children's care and protection. This practice demonstrates a commitment to improving the quality of care. The effectiveness of these new systems will be considered at the next inspection.

Risk assessments identify risks well and are updated following incidents or when new risks emerge. The manager ensures that clear guidance is provided to support staff in managing risks and that this links to the therapeutic ethos of the home. This supports staff to manage behaviour and risks effectively, and has ensured a robust response, alongside an understanding and caring approach to recent incidents of self-harm.

Staff are finding positive ways to support children and help them to express themselves safely. As a result, children have not gone missing from the home and physical intervention has not been used.

Staff understand children's physical and emotional health needs. When children need specialist support, they receive it from the child and adolescent mental health services (CAMHS) or from the in-house clinical psychologist.

Staff support children to attend their education settings. When children are unable to attend school, staff try to engage them in structured learning activities. Staff have also supported one of the children to access work experience.

Since the last inspection, improvements have been made to supporting children's views, wishes and feelings. If a child makes an allegation they are kept informed of the progress of any investigation. However, on one occasion staff did not support a child sufficiently when they raised a concern. In addition, there have been missed opportunities to involve children and provide them with reassurance when there are changes in the home.

Staff shortages have led to staff from other homes within the company working in the home. As a result, children do not always receive continuity of care from staff who know them well and understand how to interact with them. Children have said their experience when other staff are working in the home are not always positive.

Staff undertake relevant key-work sessions with children on a regular basis and children engage well with these sessions. However, staff do not proactively educate children to keep safe online. This does not prepare children with the knowledge and understanding to make their own safe choices when using the internet as they develop.

Staff do not always complete records to a good quality and ensure that they record all important work that is undertaken with children. The manager reflected on this during the inspection. A recommendation is made to support ongoing development and improvements in this area.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/11/2023	Full	Requires improvement to be good
16/08/2022	Full	Good
15/02/2022	Full	Good
18/02/2020	Full	Good

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, 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 children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child. (Regulation 7 (1)(c) (2)(a)(ii)(iii)) In particular, the manager must ensure that children are consulted to ascertain their views, wishes and feelings, that children understand that their views, wishes, and feelings are considered, and that the action taken in response to children's views, wishes and feelings are recorded.	8 May 2024

Recommendations

- The registered person should ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.4)
- The registered person should respond to children's views about changes to staff and be aware of the potential impact this may have for the child's stability and

emotional well-being. ('Guide to the children's homes regulations including the quality standards', paragraph 8.12, page 39)

- Staff should help children understand how to protect themselves. Particularly in relation to online safety. ('Guide to the children's homes regulations including the quality standards', paragraph 9.9, page 43)

Children's home details

Unique reference number: 1241776

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: Leonie Duffy

Registered manager: Jade Weston

Inspector

Natasha Skinner, Social Care Inspector

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