

2728549

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 owned by a private organisation. It provides care for up to two children who may have complex needs because of childhood trauma.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in May 2024.

Inspection dates: 12 and 13 August 2025

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: 23 October 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/10/2024	Full	Requires improvement to be good
04/03/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child lives in the home and said that they love it. Since the last inspection, two children have moved in, and one child has moved out.

The home is spacious, clean and well organised, promoting comfort and security. The decor features bright, fresh colours and thoughtfully chosen furnishings. This creates a warm, cosy and homely atmosphere. The environment provides a safe space which supports the child's emotional well-being.

The manager and staff have excellent relationships with the child. These relationships are proving instrumental in stabilising the child's emotional and mental health. Through consistent, compassionate care, the child is gradually building trust. They are starting to feel safe and have a sense of belonging.

The organisation's psychologist plays a pivotal role in supporting the child's emotional well-being. They also provide ongoing advice and guidance to staff. This helps staff to respond safely to complex behaviours.

Staff demonstrate remarkable resilience and respond with empathy, even in challenging situations. They remain attuned to the child's emotional cues. This sensitive and responsive care helps the child to feel valued and understood.

The child receives formal education. When they do not attend school, staff provide them with alternative education. They model this on the child's school timetable. This covers core subjects as well as subjects of interest to the child.

The registered manager considered the child's needs well before they moved in. After the child moved in, additional important information was received about them. Managers explored this with the child's professional network. This was essential to ensure that the child receives the right care from staff who can meet their needs.

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

The registered manager and staff understand their safeguarding responsibilities. Risk assessments and care plans outline clearly the steps staff must take to keep the child safe. Staff follow these plans with consistency and vigilance. The manager and staff ensure that any emerging risks are promptly addressed. Regular reviews of care plans and risk assessments take place.

When the child goes missing, staff act swiftly and sensitively. Staff are guided by a clear missing-from-care protocol. They search for the child and report them missing to the police if needed. The child often maintains contact with staff when they are missing. This

reflects the strength of their relationships. As a result of these caring and consistent responses from staff, incidents of the child being missing overnight have reduced.

The manager promptly raises any concerns about the child's safety with partner agencies. This ensures a multi-agency response to keeping the child safe. This collaborative approach is helping to build a deeper understanding of the child, in particular, why they go missing.

Staff have formed positive relationships with the child. They respond calmly and sensitively when the child is feeling anxious or stressed. This approach is helping the child to recognise their feelings and how to process them. This aligns with the model of care outlined in the home's statement of purpose.

Staff have meaningful and creative discussions with the child. They approach sensitive subjects with care and compassion. This will enable the child to reflect and develop better coping strategies, improving their mental health and emotional well-being.

The manager identifies and explores local risks on an ongoing basis and consults with professionals who know the area well. They share this information promptly with the child's professionals. Together, they devise safety plans to reduce any risk. This supports the child's safety when they spend time in the community without staff.

The effectiveness of leaders and managers: good

The registered manager is enthusiastic, resilient and caring. They understand the child's needs and risks well and advocate strongly for them. The child, staff and professionals speak highly of the manager and their commitment.

The child benefits from the care of a consistent and stable staff team. Staff are committed and invested in their care for the child. The manager and staff have a calming influence and are nurturing. The child is achieving stability and making good progress.

Leaders and managers have good monitoring systems in place. Their evaluation of incidents is thorough. The manager is a very reflective practitioner. They understand the strengths of the staff team and the areas for development. The manager identifies shortfalls in staff practice and takes action to rectify them.

Staff receive good-quality supervision. The manager provides them with a safe space to reflect on their practice. Staff appreciate this and use these valuable opportunities. They are able to reflect on the impact of their practice. They also consider other ways to enhance the child's experiences living in the home.

Staff receive guidance and support from the home's psychology service and the responsible individual also uses internal resources which support the child's needs. However, the training that is offered to staff is not always specific to children's individual needs. As a result, formal opportunities for staff to develop their skills and knowledge in some areas are lacking.

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

Recommendation

- The registered person should ensure that staff receive training to equip them with the knowledge and skills to meet the specific needs of the children they care for. ('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: 2728549

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: Rachel Evans

Registered manager: Reesann Balcombe

Inspectors

Sarah Berry, Social Care Inspector

Majella Russell, Social Care Regulatory Inspection Manager

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