

2509367

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is run by a private provider. The home is registered to provide care for up to three children who may have social and emotional difficulties.

The manager has been registered with Ofsted since August 2021.

We last visited this setting on 21 March 2022 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 4 and 5 July 2022

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: 1 February 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: Three compliance notices were issued following the full inspection on 1 and 2 February 2022. The notices were in response to significant shortfalls under regulations 12, 13 and 20. The monitoring visit on 21 March 2022 identified that the compliance notices issued had been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/02/2022	Full	Inadequate
23/01/2020	Interim	Sustained effectiveness
16/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There is one child currently living at the home. They are making good progress and enjoying a broad range of positive experiences. As a result of the stability of their home life, improved sense of safety and the good-quality care, affection and support, the child is flourishing. One professional said, 'He loves it. He loves the staff; he has never had a bad thing to say about them.' Another professional said, '[Name of the child] has made massive progress in the home, and he is a pleasure to have around.'

The strength of the relationships and trust in the staff and other professionals form the foundations on which the child can show their potential. The child and staff have planned and ad-hoc chats that relate to the child's goals and plans, and they can express any worries through the 'worry monster'. Managers and staff act as strong advocates for children. They ensure that the child's views, wishes and aspirations are shared with those who need to be informed.

The child is supported to maintain a healthy and active lifestyle. Their physical and emotional well-being are improved by their engagement with primary and therapeutic healthcare professionals. The child's dietary preferences are responded to, which enables them to try different foods. The child is developing good habits that will serve them well in the long term. For example, they are learning how to brush their teeth properly and gargling to music, which adds a fun element to maintaining healthy dental hygiene.

The child's full-time education is supported by the staff and an online tutor, while formal arrangements are made for them to attend school. This continues to provide a clear structure to the child's day, as they continue to learn and make good progress. The education sessions that have been planned between the therapist and key worker ensures that the child is gaining knowledge and skills about the facts of life.

The child's day-to-day experiences are enhanced significantly by the wide range of activities that have enabled them to unravel their talents and excel. For example, joining sports clubs and groups, swimming, outdoor activities and trips away provide opportunities for the child to make appropriate friends and socialise.

The home environment is child-friendly, and it lends itself to the child's engagement in the home-based activities. For example, the trampoline and swimming pool provide hours of fun for the child. A wide range of books, DVD's, games, toys and play equipment in the child's room, and in other areas of the home, stimulate the child's imagination, enrich their experiences and allow the child to be a child.

The promotion of family time respects the child's wishes and feelings. The child's cultural identity is promoted, and their religious needs are well researched and resourced.

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

The improved management scrutiny and oversight have significantly improved the safeguarding practices in the staff team. This ensures greater protection for children both inside and outside of the home.

The staff understand the child's risks and vulnerabilities. They are well informed by the updated and thorough written risk management plans, which guide staff to protect the child from harm. The current missing-from-home protocol informs staff about the actions that they must take should the child go missing. The risk management documents are read and signed by the staff as confirmation that they understand the contents.

There are no current concerns related to child exploitation, self-harm, bullying and radicalisation. However, staff have the relevant training and information, which equips them to respond to such threats to children's safety and well-being.

Behaviour management practice is effective. The therapeutic parenting model is embedding, the routines and boundaries are established, and the child is settled. Through the involvement of the provider's learning and development team, staff training, and regular clinical consultations, the triggers of the child are identified quickly and managed appropriately.

The child has been supported by the good practice from the clinical team and the staff to help them explore and name their emotions. The child's engagement in these interventions has improved their insight, and enabled them to show empathy and use appropriate coping strategies. There has been one physical hold used since the last inspection, which is a significant decrease. This is a strong indicator of how effective the therapeutic parenting is, and how safe and secure the child feels.

Children are better protected when they raise concerns or make disclosures of harm. The manager has taken appropriate measures to ensure that safeguarding procedures are followed correctly when a child makes an allegation against staff. This helps children to feel that their opinions are heard and valued. The use of restorative discussions between staff and children has been useful in repairing the relationships.

The effectiveness of leaders and managers: good

At the time of the last inspection, the management team, staff and children faced considerable challenges and concerns in relation to the safeguarding practice in the home. This led to an inadequate inspection judgement, the issuing of compliance notices and the provider ending two of the children's placements.

Leaders and managers have shown a firm and transparent commitment, which has contributed to the enhancement of the service. They have gone back to basics and have developed the service to ensure that a further decline does not happen again. Specifically, the provider has made a firm commitment to not rush into placing more children in the home without robustly considering the needs of the current child and the opinions of the team around the child.

The manager has improved her oversight of the home significantly. She is not working shifts in the home. She knows the child very well; they have a good relationship, and she can articulate the child's needs and progress effectively. Consequently, with the support of the deputy manager and a dedicated staff team, the manager is managing the home effectively.

No staff have left the home since the last inspection, which promotes stability for the child. One potential new staff member is awaiting the outcome of final checks. However, there continues to be inconsistency in the interview notes that show gaps in how decisions to appoint the staff member was made. This does not demonstrate that managers have satisfied themselves fully about staff suitability issues.

Staff have received the relevant mandatory and additional training to refresh and enhance their knowledge. Staff team meetings, daily handovers, and reflective supervisions allow the staff team to continue to work towards the same goals. Staff are very satisfied with the level of management support and guidance that they receive. They experience satisfaction in their role, which creates a positive atmosphere for the child.

Internal management monitoring is reflective and transparent of recent events in the home, and the learning is clearly identified through the action plans. The quality of the reports from the independent person are variable in quality and the provider has undertaken to raise this matter. Positive comments from a range of professionals indicate that the home is a good place for children to live.

The previous requirements are met. This is in relation to the provider challenging local authorities when they fail to carry out their responsibilities; improving care planning practices; ensuring safe medication management; maintaining appropriate physical intervention records and notifying Ofsted about allegations of abuse.

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

Recommendation

- The registered person should ensure that as set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. This refers specifically to the registered manager ensuring that interview notes of applicants consistently show how decisions to appoint them are made. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2509367

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: Joanne Abram

Registered manager: Holly Illingworth

Inspector

Jacqueline Malcolm, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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