

2608195

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 provider. It is registered to provide care for two children who may experience social and/or emotional difficulties.

Two children were living in the home at the time of the inspection.

The manager registered with Ofsted in August 2025.

Inspection dates: 9 and 10 December 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: 19 June 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/06/2024	Full	Good
19/09/2023	Full	Good
15/03/2023	Full	Good
09/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy living at the home and are making good progress. Children say, 'it feels like home and the staff feel like family'. When they have a problem, they seek guidance and support from staff. Children feel safe and have a strong sense of stability.

Parents speak highly of staff skills and dedication to the children's needs. They say children are now more able to express their feelings positively because they receive calm and nurturing support from staff. Children live at a home where staff provide genuine and unconditional care.

When children raise complaints, staff listen without judgement and respond promptly. Managers investigate complaints objectively and provide children with a clear response. Children feel listened to and are confident in communicating their needs.

Managers and staff prioritise and support children's education. Neither child was attending school at the time of the last inspection. However, one child is now attending school, and the other child has progressed from school to college. Both children are pursuing their interests and have clear ambitions for their future careers.

Staff help children to spend time with the people who are important to them. When one child asked to spend more time with their family more, the staff advocated on their behalf. As a result, the child's time with family increased, and the child said this would not have happened without staff support.

The downstairs area of the home is modern and immaculately presented. Staff encourage children to be involved in decorating the home to reflect the different school term holidays. Following consultation with the children, the conservatory is now a gym. However, some upstairs areas appear tired, with certain furniture and furnishings showing signs of age and wear. For example, there are areas of black mould in the bathroom and the carpet in one child's bedroom is worn. This means that children do not have a consistently well maintained and homely environment to live in.

Staff help children to learn everyday tasks to develop their independence. For example, staff encourage children to cook their own meals, change fuses and do their own washing. However, managers do not ensure that the children's most recent pathway plans are available. This means that staff support is not always well planned and does not consistently involve children in setting clear goals.

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

Staff know how to keep children safe. They follow guidance that is regularly updated to meet each child's individual needs. This targeted approach has reduced the risks for both children.

Incidents of children going missing from the home have reduced. When children go missing, staff respond promptly and ensure their safe return. Staff use professional curiosity to understand why a child went missing, helping the child find ways to prevent it from happening again.

Safer recruitment checks are carried out with all new staff. This ensures that children are cared for by a skilled and safe staff team.

Managers and staff have not effectively addressed the risks of both children using e cigarettes. Children are not allowed to have e cigarettes in their bedrooms, but staff do not consistently uphold this policy. Additionally, staff do not regularly talk with children to help them understand the health risks associated with e cigarettes and how to reduce their use.

The effectiveness of leaders and managers: good

There has been a change of registered manager since the last inspection. The new registered manager knows the children well, having previously been the deputy manager. She encourages feedback to help improve the care of the children. Staff say they feel supported by her, and the children describe her as a great manager.

Leaders and managers challenge professionals respectfully and escalate concerns effectively. When one child was unhappy with a decision about their care, managers supported them to make a complaint. This ensured that the child's voice was central to their care planning.

Staff supervision and team meetings take place regularly. They provide staff with opportunities to reflect on their practice and receive constructive feedback from managers. Staff are motivated to develop in their roles while keeping children at the centre of their practice.

Staff receive support from a therapist employed by the provider. This helps them reflect and make positive changes to how they support the children. However, staff have not received training specific to children's needs, including e cigarettes and substance misuse. This is a missed opportunity to ensure that staff have the knowledge and skills to meet children's individual needs and ensure their safety.

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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(iii)(c)) In particular, the registered person must ensure that copies of the children's most recent pathway plan are available. Additionally, children must be consulted with to produce clear independence plans to help them prepare for their transition out of the home.	11 February 2026
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and	11 February 2026

children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) and (2)(a)(i)(ii)(iii)(iv)) Specifically, the registered person must ensure that children are supported to understand the risks of using e cigarettes and help them to reduce their use. Additionally, staff must ensure that the policy prohibiting e-cigarettes and lighters in bedrooms is clearly communicated to children and consistently enforced, with action taken if this is not followed to keep children safe.	
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— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) and (2)(c)(i)(ii))	11 February 2026

Specifically, the registered person must ensure that the home is decorated, furnished, cleaned and maintained to a good standard throughout. Furniture in children's bedrooms should be of good quality.

Recommendations

- The registered person should ensure that staff engage in training specific to the children's individual needs in a timely way. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

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: 2608195

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

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

Responsible individual: Robert Allen

Registered manager: Lyndsey Parker

Inspector

Sarah Gilbert, Social Care Regulatory Inspector

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