

2697142

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 operated by a private company. It provides care for up to three children who may experience social and/or emotional difficulties.

The home and the manager registered with Ofsted in November 2022.

At the time of the inspection, three children were living in the home.

Inspection dates: 21 and 22 January 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	good
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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: 3 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/05/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

All the children spoke with the inspector about their experiences of living in the home.

Children have made significant progress from their starting points. They are supported by an aspirational and child-focused staff team. Staff listen carefully to children's views and wishes and advocate for them to ensure that outcomes match their aspirations.

Since the last inspection, there have been transformative changes for children. One child is working towards her GCSEs and is returning home to live with her family. Another child has completed her exams and is in college. She has been supported to develop independence skills and is transitioning to supported living closer to her family.

Children's progress and well-being are at the forefront of staff practice. Staff are trained in a therapeutic model of care that is embedded in their day-to-day practice. This has contributed significantly to children's progress.

Children are confident and eloquent in expressing their views. Staff work tirelessly to place the children at the centre of their practice. Children feel valued and listened to. They can give many examples of ways in which their views are sought by staff.

Children are rarely reprimanded. Staff maintain consistent boundaries through positive relationships and reinforcement. Children have clear targets and are consulted about incentives and rewards. This means that children are engaged and keen to achieve.

Children are supported to participate in a variety of experiences and have enjoyed a holiday to Croatia and school trips to New York and Florida. They are encouraged to enjoy hobbies and interests and participate in theatre groups and boxing clubs. This supports children's self-esteem and social development.

All children attend education, and learning is a significant focus for staff. Strong partnership working between staff and teachers means that children receive consistent support at school and at home. Staff share their therapeutic approaches with teachers. As a result, children are supported and are making good progress. One professional said, 'I would describe [name of child] as transformational. I have nothing but praise for the team, they are innovative, aspirational and dedicated staff.'

The support that staff deliver to families is exceptional. Children are supported to spend time with people who are important to them and reach their goals of returning to the care of their family. One family has been supported by the organisation's therapist to repair relationships with their child. Forging family links and supporting children to successfully move on are strengths of the team.

Children benefit from a well-maintained and welcoming home. There are photos of shared experiences, children's artwork and certificates on the walls. Children's bedrooms are personalised to their taste, and they have been instrumental in decorating and furnishing them. Children have pets and are supported to look after them. This makes children feel valued and gives them a sense of belonging.

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

Children make good progress in managing their feelings and emotions. They thrive in an environment where positive behaviour is promoted. This is underpinned by the high-quality therapeutic care they receive from staff and the consistent support they experience. As a result, there has not been a need to hold children to keep them safe.

Allegations are responded to without delay and the manager ensures that relevant professionals are informed. Children are supported throughout the process and helped to understand the rationale for all decisions. This level of support contributes to children's sense of safety and security.

Concerns regarding staff practice have been addressed by the manager. The manager has developed staff's knowledge and practice through coaching and additional training. In addition, leaders and managers have reflected and made changes to the organisation's risk plans to support staff and children.

Missing-from-home episodes are not a frequent occurrence in the home. On the two occasions children have gone missing from home, staff have liaised appropriately with other agencies, followed protocols and actively searched for children. Following both incidents, the manager has reflected with the children and used any learning from this to inform their risk plans.

Children's plans do not always accurately reflect their risks and vulnerabilities. One child who had not engaged in substance misuse for over a year was categorised as being high risk. The manager accepted that this did not reflect the positive progress the child had made in this area and that the levels of risk related more to staff practice and ensuring that they were vigilant as opposed to the risk to the child. A recommendation has been raised regarding this.

Children speak fondly of each other and how their relationships are positive. When issues arise, staff take immediate action to address any potential conflict or disagreements between children. As a result, issues are swiftly resolved and relationships between children are maintained. There is no bullying in the home, and children are respectful towards each other. This contributes to children's overall feelings of being safe in the home.

The effectiveness of leaders and managers: outstanding

The home is managed by an inspiring and child-centred registered manager. She is supported by a knowledgeable and aspirational deputy manager. Both leaders have a

wealth of experience in supporting children who experience social and emotional difficulties. Together, they successfully lead a consistent, therapeutically informed team of staff who are committed to delivering exceptional levels of care for children.

The manager works hard to maintain effective working relationships with external partners. Her passion and commitment to children are described by others as being 'truly inspiring'. This was also echoed by staff, who hold the leadership in high regard. Staff referred to the manager as being a 'great support' and said that the leadership team is one of the best they have worked alongside.

There is a strong focus on support, nurture and continuous development of the staff team. As well as monthly supervision from the leadership team, staff receive focused supervision from the organisation's therapist at regular intervals throughout the year. This ensures that children are looked after by a competent and confident staff team.

The manager has instilled a culture of reflective practice across the team and there is a strong learning culture. Staff use research relating to the organisation's model of care to inform their practice and the care for children. This learning is shared across the staff team through regular supervision sessions, team meetings and informal team activities.

The manager's oversight of children's progress and staff's practice in the home is exceptionally strong. The manager uses effective monitoring systems to ensure that the home operates smoothly, and she regularly reviews the quality of the service. Leaders and managers know the service well and share a consistent desire to push the quality of care forward and create innovative practice for the benefit of children in their care.

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

Recommendation

- The registered person should ensure that risks to children are accurately reflected in their risk plans to enable staff to continually and actively assess the risks to each child and the arrangements in place to protect them. ('Guide to the Children's Homes Regulations, including the quality standards', page 4, paragraph 9.5)

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: 2697142

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: Louisa Edwards

Inspector

Kelly McCurdy, Social Care Inspector

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