

2509367

Hexagon Care Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to three children aged between 11 and 17. The home specialises in providing medium- or long-term therapeutic residential care for children with emotional and/or behavioural difficulties.

The registered manager was working their final day on the day of the visit.

Inspection date: 10 March 2021

This monitoring visit

Due to the restrictions in place relating to COVID-19 (coronavirus), this visit took place off site. This visit was undertaken to address specific concerns being shared with Ofsted in relation to changes in leadership and management, appropriateness of sanctions, young peoples access to resources and engagement in activities including education and reviews, and continuing use of virtual regulation 44 visits. In addition, it has been over a year since Ofsted last visited the home. The visit included a review of documents, a virtual tour of the building and discussions with staff and relevant professionals.

Children living in the home benefit from a therapeutic approach which is embedded within the staff team. This enables children to receive both formal and informal therapy to process previous trauma and build the skills to manage their emotions.

A new manager has been appointed to replace the current registered manager. A new deputy manager is already in post. The responsible individual is supporting the transition of the managers and consistency from the therapists is intended to provide a level of stability for the children during these management changes.

Children are aware of the reasons for the home's rules and boundaries that are implemented by the staff. As a result, sanctions are rarely implemented and are clear and proportionate with the child's voice being heard. Children's records provide clarity and promote consistency for the children and staff team.

Children are involved in decisions regarding their care. When children decline to engage in formal meetings, their voice is still heard through staff who advocate on their behalf. This ensures that children influence their plans.

The manager has been creative in developing the staff's knowledge and understanding regarding e-safety during the restrictions in place due to COVID-19. This includes adapting some training courses to being held virtually and the creation of work packs to aid learning while awaiting face-to-face courses. The training and support staff have received has prepared them to meet the needs of the children.

Medication records are difficult to read and are not consistently completed. Medication is not always safely administered or stored appropriately. This is not safe practice and has the potential to lead to serious errors.

Most of the regulation 44 visits have been completed virtually. While these reports are detailed, factual errors within them significantly change the reader's understanding. However, going forward, visits will take place in person to enable full scrutiny. This will promote the independent visitor's ability to clarify information while on site.

The previous recommendation regarding supervision records was not checked during this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/01/2020	Interim	Sustained effectiveness
16/09/2019	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 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 registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1)) In particular, ensure that recording is legible and accurate, including dual signing when required. Any medication dispensed but not taken should be destroyed safely and as soon as possible.	30 May 2021

Recommendations

- The registered person should ensure that supervision records include any follow-up work that is needed following an allegation against staff. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.15)
- The registered person should ensure that physical visits to the home take place by the independent visitor when completing regulation 44 visits and that reports are accurate. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.5)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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 PR2 2YQ

Responsible individual: Thomas Cappleman

Registered manager: Rebecca Sharp

Inspector

Debra Boldy, Social Care Inspector

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