

2509367

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 run by a private provider. The home offers care and accommodation for up to three children and young people between the ages of 8 and 18 years old who display emotional and/or behavioural difficulties. The home was registered in March 2019 and this is its first full inspection. The manager was also registered with Ofsted at the same time.

Inspection dates: 16 to 17 September 2019

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: This is the home's first inspection.

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

The manager's careful planning and the completion of detailed impact risk assessments ensure that the children moving into the home are matched carefully. The staff team has helped the children to settle in and this has resulted in the children developing good relationships with each other and the staff. Although the children only moved in a couple of months ago, the staff's encouragement has led to progress being made, especially with a reduction in risk-taking behaviours.

The manager consults with education professionals to make sure the children have timely access to the right schools. The staff provide daily encouragement and recognise the children's potential. The children become motivated and keen to attend school. Children who have previously struggled to engage in education, attend lessons with a tutor.

The children benefit from good emotional and practical day-to-day support and they respond to clear boundaries and routines. They receive consistency of care throughout the day and night, as the staff rotas are focused on the needs of children. Children thrive in a caring, family atmosphere at the home and staff provide good role models for the children.

The time spent with staff helps children begin to trust the adults caring for them. The children spend time chatting with the staff and going out and about with them. They benefit from a variety of social and recreational activities such as going to the gym, promoting good physical health.

Children are supported to maintain links with their family and they benefit from the good communication between staff and the important people in their lives. This helps to improve relationships and, consequently, children enjoy increased and more satisfying time with their family.

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

The children experience a high level of safety, security and supervision. Comprehensive and individualised risk assessments and behaviour management plans provide the staff with a thorough outline of the actual and potential risks to the children. The staff respond to these by making sure that they use appropriate safety measures and strategies to keep the children safe.

The children and staff have direct involvement from the in-house psychologists. The clinicians' assessment gives the staff team a good understanding of the children and their needs. This is further enhanced through attachment and behaviour management training. Reflective discussions at the team meetings help the staff to understand how the children's experiences can have an impact on their presenting behaviours. The staff

tailor their caring approaches to the individual children.

The children's risk-taking behaviour has reduced and many risks that were apparent at the time of admission are no longer present. The children and staff have good relationships. The staff know how to de-escalate any negative behaviours and, as a result, police intervention has not been necessary, and no restraints have been needed. The children no longer misuse drugs and do not go missing from home. As a result, the children are at a reduced risk of exploitation and gang affiliation.

Staff use opportunities to chat to the children to help educate and challenge their views. A variety of topics are covered, in line with the individual needs of the children. Staff help the children to feel safe and secure and this helps them to express their wishes and feelings. Staff support the children's emotional well-being and this prepares children for engaging with bespoke therapeutic support from the home's clinicians.

The effectiveness of leaders and managers: good

The home is run by a committed and experienced manager whose approach is child-centred. She is also registered as the manager of another home within the company and manages her time effectively between the two homes. She is assisted by an organised deputy manager and together they make a strong management team.

Safe recruitment checks are undertaken, leading to only suitable staff caring for children. The eclectic staff team provides a mix of gender, skills and experience. This provides the children with a diverse and caring staff team to develop relationships with.

The staff receive a detailed induction to the home, and have plenty of time to familiarise themselves with the policies and procedures. They have access to a wide range of training. The regular, good-quality supervision promotes reflection. This helps the manager recognise the staff member's individual strengths and areas for further work and development. As a new team, the manager has developed the staff's skills so they work cohesively together.

Managers are strong advocates for the children. They challenge placing authorities, which includes escalating their concerns, when there are shortfalls in practice or planning. However, one child did not have an up-to-date care plan until several months after moving into the home.

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

Recommendations

- The registered person must challenge (under regulation 5(c)) any placing authority who asks them to accept a child in the absence of a complete and current relevant plan, as the expectation that a placement of a child without the necessary information would go ahead (in circumstances other than an emergency) is inadequate in relation to their role. It is essential that homes understand what will be required of them before they accept responsibility for a child's placement, to avoid disruption and instability for the child in future and for other children in the home. For non-looked-after children, the home should ensure they have sufficient information from the child's 'placing authority' (usually their parents/carers) and other relevant agencies to effectively assess whether they can meet the child's needs before agreeing to the placement. ('Guide to the children's homes regulations including the quality standards', page 57, paragraph 11.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1 Tustin Court, Port Way, Ashton-On-Ribble, Preston, Lancashire PR2 2YQ

Responsible individual: Jason Hall

Registered manager: Rebecca Sharp

Inspector

Tina Ruffles, social care inspector

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