

2779606

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 privately operated. It provides care for up to two children who may experience social and emotional difficulties.

The manager registered with Ofsted on 24 May 2024.

Two children live at the home, and both were spoken with.

Inspection dates: 7 and 8 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: 19 November 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2024	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home is warm and welcoming. It is filled with the children's artwork and photographs of them. Bedrooms are personalised and children are provided with ample space to play and enjoy time alone or with one another.

Staff ensure that children are provided with stability and consistent care. One parent said, 'They have [Name of Child] in a very good routine and he has boundaries.' Children enjoy eating meals together with staff and engage in meaningful conversations with one another. As a result of feeling secure, children are sleeping better at night.

Children do well in education. Staff work with education professionals to understand children's needs and the difficulties they have with attendance and behaviour in school. This allows staff the opportunity to work with professionals to increase the time children spend in school. Consequently, children attend full-time and make progress with their learning.

Children benefit from the support of a therapist who helps them with their emotional and mental health. The staff also have a monthly consultation with the children's therapist so that they can better understand the children's needs. Children can speak to staff about their childhood experiences and are supported to address past trauma. The work completed with the therapist helps to strengthen staff practice, which in turn helps children to make progress with their mental well-being.

Staff capture special memories for children in books. Photographs are of times spent with staff, friends and loved ones. These memories are vital for children.

Staff use language and record information about children using professional jargon that depicts children and their behaviours in a way that is not child-focused. As a result of the staff using this language it has also been adopted by children, which at times can set them apart from their peers.

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

Children say that staff make them feel safe. Staff understand the risks associated with children and risk assessments are comprehensive. Staff know how to respond to a safeguarding concern, and there is a strong safeguarding culture among the team. As a result, children are safeguarded effectively.

Staff help children to learn from their mistakes through the use of natural consequences. For example, staff supported a child to fix another child's toy that they had broken. This helps children to understand the consequences of their actions and how to make amends.

Staff have discussions with children and use creative and interactive ideas to educate children about a range of topics. For example, children have a 'floor book' which gives them the opportunity to create a collage of information related to different subjects. This enhances children's understanding on how to be safe but also makes subjects interesting and children enjoy learning about things that may pose a risk.

The registered manager ensures that background checks are completed on new staff before they begin working in the home. Criminal record checks are conducted, gaps in employment are explored and references verified. This reduces potential risks to children, and they are safer from harm.

Staff do not respond effectively to incidents of bullying. These incidents are not captured appropriately in records. Therefore, the manager does not have good oversight. This prevents the manager from addressing these issues with children and supporting staff to improve practice. As a result, children continue to be affected by the behaviour of others living in the home.

Children can display inappropriate behaviour at times. When staff address this behaviour, this has at times taken place in the presence of other children. This does not protect the privacy of children and can lead to feelings of shame and embarrassment.

The effectiveness of leaders and managers: good

The manager is invested in ensuring good outcomes for children. She is actively involved in the day-to-day care that is delivered to the children and models good practice to her staff team.

Staff have regular supervision and can talk about their well-being and job satisfaction. The manager offers supportive advice to help staff manage challenging times. In addition to this, staff are offered help from the organisation's mental health support service. Consequently, staff feel well supported and morale is high.

New staff are supported through a probationary period, and their progress is regularly reviewed by the manager. The manager helps to develop and review staff practice during meetings and through training. Staff work well through their probationary period.

Professionals are complimentary about the manager and staff and say that the standard of care delivered is high. Professionals get regular updates on the children and progress reports are received weekly. One professional said, '[Name of Child] has made lots of progress and he has learned skills to regulate his own emotions.'

The manager does not always follow the organisation's escalation policy when there is missing information related to the children. Consequently, one important local authority document is not on file.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(c) (2)(a)(v)(xii)(xiii)) In particular, the registered person must ensure that staff address children's behaviour in a way that protects the child's privacy.	31 December 2025

Recommendations

- The registered person should work in close partnership with all those who play a role in protecting and caring for the child, but particularly the child's local authority and statutory social worker. The registered person should evidence what they have done

to achieve engagement, including any actions taken to escalate concerns. ('Guide to the Children's Homes Regulations, including the quality standards', page 11, paragraph 2.3)

- The registered person should understand that children in residential care may be worried about being stigmatised or bullied by their peers for being "different". The home's environment and care should be designed to take account of this, and staff should support children to help them address any concerns they have. In particular, that institutional language is always avoided. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 3.13)

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: 2779606

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Ltd

Registered provider address: Hexagon Care, 1 Tustin Court, Port Way, Ashton-on-Ribble, Preston PR2 2YQ

Responsible individual: Sylvia Lowe

Registered manager: Lindsey Newbury

Inspector

Laura Roberts, Social Care Inspector

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