

2765128

Registered provider: Hexagon Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It offers care for up to three children who may experience social and emotional difficulties.

The manager registered with Ofsted in April 2025.

At the time of this inspection, two children were living at the home. Both children spoke to the inspectors about their experiences living at the home.

Inspection dates: 15 and 16 October 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: 1 July 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/07/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are happy and settled at the home. They benefit from consistent and nurturing care that promotes emotional well-being and helps them feel safe and valued. There is a warm and welcoming atmosphere throughout the home. It is immediately clear that staff care deeply about the children, and this contributes to the positive and nurturing environment.

Most children have engaged positively with education. When one child faced some difficulties, the staff supported them to complete their GCSEs, which reflects their commitment to supporting educational outcomes. Other children who have been out of education have been helped to transition to a full-time mixed curriculum, which has helped them to have a more positive view of their future.

Children's health needs are met well. Staff ensure that health appointments are attended, medication is administered safely, and any health concerns are addressed promptly. Therapeutic input is being embedded into daily practice, and staff demonstrate reflective approaches in their recordings, showing thoughtful engagement with children's emotional needs.

Staff place a strong emphasis on memory making. Children's experiences are captured and displayed thoughtfully, helping them build a sense of identity and celebrate personal milestones. Staff speak with warmth and genuine affection about the children in their care. This helps build strong, trusting relationships and supports emotional development.

Key-work sessions are purposeful and well recorded. Staff use these sessions to support progress, explore feelings and help children reflect on their goals. This is also supported by a therapist, who the children use to help them work through their emotions and past experiences. Staff are also supported by the therapist to help them plan work with children.

Despite staff receiving training in supporting children with complex needs, they struggled to meet the complex needs of one child. This led to the child leaving the home. Staff did not demonstrate that they were equipped with the practical skills to support the child.

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

Children feel safe at the home. They are cared for by staff who know them well and respond to their needs with consistency. This sense of safety allows children to build trust and feel secure in their environment.

Staff are clear about their responsibilities and understand the risks associated with each child. Risk plans are regularly reviewed and updated to reflect key issues, and staff use them effectively to guide their responses and maintain children's safety.

Allegations are managed appropriately and in line with safeguarding procedures. When concerns arise, the child and the staff member involved receive the support they need throughout the process and there is wider engagement with external professionals.

Recruitment practices are in line with safer recruitment guidelines. Managers carry out all relevant checks, which ensures that all staff are suitably vetted and qualified before taking up their roles.

Staff understand the missing-from-home protocols well. On the one occasion when a child went missing from home, staff followed procedures correctly and completed clear documentation to support the response and review.

A positive indicator of strong relationships and effective engagement is that there have been no physical interventions with the current group of children. Staff use de-escalation techniques and therapeutic approaches to manage behaviour safely and respectfully.

The effectiveness of leaders and managers: good

The home benefits from strong leadership. Both the manager and deputy provide clear direction and are respected by the staff team. Their consistent presence and guidance contribute to a stable and well-organised service.

Most supervision records show that trauma-informed practice is discussed and gradually embedded into practice since the rollout earlier this year. Staff have begun to reflect more deeply on their work, although some supervision sessions remain task-focused and lack therapeutic or research-based reflection. This inconsistency suggests further development is needed to ensure that supervision supports professional growth.

Managers know the strengths and weaknesses of the home well. Regular audits help to identify areas for improvement and ensure that standards are maintained across all aspects of care. All required documentation from the local authority is in place and kept up to date. When documents are missing or delayed, the managers challenge appropriately to ensure that children's records remain accurate and complete.

Children's files are well organised and clearly show their progress. Records are child centred and demonstrate how staff support individual goals and development over time.

Team meetings are held regularly and are well structured. Staff use these meetings to share information, reflect on practice and plan effectively to meet children's needs.

There is evidence that research-informed approaches are beginning to influence care practice. Staff are starting to apply theory to their work with children, but further evidence is needed to show how this is embedded and making a measurable difference.

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, The 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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children living in the home the physical necessities they need in order to live there comfortably;	1 January 2026

provide to children personal items that are appropriate for their age and understanding; and

make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice.

(Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix))

In particular, the registered person must ensure that staff are equipped with the skills to look after children with complex needs as specified in the home's statement of purpose.

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: 2765128

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: Joanne Abram

Registered manager: Warren Ingham

Inspector

Colin Jones, Social Care Inspector

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