

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 owned by a private company. It provides care for up to two children who may experience social and emotional difficulties.

The manager registered with Ofsted in June 2021.

At the time of the inspection, one child was living in the home. The child spoke to the inspector about their experience of living in the home.

Inspection dates: 21 and 22 January 2025

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: 17 January 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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

The child said they like living in the home, and they are starting to build trusting relationships. They have no worries or concerns.

Since the last inspection, three children have moved out of the home. Two children had lived at the home for over five years and made significant progress in all areas of their lives. Children are supported to move into and on from the home in a planned way.

Children's moves on from the home as they approach adulthood are well planned and demonstrate strong multi-agency working. This helps children to have positive moves that meet their needs and take place at a time best for them. When children leave, they are encouraged to remain in contact.

Children have opportunities to go on holidays and to create long-lasting memories. The staff ensure that children have memory books to remember the fun times and their achievements.

Staff support children's education. When children are not able to access mainstream education, managers and staff explore alternative educational opportunities. However, when children are not accessing education, plans are not clear. This limits opportunities to ensure that children are supported to achieve their full academic potential.

Children are supported to spend time with people who are important to them. Staff have developed positive relationships with children's family members and communicate with them regularly. One parent said, 'There is nothing they could do better.'

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

The child said they feel safe living in the home. They are able to talk to staff about what is going on for them.

Children's care and risk management plans are clear and detailed. They provide information for staff on how to help children if there are incidents. Children's plans are child centred, individualised and detail the measures that are helpful to the child.

One serious incident has been notified to Ofsted in this inspection period. The recording of the incident is detailed and evidences the home's understanding of the concern and follow-up actions undertaken. However, one serious incident was not notified to Ofsted in line with regulation. This limits the regulator's oversight of practice in the home.

Staff prioritise the child's safety. They are developing their understanding of the child's vulnerabilities and needs. However, the manager has not ensured that all known risks

are included in the child's lone-working risk management plans. This does not provide staff with clear guidance on how to manage all risks should they occur.

The manager and staff are constantly striving to develop practice in the home. Staff use a trauma-informed approach to the care they provide. As a result, children have not needed to be held by staff to keep them safe. Staff are attuned to the child's needs, which supports the child's well-being.

Staff hold important conversations with children about risks they may be exposed to. They discuss topics such as substance misuse, fire safety and healthy relationships in factual and child-focused ways. This helps children to develop their understanding and awareness of risks.

When children go missing from the home, staff work proactively to encourage their safe return. Staff understand the risks associated with children going missing from the home. After each incident, children are spoken to by an independent person to seek their views on why they went missing from home. The manager has clear oversight to look at learning opportunities. This helps to support children to reduce the risk of further incidents.

Staff regularly encourage the child to express their wishes and feelings. This is achieved through regular discussion. Staff support the child to be involved in their day-to-day care, including choosing activities and meals.

The home is comfortable and homely. However, on one occasion, the manager did not ensure that damage to the home was quickly reported. This does not ensure that children are supported to develop a strong sense of belonging in the home.

Safer recruitment practices are in place to ensure that only adults who are safe to work with children are employed in the home.

The effectiveness of leaders and managers: good

An experienced, caring and committed manager manages the home. She is supported by a deputy manager, and together they have established a culture of nurture and high aspirations.

Since the last inspection, staffing has been an ongoing challenge. At times, staff from the other homes owned by the provider work in the home. Therefore, on some occasions, children are cared for by staff who are not as familiar to them. Lone-working arrangements have also been implemented in line with the home's statement of purpose. However, lone-working arrangements have not been reviewed following serious incidents.

A comprehensive training programme is in place that is varied and equips the staff with the knowledge and skills to meet the child's individual needs. Staff value training and feel that it gives them confidence in their role.

Team meetings take place regularly to give staff an opportunity to come together and share their skills and knowledge. The in-house therapist attends the meetings to offer support to staff.

Internal and external monitoring systems and evaluation of the home by leaders and managers are effective. Managers support staff in their development through regular, reflective supervision and appraisals. Regular audits take place, and there are monthly visits by an independent person. As a result, the registered manager is able to identify opportunities for further development.

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, The 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 notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	12 March 2025
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose;	12 March 2025

ensure that staff—

understand and apply the home's statement of purpose;

protect and promote each child's welfare;

treat each child with dignity and respect;

provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;

help each child to understand and manage the impact of any experience of abuse or neglect;

help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult;

provide to children living in the home the physical necessities they need in order to live there comfortably;

provide to children personal items that are appropriate for their age and understanding; and

make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice.
(Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix))

Specifically, the registered person must ensure that the lone-working policy is reviewed following significant incidents. They should also ensure that any damage in the home is swiftly addressed.

Recommendation

- The registered person should ensure that when children in the home are not participating in education, they are supported to engage in suitable and structured activities. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)

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: Hexagon Care, 1 Tustin Court, Port Way, Ashton-on-Ribble, Preston PR2 2YQ

Responsible individual: Robert Allen

Registered manager: Rachel Tilley

Inspector

Michelle Snape, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2025