

2614095

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and provides care for one child who may experience social and emotional difficulties. The child was spoken with during the inspection.

The manager has been registered with Ofsted since March 2025. The manager is also registered as the manager of one of the provider's other homes.

Inspection dates: 28 and 29 October 2025

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: 10 December 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2024	Full	Outstanding
15/11/2023	Full	Outstanding
28/02/2023	Full	Good
02/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The child enjoys highly individualised care and support from staff who are genuine in their approach and build trusting relationships with the child. The child said that they are happy and have had lots of enjoyable experiences, such as fishing, going away for a week to the seaside, visiting skate parks and going for bike rides. These activities enable the child and staff to enjoy time together and encourage social interaction. Staff capture significant events and milestones and celebrate success in a memory book for the child.

The child said that they know that all the staff care about them. The child is making exceptional progress because of these relationships. The child is confident in approaching staff and they see the home as their own.

The child attends school regularly, which they enjoy. Staff work collaboratively with the teachers and communicate with them daily so that staff and school staff can share essential information. This leads to positive learning outcomes for the child.

Staff provide an emotionally warm environment that allows the child to feel safe to explore and express difficult emotions. Staff consistently create opportunities for the child to talk about their feelings. This is extremely effective in helping the child to regulate their emotions in a safe way and improve their emotional well-being.

Staff consistently engage with the child. They are child centred and proactive when talking with them. Weekly child meetings and open discussions throughout the day provide a platform for the child's voice to be heard. Staff make purposeful decisions that are central to the child's quality of care. A family member said, 'Staff really care about my child, and they [the child] have made exceptional progress.'

The child participates in every aspect of their day-to-day care experiences. Staff are exceptionally good at finding out about the child's wishes and feelings in creative ways. They do this through consulting with the child or through key-work sessions and fun activities. The child contributes towards meal planning and leisure activities. The child's views are considered and swiftly acted on. If the child's wishes cannot be fulfilled, they are provided with an explanation, helping them to feel heard and valued.

When children move into or out of the home, they experience a well-planned move that focuses on their needs. Staff work closely with other professionals to make sure that these plans are followed through so that children can have positive beginnings and endings to their time living here. The manager and staff are committed to maintaining contact with the child who has left. The child continues to receive exceptional ongoing support, which allows them to develop resilience and a sense of belonging, even since they have left. The approach to holding children in mind who have moved on is exemplary.

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

The child said that they feel safe in their home. They know that staff will listen to them and take their concerns and disclosures seriously. Staff have an excellent understanding of the child's vulnerabilities and risks. They know how to respond should there be a concern for the child's welfare, and how to report this within the organisation. Staff support the child to minimise risk through a caring and supportive therapeutic approach, building the child's confidence and ability to recognise when they could be at risk of harm.

Behaviour management plans are thorough and tailored to address the needs of the child, fostering an environment that is conducive to positive behaviour. Vigilant, yet sensitive, supervision by staff ensures that the child stays in a safe atmosphere. As a result, incidents have significantly reduced.

Risk assessments and safety plans are thoroughly written and implemented well. They are updated after each incident and amended where necessary. The updates are reviewed by the staff to embed awareness and consistency in keeping the child safe. As a result, records are meticulous and accurately reflect the current needs of the child.

Staff are trained in de-escalation and restraint techniques, and their use of physical holds has reduced. When a physical hold is considered necessary, it is used proportionately and is well documented. Management oversight also helps to ensure that restraint is used only as a last resort.

The child has a strong sense of safety and well-being. Staff know the child exceptionally well. Staff use an empathetic approach regardless of any unwanted behaviour, which helps to reduce the child's overwhelming emotions. This has resulted in a significant reduction of safeguarding incidents. Staff are highly skilled in de-escalation techniques, and the use of physical intervention has reduced. The manager has driven forward restorative practice, which has further strengthened relationships between the child and the staff.

The child is protected from avoidable risk through the regular monitoring of health and safety and fire protection systems. The home is warm, welcoming and well maintained.

The effectiveness of leaders and managers: outstanding

The manager is enthusiastic about seeking the best care and opportunities for the child. He is an extremely strong advocate for the child. He challenges other agencies when they feel the child has not received the support or service they should expect. The manager is supported by an equally committed deputy manager. Together, they have maintained a strong track record of striving to achieve the best standards of care for children, and they continue to pursue the best possible outcomes.

Staff speak positively about the home and their roles. They enjoy supporting the child. They also speak positively about the registered manager and his support. The manager

strives for the best practice among staff. The manager makes excellent use of reviews, monitoring and audits to influence further development in the support provided. When staff practice has fallen short, it is robustly, but fairly, addressed.

Supervision sessions are held monthly for all staff and take place as scheduled. Staff say that supervision is an open forum where they feel supported and can discuss how they are feeling. Staff also welcome informal and ad-hoc discussions with the manager. This helps to create an open and honest culture where staff can seek support and improve their practice. Team meetings are well attended and child focused. The staff feel well informed. The manager acknowledges that a suitable venue is required to hold their monthly team meetings.

Staff have excellent inductions, which include comprehensive training. They also receive monthly sessions with the home's therapist on how to implement the organisation's therapeutic model on a day-to-day basis. As a result, this comes naturally to their practice in how they care for the child. The quality of records is high. Recordings on the child's file are written well and are child focused. The language used by staff in conversation is also respectful and child focused.

The manager's reflection on incidents is child centred and helps the staff to think about the child's behaviour and the underlying cause of it, rather than focus on the child's presenting behaviour. These reviews are carried out in a timely manner. This helps the manager to increase their extensive knowledge on the child's lived experiences and needs. The manager acknowledges that, on one occasion, a notification to Ofsted was delayed. However, they have put measures in place so all staff are aware of how to notify all agencies regarding allegations.

The manager and staff have developed and maintained very positive relationships with the child's family and a network of local professionals and agencies. Feedback from families and professionals was highly positive.

The manager is extremely motivated to learn and develop the home. He strives to achieve the best outcomes for children, helping them to flourish.

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

Recommendation

- The registered person should ensure that staff can access appropriate facilities, such as an appropriate venue for team meetings. ('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: 2614095

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

Rachael Lewis, Social Care Inspector

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