

2521953

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 operated by a private organisation. It provides care for up to two children who may experience social or emotional difficulties.

The manager registered with Ofsted in June 2021.

At the time of the inspection, there were two children living in the home.

Inspection dates: 1 and 2 November 2022

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 21 December 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/12/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children who live in this home are making excellent progress in line with their assessed needs. They are thriving due to significant improvements in their physical and emotional health. Children are maturing, developing social skills, and growing in confidence.

Staff care for children with warmth and kindness. Staff know children well and take time to understand their views and wishes. As a result, children have secure relationships with staff that are based on trust and respect.

Children's health needs are well met. A significant outcome for both children has been the cessation of medication that they were prescribed when they moved to the home. Due to their healthy routines and lifestyle, this medication is no longer required. Children's medication is managed safely. However, information in relation to children's 'when required' medications could be improved.

Both children are attending college on a full-time basis. Their attendance is excellent and they are settling in well to this new environment. The manager has worked closely with college staff to ensure that the children receive effective support.

The manager and staff are highly ambitious for children. Children are developing their own aspirations and receive support to achieve them. For example, one child would like to have a career in the fire service, so staff have supported him to join the fire cadets and pursue a public services course at college.

Children enjoy a variety of fulfilling activities and have had many new experiences. These include a recent holiday abroad, which was a first-time experience for both children. The children were fully involved in planning the holiday and staff spent a good deal of time helping them to prepare for their first overseas trip.

Children's many achievements are very much celebrated, and the home is filled with their artwork, certificates of achievement and photos of happy times. This gives children a sense of pride and belonging. Children take pride in their own achievements and speak enthusiastically about their pursuits.

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

Children live in a safe home and are well cared for. They have confidence in staff and say that they can share their worries or concerns. Staff are thoughtful and consider children's feelings. For example, staff recently took the time to talk with children about world events that they may find worrying.

Risk management is highly effective. Staff have a clear understanding of the risks to children's safety and well-being but also understand the need for children to take positive risks, to develop their skills and confidence.

There is a strong emphasis on supporting children's learning and understanding of personal safety. There are excellent examples of direct work with children in important areas, such as safe relationships. Staff recognise new and emerging risks and are proactive in exploring these areas with children.

Children do not go missing from this home. However, staff are clear about the action that they should take to safeguard children if this occurs in the future.

Staff have embedded positive routines and clear boundaries, which gives children a sense of security. All staff are trained in restorative practice and there is a strong focus on rewarding positive behaviour. Children respond exceptionally well to this restorative approach and have developed safer behaviours over time.

Staff understand children and why they may behave in certain ways. They support children in a consistent and positive manner and can de-escalate any challenging situations. As a result, there have been no episodes of physical restraint in this home for several years.

The effectiveness of leaders and managers: outstanding

There is a suitably qualified and experienced manager in post, who registered with Ofsted in June 2021. The manager demonstrates a strong commitment to ensuring that children experience good-quality care and outcomes and has nurtured a culture of high aspiration for children.

The manager works positively with external agencies to help ensure that children receive well-planned and coordinated care. Community professionals speak highly of the manager and express high levels of satisfaction with children's support.

Staff are motivated and express pride in the home. Staff say that they are confident in the home's leadership and describe good levels of support. Staff receive regular supervision that helps them to reflect on their practice, discuss personal development and share their views.

There have been no changes in the staff team since the last inspection. This results in stability and consistency for children as they are cared for by staff who know them well and understand their needs.

Arrangements for staff training are highly effective. The team benefits from a comprehensive training programme, which includes a range of mandatory courses, as well as training specific to children's needs. All but one staff member, who is due to complete, hold nationally recognised qualifications in caring for children. This thorough approach to training helps to ensure that staff have the necessary skills and knowledge to care for children in a safe and effective manner.

The manager uses monitoring systems effectively to ensure that standards of quality and safety remain high. She invites feedback from a wide range of stakeholders and seeks to use this feedback to identify areas for improvement. The manager demonstrates a good understanding of the strengths of the home as well as areas for development. A comprehensive development plan supports the home's continuous improvement.

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

Recommendation

- The registered person should ensure that there is a protocol in place which provides clear guidance to staff about the use of 'when required' medication. The protocol should be clear about the circumstances in which the 'when required' medication should be administered. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)

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: 2521953

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: Caroline Holmes

Registered manager: Rachel Tilley

Inspector

Marie Cordingley, Social Care Inspector

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