

2509367

Hexagon Care Services Limited

Monitoring visit

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.

Inspection date: 21 March 2022

This monitoring visit

The purpose of this visit was to monitor the action taken by the provider in response to the three compliance notices that were issued following the full inspection in February 2022. These notices were in response to significant shortfalls under regulations 12, 13 and 20.

No new children have moved into the home and two children have moved on following the last inspection. A recent period of stability has enabled the remaining child to settle since their peers have moved on following the provider ending their placements. No new allegations or incidents have been reported during this time.

The child's risk assessment has been updated and now reflects the known risks and any potential risks that may occur. The revised document now identifies this clearly and also includes the actions staff should take to reduce and manage the risks. An updated missing-from-home protocol identifies the actions for staff to take in the event of any missing episodes. Staff read and sign to show they have read and understood the revised risk assessments. This helps to ensure that staff are aware of how to respond to the child's behaviours.

Staff work with the child about their online safety at a level aligned to their age and understanding. Safeguarding training has helped the staff to better understand how they should respond in the event of allegations or incidents of concern. Staff now know when to whistle-blow and whom to escalate their concerns to. Designated safeguarding lead refresher training has better equipped the manager to respond to these incidents should they occur.

Revisiting gaps in the manager's induction and knowledge base alongside the responsible individual has also strengthened the manager's ability to respond to allegations or concerns appropriately. Allegations raised by children following the last inspection were appropriately dealt with and escalated for scrutiny and oversight. This helps to keep children safe.

Allegations and concerns about staff conduct are investigated fully to ensure that only suitable and safe staff work with children. The compliance notice in respect of regulation 12 is therefore met.

Improved monitoring systems now enable the manager to have better oversight of the care delivered in the home. The reduction in the number of children living in the home has enabled a period of stability. In addition, the manager is no longer required to work shifts. This has improved her oversight and monitoring of the home.

An improved emphasis on supervisions shows these are now planned with staff and include a review of probation with new starters. An ongoing commitment to staff development through an extensive programme of training shows the provider has acted on addressing the gaps in staff's knowledge and skills. This means that the compliance notice under regulation 13 is met.

The poor restraint practice that was applied in the home has been reviewed and analysed by the provider to inform lessons learned. This will be discussed with staff during the two-day refresher training that is due to take place this month. Regular feedback and evaluation from the provider's learning and development team are informing the manager's practice and overview.

The child's behaviour management plan is updated to identify how staff should respond in the event of these behaviours. However, the plan did not reflect some of the child's behaviours. This was rectified during the monitoring visit to mitigate this shortfall. The compliance notice under regulation 20 has been met.

The requirements raised at the full inspection are carried forward and were not reviewed during this visit.

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

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 must comply within the given timescales.

Requirement	Due date
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; and if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(b)(c)) The registered person must ensure that they provide sufficient challenge to social workers in their response to managing disclosures of abuse made by children and in undertaking their responsibility to complete and share the outcomes of an independent return home interview when a child has been missing from care. The registered person must ensure that they are proactive in securing key documentation from placing authorities relating to a child's care, including placement planning meeting minutes, strategy meeting minutes and review minutes.	20 March 2022
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b))	20 March 2022

In particular, the registered person must ensure that children's care is planned to ensure placements are effectively managed and sustained.	
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(c)) The registered person must ensure that records of medication are legible, fully complete and dual signed when required.	20 March 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used, or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure.	20 March 2022

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3) (1)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) In particular, the registered person is to ensure that a clear and accurate record of any restraint and injury sustained to a child is recorded. The registered person is to ensure that incidents are recorded in a timely manner and that a thorough management evaluation and debrief of the staff are included.	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	20 March 2022

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 Ltd

Registered provider address: Unit 1 Tustin Court, Riversway, Preston, Lancashire
PR2 2YQ

Responsible individual: Thomas Cappleman

Registered manager: Holly Illingworth

Inspector

Parveen Hussain, Social Care Inspector

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