

2580626

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 and managed by a private organisation. It provides care for up to three children who may experience social and emotional difficulties.

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

The manager registered with Ofsted in January 2024.

Inspection dates: 9 and 10 July 2025

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: 22 May 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/05/2024	Full	Good
12/07/2023	Full	Good
12/10/2022	Full	Requires improvement to be good
11/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

During the inspection, the inspector spoke with both children living at the home.

Children say that they are happy and feel comfortable talking to staff about any worries or concerns. Children's established relationships with staff help them feel safe. The home is decorated and furnished to a good standard. There are photos of children in the communal areas and their artwork on the walls, which encourages children to take pride in their home.

Children are supported in maintaining meaningful relationships with their family and other people who are important to them. Staff listen to children's views about time spent with people connected to them and respond appropriately. When one child requested additional time with their family, the registered manager arranged to supervise the meetings to ensure that they could take place. The social worker commended the staff, as this helped the child to spend more time with their family in a safe way.

Staff support children in leaving the home in a planned and positive way. A child who has moved to semi-independence said they continue to have regular contact with staff. This demonstrates the secure relationships that children develop with staff and the ongoing support that staff provide.

Children can personalise their bedrooms according to their tastes. This provides children with a sense of autonomy. Furthermore, children are helped to develop skills that will support them in successfully living independently when they leave the home. One child said, 'Before I came here, I could not catch the train on my own.'

Children are helped and encouraged to engage in education. Staff understand children's individual barriers to learning and work closely with education providers to plan how children can access educational opportunities. This multi-agency approach helps children make progress in accordance with their abilities.

Children are consistently involved in their care planning and are encouraged to share their views about the home. The staff ensure that they are involved in the day-to-day arrangements of their care. A child at the home is a member of 'Our voice, our choice', which is a group organised by the provider that brings together children from the provider's homes to discuss the quality of care they receive. The child said that their views are heard and they receive responses to the points they raise. This helps children to feel empowered.

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

When there are concerns about children's safety and welfare, staff work closely with external agencies to identify risk management strategies. To reduce the risk of children

being harmed in the community, staff speak to them about unsafe behaviours and ensure that they understand how to keep themselves safe.

Staff build positive and trusting relationships with children. They understand children's vulnerabilities and provide individualised support based on their needs. One social worker said that this support has reduced self-harm incidents for one child, as they no longer use this behaviour as a coping mechanism.

Allegations regarding staff conduct are responded to appropriately. Leaders and managers take effective action when investigation outcomes raise concerns about a staff member's suitability to work with children. This ensures that children are safeguarded and that the quality of care is not compromised.

Physical interventions are used as a last resort to protect children and staff from harm. On one occasion, an untrained staff member in their probationary period held a child in accordance with the provider's internal policy, which permits untrained staff to hold children along with a trained staff member to guide them. This practice presents a risk to the safety and well-being of children and increases the risk of staff facing allegations.

Staff do not consistently consult children before they carry out room searches. Searches sometimes take place in the absence of children, despite there being no immediate risk to them or others. This practice does not consider children's dignity and ensure that they feel included in decisions about their personal space.

Medication is stored securely and out of reach of children. Administered medication is recorded. However, it was not clearly documented that a particular medication for one child should be given only as needed. Failure to clearly record information increases the risk of children not receiving medication in line with their assessed needs.

The effectiveness of leaders and managers: good

The registered manager is committed to his role. He uses his experience and knowledge to ensure that children receive care that is child centred and meets their identified needs. He has high aspirations for the staff and children and creates a learning environment that promotes continuous learning and development. His leadership has had a positive effect on children and the staff team.

The home is appropriately staffed and resourced to meet children's needs. Staff are safely recruited and vetted to ensure that they can provide a good standard of care. When non-permanent staff are required to work at the home, they are people who have previously worked there and know the children. This ensures that children benefit from continuity of care.

Staff receive regular supervision that encourages reflection on their practice. Additionally, they have access to training to help them respond to children effectively.

Staff have their performance appraised annually. The registered manager provides regular opportunities for staff to progress into roles of greater responsibility. This contributes to a stable and motivated staff team.

The registered manager has effective monitoring systems that support their oversight of the home. The registered manager's monthly review of the quality of care children receive ensures that staff's practice reflects the home's ethos.

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

Recommendations

- The registered person should ensure that children's medication records set out clearly when medication is prescribed as 'when required'. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)
- The registered person should ensure that, as part of their safeguarding practice, staff receive physical intervention training before they are tasked with caring responsibilities for children living at the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.57)
- The registered person should ensure that children's bedrooms are only searched without their consent when there are reasonable grounds to believe that there is a risk to a child's or another person's safety or well-being. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.20)

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: 2580626

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

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

Responsible individual: Caroline Holmes

Registered manager: John Hargadon

Inspector

Chibuzo Otache, Social Care Inspector

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