

2530059

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 offers care for up to 2 children who experience social and emotional difficulties.

The manager registered with Ofsted in November 2024.

At the time of the inspection, 2 children were living in the home. Both children were spoken with during the inspection.

Inspection dates: 20 and 21 May 2026

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	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 April 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2025	Full	Good
13/08/2024	Full	Outstanding
13/11/2023	Full	Good
28/02/2023	Full	Good

Summary of findings

Children are welcomed in the home in a sensitive way and staff take time to build nurturing relationships with the children. As a result, children feel valued and develop a sense of belonging.

Children's health, emotional and developmental needs are well understood by staff.

Children learn valuable skills that help them to become more independent and prepare them for the future.

Children feel safe living in this home. Staff understand their safeguarding responsibilities and follow the procedures, which reduce the risks for the children.

There is effective multi-agency work with partners to ensure that children are better protected from harm.

Leaders and managers are ambitious for the children.

Monitoring undertaken by the manager is exceptional. All incident reports and focused work with children are thoroughly reviewed.

Inspection judgements

Overall experiences and progress of children and young people: good

Children develop trusting and positive relationships and enjoy living in the home. This is because staff take time to build nurturing relationships with children and get to know them well. As a result, children feel valued and develop a sense of belonging.

Children are welcomed in the home in a sensitive way. These moves are well planned and occur at the pace of the child. Children are supported to personalise their bedrooms. When children leave the home, this is planned to ensure that they have positive endings.

Children are generally healthy. Staff ensure that children access universal health services and attend routine appointments. Staff work closely with the organisation's therapist and ensure that the children's emotional wellbeing is supported. Regular meetings take place between the staff and the therapist to help deepen the staff's understanding of children's trauma. These meetings are open to other professionals supporting the children. This means that professionals develop a shared understanding of children's needs and how these are being supported.

Staff understand the importance of children's education. When issues arise at school, staff work closely with teachers to help children overcome the challenges and barriers to their learning. This support is essential to help children develop aspirations for their future.

Staff support children to participate in a range of activities to help them explore their talents and interests. These activities allow children to have age-appropriate experiences and develop their self-esteem. Children learn valuable skills to help them become more independent. Staff encourage them to cook, clean and open bank accounts. These essential skills help children to develop their independent living skills and prepare them for adulthood.

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

Children are cared for by staff who understand their individual needs and associated risks. Risk assessments are detailed and comprehensive, providing staff with clear guidance to effectively manage any risks. As a result, staff are confident in their ability to safeguard children and protect them from harm.

Staff provide the children with a clear message that their safety and wellbeing are important. When children leave the home without permission, the staff follow the missing-from-home procedure consistently and actively try to encourage children's safe return. They work closely with local police, social workers and families to quickly locate children. In addition, staff have meaningful discussions with children to help them to understand how their actions may be harmful to themselves or others. This approach helps to promote children's safety.

Staff only use physical restraint as a last resort to prevent children from harming themselves or others. All incidents are thoroughly recorded, with the manager maintaining clear oversight of these records. Reflective discussions are held following these incidents, involving both the children and staff to support learning and ongoing improvement. Positive behaviour is encouraged through effective praise and rewards. The trusting relationships that staff build with children act as key protective factors. As a result of this relationship-based approach, there have been no physical interventions in recent months.

Safer recruitment and employment practices mean that the suitability of staff to work with children is thoroughly checked. This process ensures children's safety and gives assurances that only suitable people are supporting children in the home.

The effectiveness of leaders and managers: outstanding

Leaders and managers have a clear vision for the service. They are ambitious and deeply committed to children and champion relational practice. Leaders and managers create a safe environment for staff to reflect on their practice. As a result, a culture of high aspiration is being embedded in the home.

The managers set consistently high expectations for both themselves and staff. They provide strong and effective leadership, offering appropriate support while also

confidently challenging practice to ensure that high standards are consistently maintained.

Staff feel well supported and describe the manager as both knowledgeable and approachable. Arrangements for supervision are well established, with staff receiving regular, reflective supervision in both individual and group sessions. This supports their ongoing professional development. Staff also benefit from relevant training opportunities and regular team meetings, which are further strengthened by input from the organisation's clinical team. As a result, staff have the appropriate knowledge and skills to deliver good-quality care to children.

Monitoring undertaken by the manager is exceptional. All incident reports and focused work with children are thoroughly reviewed. Various aspects of the quality of care are carefully evaluated, ensuring that practice remains responsive to children's needs and alternative approaches for staff are identified when appropriate. This ongoing review ensures that children are supported by a team who are continually encouraged to develop and strengthen their practice.

Overall, children's records are well organised, up to date and detailed. However, on occasion, the language used can be stigmatising towards children. This detracts from the child-centred ethos that the manager works hard to promote.

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

Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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 Limited

Registered provider address: First Floor, Harbour House, Portway, Preston,
Lancashire PR2 2DW

Responsible individual: George Sumner

Registered manager: Lindsey Williams

Inspector

Evelyn Chafota, Social Care Inspector

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