

# 2521953

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is operated by a private provider. It provides care for up to 2 children who may experience emotional and/or social difficulties.

The home was registered with Ofsted in October 2019 and the manager registered with Ofsted in June 2021.

At the time of the inspection, 2 children were living in the home. The inspectors spoke to both children during the inspection.

### Inspection dates: 3 and 4 February 2026

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 21 January 2025

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 21/01/2025      | Full            | Good                 |
| 17/01/2024      | Full            | Outstanding          |
| 01/11/2022      | Full            | Outstanding          |
| 21/12/2021      | Full            | Outstanding          |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children build trusting and supportive relationships with the staff who care for them. These strong, consistent relationships help children feel valued. As a result, children are settled, which contributes to their overall progress and well-being.

Staff support children to spend positive and meaningful time with their families. These experiences help them maintain important relationships with their families.

Staff maintain strong relationships with schools and education providers. This consistent support and encouragement help children to make good progress in their education. As a result, children are engaged in learning and are proud of their achievements.

Staff help children to understand and manage their feelings. Staff use therapeutic, trauma informed approaches that help children to develop strategies. This practice enables children to feel more confident in expressing themselves and contributes to their overall well-being and positive development.

Since the last inspection one child has moved out of the home. Staff worked hard to meet the child's needs. However, this was not effective and the child moved out of the home.

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

Children say that they can talk to staff. They know who they can speak to if they have any concerns. This sense of trust helps children to feel safe.

A recent medication error was managed promptly and effectively by staff. Staff followed procedures, sought appropriate guidance, and took action to ensure the child's safety. The registered manager completed a thorough review, identified learning points, and implemented improvements to reduce the risk of this recurring. This reflective and accountable approach demonstrates strong safeguarding practice and a commitment to continuous improvement.

Therapeutic oversight from the provider's therapist ensures that children's individual and often complex needs are met. The therapist works closely with the staff team to provide guidance, reflective practice, and tailored strategies that support children's emotional and behavioural development. Staff use these approaches in their caring practices. This ensures that children make positive progress.

Serious incidents are usually submitted to Ofsted. However, on two occasions they were not submitted in line with regulation. The manager has reflected on this oversight and has put a plan in place to prevent this from happening again.

Incidents when children are missing from home have reduced. On two occasions when a child was missing there was an inconsistent response from staff and a lack of professional curiosity. The registered manager did not ensure that these incidents were fully reviewed. This could impact on children's overall safety.

### **The effectiveness of leaders and managers: good**

The registered manager and responsible individual are passionate. They ensure that staff provide child-centred care. The registered manager and responsible individual model good expectations and create a nurturing environment for children to live.

Staff benefit from a comprehensive programme of training and development that is tailored to the specific needs of the children in their care. This ensures that staff have the necessary skills to care for children. For example, specialist restraint training is adapted to children's individual needs.

The staff work proactively with a wide range of external professionals to ensure that children receive well-coordinated and effective support. Professionals consistently report that communication from the home is a strength. Professionals describe staff as responsive, transparent, and collaborative.

Children's family members speak positively about the care and support that children receive. One parent shared that staff support them to develop a positive relationship with their child.

Staff receive regular supervision. Records demonstrate that staff are provided with the opportunity to reflect on their practice and discuss any concerns in relation to children.

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

### Statutory requirements

This section sets out the actions that the registered person(s) 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      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child —<br/>is instigated;<br/>or concludes (in which case, the notification must include the outcome of the child protection enquiry);</p> <p>or there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii) (e))</p> | 6 April 2026  |
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(b))</p> <p>Specifically, the registered person must ensure that there is consistent practice if children go missing from home.</p>                                                                                                                                                                                                                                                                       | 10 March 2026 |

## **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:** Robert Allen

**Registered manager:** Rachel Tilley

## Inspectors

James Meeks, Social Care Inspector  
Hannah Longdon, Social Care Inspector

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