

2699129

Registered provider: Hexagon Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private organisation operates this home. It provides care for up to two children who may experience social and emotional difficulties.

The home's statement of purpose states that the staff are trained to apply a specific therapeutic model of care.

One child was living at the home at the time of the inspection; the inspector spoke to the child.

The manager registered with Ofsted in November 2022.

Inspection dates: 14 and 15 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: 19 November 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2024	Full	Outstanding
11/07/2023	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

One child has recently moved on from this home. When children move, transitions are very carefully planned and organised to make the change as smooth as possible. Children's wishes are at the forefront of the planning. Celebratory meals and activities help children to move on positively. Children take specially crafted memory books with them as a reminder of all their positive memories and achievements from their time living in the home.

Children build a strong sense of value and belonging. They enjoy excellent relationships with staff they know well. One relative said: 'The staff are genuine there at the home, nothing is false. The children have got staff that really care for them. I cannot praise the staff enough.' The staff invest time getting to know each child. This time together helps staff to understand each child's individual needs. As a result, all children make excellent progress in all aspects of their lives. One professional commented: 'The child I work with has made lots of progress in the last year, and this is a huge step forward for them.'

The staff introduce children to a wealth of new and exciting life experiences. These new experiences help children to build their social confidence and self-esteem. Activities they enjoy include holidays abroad, trips to theme parks, boat trips, scuba diving, go-karting, pool and darts.

Children's education is a priority. Staff are highly ambitious for children to achieve. When children experience challenging times, staff stick by them, offering consistent encouragement. This gives children the confidence to learn. For some children, living in this home is the first time they have achieved in education. Staff support children to gain qualifications that will benefit them in the future.

The staff help children to learn the importance of staying healthy. Children who have not accessed health services previously are for the first time up to date with their routine healthcare. Staff encourage physical fitness; children enjoy a range of exercise activities, such as local walks and visits to the gym.

Children's mental health improves through consistent specialist therapeutic support. The consistent delivery of positive messages enhances children's emotional well-being and trust. This trust encourages children to talk to staff about their feelings. For some children, this is the first time they have been able to do so.

Staff invest in helping children to spend quality time with their families and other significant people in their lives. No matter what the distance, staff take the time to plan and facilitate regular trips and events so that families and loved ones can be together. This important time helps children to maintain special bonds with those dear to them.

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

Clear routines and boundaries help children to feel safe. The consistent approach from the staff helps children to build trust in adults. Any challenges for children are well managed with positive approaches. One professional said: 'The staff have the parameters to keep children safe. No matter what the issue the staff are there, they follow everything through, they are fabulous.'

Staff understand risks to the children. Staff consistently follow children's plans and risk assessments. Children's risk assessments are regularly updated and include clear steps for staff to take to reduce risks. On the rare occasion new risks arise, staff research fresh ideas that are effective in supporting children to manage these risks and stay safer.

On the rare occasion children go missing from home, staff follow individualised missing protocols, and they make every effort to locate children as quickly as possible. Staff are quick to share information with the police to expedite this process. After any episode of going missing, there is great emphasis on reflection and learning for staff. This reduces the risk of incidents of going missing reoccurring.

With the help and support of staff, children learn how to keep themselves safer. They complete a range of focused work which helps them understand risks that adults are concerned about. Work they complete includes topics such as safe relationships, online safety and risks of criminality. Staff work together with children to create individualised strategies which promote children's independence while managing and reducing risks.

The effectiveness of leaders and managers: outstanding

The manager is passionate about her role. She is a positive role model, leading the team by example. She sets high expectations for staff to support children to achieve the best outcomes possible. The responsible individual shares this highly ambitious approach and is readily available to support children and the staff. The manager carries out regular consultations with children to ensure they are happy in their home. The manager is always looking for ways she can make improvements for the children she is responsible for.

The manager has excellent relationships with the professionals involved in children's lives. Highly effective communication enables seamless sharing of information that ensures children get the right support they need, when they need it. The manager is a strong advocate and challenges others when decisions are not in each child's best interest.

The staff feel very well supported by the manager. The staff receive regular reflective supervision sessions which focus on children's needs, future plans and feedback. The supervision sessions provide opportunity for staff to explore positive practice, and they help to identify areas for staff development. The manager puts a lot of thought and

careful planning into transitioning new staff into the home. This ensures that changes are smooth for children and staff settle easily into their role.

There is a strong emphasis on investment in staff and their development. The staff receive a wide range of training which helps them to understand children's needs. The staff training centres around a therapeutic approach. A new and innovative training course is helping staff to see the journey of a child's life virtually. This learning is helping staff to understand the impact of childhood trauma. Staff routinely evaluate the effectiveness of their training experiences through a learning journal. Their learning experience is also followed through in supervision sessions to make sure they fully understand how to implement learning into their practice with children effectively.

Leaders and managers have a strong understanding of the strengths of the home and the areas for development. There are a range of quality assurance processes which support their effective oversight of the quality of care. The processes include regular, detailed management audits which monitor children's progress to ensure any issues are quickly identified and addressed.

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: 2699129

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: Charlotte Cooke

Registered manager: Jenny Thompson

Inspector

Jamie Richardson, Social Care Inspector

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