

2530832

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 owned by a private company. It provides care for up to four children between the ages of 11 and 17 who have had adverse childhood experiences that have resulted in emotional and behavioural difficulties.

At the time of this inspection, 3 children were living at the home.

The manager registered with Ofsted on 9 August 2023 and holds a level 5 diploma in leadership and management.

Inspection dates: 8 to 9 January 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2025	Full	Good
19/03/2024	Full	Good
11/01/2023	Full	Good
08/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have moved into the home and two have moved out. Two of the children currently living in the home have lived in the home for over three and five years, respectively. Children experience well-planned moves both into and out of the home, and staff treat them with dignity and respect. For example, when one child requested a haircut on the day they arrived, staff arranged this promptly and ensured it took place that same day. Another child moved on to live independently sooner than expected following an incident in the home. Despite the unplanned nature of this change, staff supported the child to prepare for their move and have continued to keep in touch as they adjust to the next stage of their life.

Children are happy living in the home. They report that they like and trust the adults who care for them. When children have been unhappy about aspects of their lives, staff have listened to them and made changes where possible. Children feel that staff are proud of them and their achievements.

Staff understand the importance of high-quality relationships for children. These relationships are developed through stable, consistent care that helps children to feel safe. Staff use their positive relationships with children to help them understand their emotions and behaviours. Children are supported to learn from their experiences and to develop independence skills that are appropriate to their stage of development.

Children live in a warm and homely environment. Recent redecoration throughout the home has enhanced its quality and presentation. Children's bedrooms are personalised and comfortably furnished. Staff demonstrate pride in ensuring that the home is a place where children feel a sense of belonging.

Staff are committed to supporting children's engagement in education. They advocate for children's individual needs to be recognised within their learning environments. For example, when one child was excluded following miscommunication about their timetable, which led to them not attending some classes, staff successfully challenged this decision on the child's behalf.

Children are encouraged to pursue their interests and hobbies. This promotes positive self-esteem and supports social development. One child has been supported to join a football club, which has become a source of enjoyment and an opportunity to develop new friendships.

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

Incidents are managed well within the home. Staff follow children's plans and take appropriate, timely action. Children are supported both during and after incidents. Staff use professional curiosity to develop a deeper understanding of children's needs and how

best to protect them. This informs practice and helps to reduce the risk of further incidents.

When children go missing, staff adhere to their individual plans and work in a coordinated manner with safeguarding agencies and family members. Children are welcomed when they return and supported to settle back into the home. Ongoing support from staff, underpinned by their meaningful relationships with children, helps children to understand the impact of their choices and behaviours.

Physical restraint is rarely used. On the rare occasions that it is required, it is necessary and proportionate to protect children and adults. Staff prioritise the wellbeing of everyone involved. Routine debriefs support reflection and repair relationships.

There has been one medication error since the last inspection. This was a low-level incident with no indication of harm to the child, although staff sought prompt medical advice appropriately. Effective management oversight identified shortfalls in staff recording and reporting, which were addressed without delay.

There has been one allegation made by a child against a staff member and one complaint raised by an external professional. Both matters were thoroughly investigated, with key agencies informed and updated promptly. Follow-up actions, including training and single-subject supervision, have addressed shortfalls in practice and promoted reflection and learning for the staff involved.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified registered manager, who is committed to the home and to the children who live there. She has high expectations of staff and is focused on improving children's lives, which has contributed to a culture of aspiration. Monitoring and oversight of the home are strong and effective.

Leaders and managers are proactive in supporting staff with their development and career progression. The staff team is long-standing and knows the home and children well. Staff satisfaction is high, and both sickness and staff turnover are low. As a result, children benefit from stable and consistent care provided by adults who know them well.

All staff are up to date with their mandatory training. A broad training programme ensures that staff are equipped with the skills and knowledge required to care for children effectively. When specific issues arise or children's circumstances change, additional training is sourced. For example, when children have experienced bereavement, staff have been provided with specialist training in loss and grief. This has enabled staff to better understand and respond to children's emotional needs.

Feedback from professionals and family members is consistently positive. They highlight the high quality of communication and the strong, nurturing care provided to children.

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: 2530832

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Ltd

Registered provider address: Unit 1 Tustin Court, Riversway, Preston, Lancashire PR2 2YQ

Responsible individual: Leonie Duffy

Registered manager: Kim Carruthers

Inspector

Becky Rutter, Social Care Inspector

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