

2634698

Registered provider: Hexagon Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It is registered to provide care for two children who have experienced childhood trauma.

The manager registered with Ofsted in June 2021

Inspection dates: 25 and 26 January 2023

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: 6 December 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, two children were living at the home. The children receive individualised care that enhances their opportunities and experiences and supports their well-being. This is because the staff, in collaboration with the clinical team, use a therapeutic parenting model to support the children. This approach provides nurturing care that enables the children to thrive and progress.

Children benefit from positive and trusting relationships with staff. Staff display warm interactions with the children that enable the children to feel at ease.

Through good placement matching and care planning, the children have formed positive peer relationships with one another. They enjoy activities together and share experiences. For example, they went on holiday together to Cornwall.

Staff understand the triggers for children's challenging behaviours and manage these well. Staff use key-work sessions and multi-agency working, and they apply clear boundaries to help children regulate their emotions. On one occasion, when children had a dispute, a restorative approach was used by staff, which enabled the children to reconcile their differences and resume the positive friendship they had.

Children have formed positive friendship groups and have regular opportunities for socialising outside of the home. Staff support children's individual interests and attendance at clubs and community activities. Such opportunities provide the children with equality of opportunity with their peers. Children's achievements are celebrated and recorded in individual memory folders. This provides the children with information to reflect on of their time living at the home.

Children continue to make progress with their education. Both children attend further education provisions and have career aspirations. One child was recently awarded a bursary by the college in acknowledgement of their academic progress and attendance. The consistent support provided by the staff reduces barriers to and promotes children's learning.

Children make good progress with independence and self-help skills. The staff support the children to develop these skills through independence plans adapted to their individual needs. This supports the children's transitions to adulthood.

There are discrepancies in the quality of the records. For example one record regarding the outcome of a health test a child had was inaccurate. Staff would benefit from additional support to develop their recording skills to improve the quality of record-keeping.

Children are supported to explore their identity with staff support and guidance. This helps children develop a sense of belonging and helps to increase their confidence

and well-being. One child's unique dress sense is accepted and encouraged. Children are supported to practice their religion, and the staff have a clear understanding of the children's cultural differences. One child is supported with regular reminders of when he needs to pray.

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

The quality of care provided by staff helps the children to feel safe and secure. As a result, children do not go missing from the home, and physical interventions are not required.

All staff have access to regular clinical support. This enables staff to reflect on incidents and their practice. Staff are trained in the home's therapeutic model of care, which underpins the home's approach to children's care and behaviour management. This helps to ensure that staff understand the reasons why children sometimes display certain behaviours. As a result, when children experience a setback, staff are nurturing in their responses, enabling the children to rebuild relationships and move on positively.

Identified risks are managed effectively with risk assessments and monitoring systems that provide clear guidance for staff. This ensures that children become safer, especially in relation to online safety. However, on one occasion, a child's risk management plan was not followed. This resulted in the child engaging in self-harming behaviour. Additionally, there were occasions when the child expressed that they wished to end their life. Although support was provided, consideration was not given to how the child could be supported at night-time, when they were known to struggle with their emotional health and the risk of harm is increased.

Children benefit from the organisation's safe recruitment practice. Staff are vetted and assessed as suitable before appointments are confirmed. This helps to keep children safe.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. She is ambitious and aspires for the best possible outcomes for the children. She leads a competent and dedicated staff team. The manager has successfully challenged the poor practice of external agencies, which has, at times, delayed children's access to services.

The manager has forged positive multi-agency working relationships with other professionals and the placing authorities. This means that children receive integrated and holistic care to meet their needs.

Partner agencies report that the manager is proactive in following safeguarding processes. Communication is a key strength. The manager works collaboratively with professionals, shares information and escalates areas of concern in a timely manner.

Staff receive a wide range of training that reflects the individual needs of the children. Most staff have completed the required qualification. The remaining staff are on target to complete the qualification within regulatory timescales.

Staff feel supported both professionally and personally. They receive structured inductions as well as regular and reflective supervision. Staff practice and the development of the home are discussed during monthly team meetings. This improves the consistency of care provided for the children.

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, 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(i)(iii)(v)(vi)) This is in relation to ensuring that sufficient action is taken to safeguard children when they present increased risks of self-harm or state that they want to take their life.	04 April 2023

Recommendation

- The registered manager should ensure that children's records are factually accurate and reflective of their lives. ('Guide to Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2634698

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: Eleanor Brammer

Registered manager: Johann Deeming

Inspectors

Glenis Staiger-Grant, Social Care Inspector
Jodie Lewis, Social Care Inspector

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