

2530059

Registered provider: Hexagon Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private provider. It provides care for up to two children who may have social and emotional difficulties.

The manager registered with Ofsted in July 2019.

Inspection dates: 13 and 14 November 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 28 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/02/2023	Full	Good
02/03/2022	Full	Good
12/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from living in a home that is nicely decorated, warm and welcoming. Children have access to all areas of the home, and their bedrooms are decorated to their taste and personalised. Colour photos of the children and the staff enjoying activities can be seen around the home. This creates a natural, relaxed and family feel in this home.

Children living in this home make progress in all areas of their life. One child's physical health has significantly improved because of the support that they have received from the staff. One child's speech has improved. Their vocabulary and communication skills have increased. One professional said, 'Their [name of child] verbal communication has increased, they can hold a conversation now.' Progress in these key areas has resulted in improvements in the children's self-esteem and confidence.

Staff understand the value of education. One child is doing very well in school and their attendance has increased while living in this home. If children are not accessing education for any reason, the staff work hard to ensure that routines and educational activities are in place for them. The manager works closely with educational providers to ensure that the children are back in school as quickly as possible. This approach helps the children to have a positive view of school.

Children are supported by a staff team who care for them. Professionals speak positively about the staff in this home. One teacher said, 'We [staff in school] are starting to see the true [name of child] shine through and it is because of this home.' A second professional said, 'They [staff] are proactive, child-centred and knowledgeable.'

Children are supported when they move in and out of this home. All children are supported and consulted throughout these changes. One child who has moved on from the home was supported by the staff to move on at their pace. Staff remain in contact with this child to offer support and advice in the same way that a family would.

Children's time with their family and people who are important to them is promoted. A child said, 'Since living in this home, I get to see my family every week.' One parent said, 'They [staff] have really helped the communication between me and [name of child].' This helps the children to increase and maintain their long-term support networks.

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

Children say that they feel safe and happy living in this home. This feeling of safety has resulted in a reduction of incidents for the children. One child's missing-from-

home episodes have reduced. The child said, 'I just feel more settled now, I do not need to go missing.' This is because the staff understand the importance of forming trusted and secure relationships with the children.

Staff are aware of the risks to the children and how best to keep the children safe. The children's risk assessments are clear, up to date and regularly reviewed by the manager. They provide information to the staff of what works best to keep each individual child as safe as possible.

Children are spoken to about things that may be dangerous to them, or cause them harm. Children learn about the dangers of going missing, illegal substances, dangers online, vaping, unsafe people and more. This helps them to gain an understanding of potential risks and how to avoid unsafe situations or people.

Restorative conversations are held with the staff and children when needed. This helps to give everyone a greater understanding of what happened before, during and after any incidents. This promotes learning and reflection for the staff. It also helps the children to understand how they can make more-positive choices in the future.

The children know how to complain if they are unhappy, or worried about something. One child has made a complaint to the manager. This was appropriately managed. The child was involved in the process, and the manager kept them involved and up to date throughout. This helps to give the children confidence that their voice will be heard.

The effectiveness of leaders and managers: good

The manager has high aspirations for the children. Their progress is the focus of his work. The children know the manager well and he knows them well, as close and trusted relationships are maintained.

The staff speak positively about the manager. They say that he is supportive of their development at work and their personal well-being. One member of staff said, '[Name of manager] is supportive, he is great to work for and he checks in with us all the time.' The staff speak positively about one another. They say that they support one another well. This helps to provide the children with consistent care from staff who are happy to be in work.

The manager has developed weekly and monthly management monitoring tools since the last inspection. He states that these tools have helped him to remain up to date with management tasks and what is happening in the home. The management tools are successful in identifying shortfalls, which are acted on.

The manager completes thorough investigations into safeguarding concerns or issues relating to staff practice. Appropriate actions are put in place and followed up. Staff reflections and learning are evident when concerns arise. While the manager does not consistently notify Ofsted of all incidents that may be considered serious,

he does keep all other safeguarding agencies up to date and ensure that appropriate action is taken.

The manager continues to embed the home's therapeutic model of practice into the day-to-day running of the home. The staff understand the model and implement this in their practice to support the children. The staff and children regularly access support from the wraparound clinical care from the organisation's psychologist. This is helping the staff to provide consistent care for the children in line with their individual needs.

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

Recommendation

- The registered person should notify Ofsted and other relevant persons if one of the situations specified in regulation 40(4)(a)-(e) occurs. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.10)

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: 2530059

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Ltd

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

Responsible individual: George Sumner

Registered manager: James Smith

Inspector

Jo Birtwhistle, Social Care Inspector

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