

1264333

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It offers care for up to three children who may experience social and emotional difficulties.

At the time of this inspection, three children were living at the home. The inspector spoke to all three children about their experience of living at the home.

The home registered with Ofsted in April 2018 and the manager registered in April 2021.

Inspection dates: 27 and 28 January 2026

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: 27 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2024	Full	Good
07/11/2023	Full	Good
16/02/2023	Full	Good
23/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, one child has moved out of the home after living there for a number of years, and one child has moved into the home. The children say that they are happy at the home and external professionals spoke positively about the care the children receive.

All children currently attend school. When children are not in school, they are supported to have a structured routine. Staff have high aspirations for the children to achieve their full academic potential.

Children and staff have access to internal therapeutic support. The psychologist provides support and guidance to staff, enabling them to reflect on and understand the children's previous and emerging needs.

Children are supported to develop their independence skills. This means that children gain confidence in areas such as budgeting, independent travel and preparing for adulthood.

Children are supported to spend time with people who are important to them. Staff maintain relationships with family members and friends. This helps to keep children safe when spending time away from the home.

The home is warm and welcoming with ample space for the children. There are photos displayed throughout the home of the children and staff having fun and memorable times. This helps children develop a strong sense of belonging at the home.

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

The children are safeguarded effectively and incidents in the home are rare. When incidents do occur, they are well managed with clear oversight and evidence of learning and reflection from the manager.

Risk management plans are detailed and reviewed regularly. However, gaps in recording mean that guidance for staff on all known risks is not always clear. As a result, staff do not consistently have access to up-to-date information on how best to support children's needs.

Children have gone missing from the home on two occasions. When this happens, staff respond promptly and follow the missing-from-home procedures. Staff work effectively with external professionals to support children to return home safely.

Children are registered with relevant health services and professional support is prioritised when required. However, there is no documented guidance for staff to follow

when a child refuses medication over a prolonged period. This means that staff do not have clear guidance to follow on how to respond in these circumstances.

Staff provide children with calm, nurturing care and maintain good daily routines. They have regular, meaningful conversations with children on topics such as online safety, exploitation and developing independence. However, conversations regarding the risks associated with the use of electronic cigarettes are not documented.

When an allegation is made against a member of staff, the manager takes swift action to safeguard the children and informs other safeguarding professionals in accordance with the home's safeguarding policy. However, the manager did not update the local authority designated officer when one investigation was concluded.

Safer recruitment checks are completed for all new employees. This ensure that only suitably vetted staff are employed and deemed safe to work with children.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. They are supported by a deputy manager. Together, they also manage another home nearby. They are child centred and caring in their approach and they maintain clear oversight of the day-to-day running of the home.

There is a consistent staff team, and staff say that they enjoy working at the home and are committed to improving outcomes for children. Staff say that they are supported by the managers and receive a high level of consistent support and guidance.

Staff have received training that equips them to meet the needs of the children. There is a strong culture of learning within the team, which creates additional opportunities for staff to further develop their knowledge and understanding of their roles and responsibilities.

Team meetings take place regularly. They have a clear focus on the children and provide staff with opportunities to reflect on their practice.

Managers ensure that regular supervision sessions and appraisals take place with staff. This ensures that staff practice is continuously developing to meet the needs of the children.

Leaders and managers have effective internal and external monitoring systems in place. When shortfalls in practice are identified, the manager addresses these with the staff team to promote continual learning and development.

The manager has not provided the regulatory body with an updated statement of purpose when there have been changes in the staff team, as required by regulation. This shortfall has not impacted on the children.

The manager has completed a review of the quality of care provided to children. However, the review does not include the views or feedback of staff. This is a missed opportunity for the manager to gain a comprehensive overview of the quality of care provided.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)) Specifically, the registered person must ensure that children's risks are clearly assessed. They must ensure that staff are provided with guidance and strategies to support them to reduce risks.	10 April 2026
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must—	10 April 2026

keep the statement of purpose under review and, where appropriate, revise it; and

notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.
(Regulation 16 (1) (3)(a)(b))

Recommendations

- The registered person should ensure that the quality of care review considers the opinions of staff. ('Guide to Children Homes Regulations, including the quality standards', page 65, paragraph 15.2)
- The registered person should seek to involve and update the local authority designated officer whenever there has been a serious concern about a child's welfare. ('Guide to the Children's Home Regulations, including the quality standards', page 42, paragraph 9.4)
- The registered person should ensure that children are offered advice, support and guidance on health and wellbeing specifically in relation to the use of electronic cigarettes. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.18)
- The registered person should ensure that medicines are administered in line with medically approved protocol. Where the home has questions or concerns about a child's medication, they should approach an expert such as a general medical practitioner. ('Guide to the Children's Home Regulations, including the quality standards', page 35, paragraph 7.15)

Information about this inspection

The inspectors 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: 1264333

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: George Sumner

Registered manager: Lois Scholes

Inspector

Michelle Snape, Social Care Inspector

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