

2613627

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run children's home. It provides care for one child who may experience social and emotional difficulties.

At the time of this inspection, one child was living in the home. The child was spoken with as part of the inspection.

The manager registered with Ofsted in March 2025.

Inspection dates: 20 and 21 January 2026

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 18 March 2025

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2025	Full	Outstanding
26/02/2024	Full	Outstanding
14/03/2023	Full	Outstanding
25/01/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child benefits from a warm, welcoming and relaxed home where the atmosphere is cheerful and nurturing. The stability of the staff team is a significant protective factor for the child since moving into this home. The continuity of care has enabled the child to develop a strong sense of belonging and emotional security. As a result, the child experiences a home environment that is predictable and genuinely caring.

The quality of care is highly individualised, and the child has made notable progress from their starting points. Despite experiencing multiple care experiences before arriving, this home has provided the child with their longest period of stability. Staff achieve this through consistent therapeutic practice that meets the child's needs exceptionally well. The child describes staff as 'amazing' and said, 'This is the best home that I have lived in.'

The child has developed positive and trusting relationships with staff, which enhances the child's overall experiences of care. The child participates in a wide range of activities both in the home and in the community. These include ice skating, gym sessions, day trips and an overseas holiday. Some have been first-time experiences for the child. Such opportunities broaden the child's horizons and contribute to their personal development.

Communication with external professionals is regular, purposeful and focused on securing the best outcomes for the child. The manager is confident in offering professional challenge when necessary. This means the child's needs are always prioritised and effectively advocated for.

Family time for the child is actively promoted and sensitively supervised. Staff show insight and understanding in recognising the emotional importance of these relationships. Staff work collaboratively with others to mitigate risk and ensure that family time is safe and meaningful. This approach supports the child to maintain positive connections with those individuals that matter most to them.

Considerable effort was made to identify the right learning environment for the child after a long period out of education. Although the child had a positive start at school, it later broke down despite additional staff support from the home. The child is currently being home schooled while professionals work together to determine the most appropriate long-term plan for the child.

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

The child is kept safe through highly effective safeguarding arrangements that are underpinned by clear, comprehensive and regularly reviewed risk management plans. Dynamic safety plans were formulated following a significant incident, and lessons learned are embedded across the team.

Although the child's assessed risks have increased, staff respond with vigilance and unfailing concern. When the child has gone missing from the home, staff follow procedures consistently. Staff go above and beyond in travelling far and wide to locate and bring the child home. The missing-from-home protocol is detailed and shared across the professional network, ensuring that the child's safety and wellbeing are given the highest priority.

When the child experiences difficulties, staff use a calm, therapeutic parenting approach that enables the child to express their emotions safely. The consistent response from staff helps the child to regulate and feel understood. There have only been two occasions when physical intervention has been used, and the measures were brief and proportionate. Once calm, the child can reflect openly with staff about what is troubling them.

Multi-agency working ensures that planning for the child is well informed and never carried out in isolation. The child's voice, wishes and feelings are central to all decision-making processes, and the child is actively involved in shaping their future care. This wraparound care and child-centred approach results in decisions being made in the child's best interests and increases their sense of safety.

The effectiveness of leaders and managers: outstanding

Leaders and managers are very committed and extremely motivated in providing high standards of care. The manager and deputy manager are visible in practice and operate with clarity, purpose and a strong child-centred ethos. The manager and staff have an excellent understanding of the child's needs, which has contributed to the child's progress and the length of time spent living in the home.

The manager is supported by a competent and experienced deputy manager who plays a pivotal role in the smooth day-to-day running of the home. Staff receive exceptional guidance and feel well supported, enabling them to deliver high-quality care. This strong leadership results in a stable and confident staff team, even during challenging periods.

Managers maintain close oversight of all aspects of practice. When the child has raised a concern about staff conduct, the manager has exercised due diligence and professional curiosity throughout the allegation management process. This approach ensures transparency, fairness and integrity for everyone involved. It also supports restorative conversations that strengthen relationships and promote learning.

Care plans are detailed, personalised and regularly updated to reflect the child's evolving needs. Care planning incorporates the child's views, wishes and experiences, ensuring that their voice, where possible, shapes all aspects of their care. This enhances the quality of relationships and contributes to a secure and predictable environment for the child.

A comprehensive training programme supports staff to continually develop their skills and knowledge. The manager capitalises on staff strengths and experience, giving them additional responsibilities to enhance their career opportunities.

Staff work collaboratively and provide strong support to one another, contributing to a cohesive and motivated team. Supervision sessions for staff are regular and reflective, and much emphasis is placed on staff wellbeing. It helps them to remain inspired and maintain excellent standards of practice.

No requirements or recommendations were raised following this inspection.

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: 2613627

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: Holly Illingworth

Registered manager: Idris Khan

Inspector

Cath Sikakana, Social Care Inspector

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