

SC479647

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 owned and managed by a private provider. It provides care for up to six children who experience social and emotional difficulties.

At the time of this inspection, 4 children were living at the home. The inspector spoke with all of the children about their experiences living at the home.

The manager registered with Ofsted in February 2022.

Inspection dates: 12 and 13 January 2026

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: 21 January 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/01/2025	Full	Good
16/01/2024	Full	Good
31/08/2022	Full	Good
29/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from exceptionally high-quality care from a skilled and experienced team of staff who know them very well. Most children live at this home for a long time, giving them sustained stability and consistency. When children move on from this home, their moves are planned, and they typically progress into semi-independent living or specialist placements.

The positive and trusting relationships that staff build with children enable them to flourish. As a result, children make great progress in all areas of their lives and are supported to develop a strong sense of belonging and a positive sense of self. Professionals say that staff have strong relationships with children, and staff genuinely care and do a fantastic job.

Children's education is prioritised. The manager works effectively with social workers and virtual heads to secure suitable education, and the support children need to succeed. As a result, two children who were previously out of school now attend full time, two are progressing well at college, and one has secured an apprenticeship alongside part-time work. Attendance has improved for all children, enabling them to make significant progress from their initial starting points.

Since starting school, children have developed friendships. Staff recognise the importance of building and maintaining these friendships and actively support children to spend time with friends, including visits for tea and sleepovers. Friends are also welcomed into the home, helping children feel included and connected.

The manager and staff strongly advocate for children, ensuring that their views and wishes are heard and acted on. This proactive support enabled one child to remain living at the home until they were ready to move into independent living, providing the child with stability and consistency.

When one child moved on from the home, their move to semi-independence was well planned. Staff supported the child to prepare them for independent living, helping them develop skills such as budgeting, basic DIY, cooking, travelling and household chores. This ensured that the child felt confident and equipped to live independently. The child's time in the home was celebrated with a group activity, a takeaway and thoughtful gifts.

The manager and staff understand the importance of family for children and support them in building and maintaining family connections. Staff facilitate regular family time for children, including travelling long distances when needed. Professionals say that staff consistently go above and beyond to support family time. Staff also provide parents with regular updates, helping them feel included in their child's care and ensuring children remain connected to the people who matter to them most.

Staff create a warm and homely environment for children, which enables them to feel relaxed in their home. The home is decorated to a high standard. Children's bedrooms are personalised, and children take pride in keeping them clean and tidy.

Every effort is taken to support careful care planning in the home. However, on one occasion, not all relevant information was shared during the referral process by the placing authority. As a result, the manager was unable to fully assess the child's needs. However, the manager worked with the child's network to ensure that measures were put in place to reduce risks, support staff and keep the child safe until an alternative specialist placement was found. Leaders and managers have reflected on their referral process and introduced additional steps to prevent reoccurrence.

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

Children are supported to develop extremely positive, caring and trusting relationships with staff. The trust that staff have built with children helps them to address sensitive subjects with them, including friendships, relationships and personal care. Staff approach these subjects warmly and sensitively, helping children to express their views openly and to consider the advice and guidance offered.

Staff use research effectively to inform their direct work with children and to identify emerging risks. These sessions help children develop appropriate coping strategies and understand how to keep themselves safe. This has supported children in areas such as online safety, substance misuse and peer relationships.

Allegations and complaints are taken seriously. The manager works closely with relevant professionals to ensure that investigations are thorough. Appropriate action is taken to address practice concerns, and children are made aware of the outcome of their complaint. This reassures children that they are being listened to and taken seriously.

The manager ensures that staff receive training that is tailored to the specific needs of the children. As a result, staff have an exceptional understanding of children's risks and know how to respond effectively to prevent and reduce harm.

Staff are trained in physical interventions. One physical intervention has taken place as a last resort to prevent harm to the child and others. Reflection work is completed with the child following physical interventions in order to ensure that they understand why the intervention was used and explore their feelings and alternative coping strategies. The manager reviews all incidents with staff to support their practice and ensure that agreed strategies are followed.

Staff respond effectively when children are missing from home. They follow agreed protocols and make every effort to locate children and support their safe return. Staff search known areas and contact family and friends, which helps children feel that staff genuinely care about their safety and well-being. When children return, they are warmly welcomed, and staff ensure that they are safe and well. Staff complete follow-up work

with children to help them understand the risks and dangers while missing from home. As a result, incidents of children going missing from home have reduced significantly.

Significant incidents are managed well, with staff responding appropriately and sensitively to the children. Managers seek specialist services, such as substance misuse and emotional health support, ensuring that children receive the right help. Staff complete follow-up work sensitively, helping children identify risks to themselves and others.

The effectiveness of leaders and managers: outstanding

An experienced and committed manager leads the home. The manager is highly motivated and ambitious in his vision for children. He speaks very highly of the children and their achievements.

The manager and deputy have high expectations of the staff team and have an exceptional understanding of the team's strengths and areas for development. Staff development is strongly promoted. Each staff member has a personal workforce plan that identifies strengths, areas for improvement and clear actions to support their ongoing professional growth.

Staff receive high-quality, regular supervision from the manager and deputy. Supervisions have a strong focus on outcomes for children. They are reflective and detailed with clear actions identified. Staff report feeling well supported in their roles, and they enjoy working at the home.

There is strong managerial oversight of the home. All reports and plans show clear evidence of management scrutiny. The leaders and managers complete bi-monthly and quarterly audits, with clear actions for the upcoming month. In addition, the manager and deputy meet monthly to plan and review priorities. This robust oversight ensures that the home continues to operate in line with regulations.

The manager is creative in his approach to improving outcomes for children and in how research informs practice. The staff and manager reflect on research and training in team meetings. This empowers staff to have more informed discussions with children about what works best for them and to use this understanding to shape their practice.

Feedback from professionals is that communication with the manager is excellent. They receive regular updates, including weekly summaries and emails, which keeps them well informed about children's progress. The manager and staff work well with professionals to achieve shared outcomes for children.

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

Recommendations

- The registered person should challenge any placing authority who asks them to accept a child in the absence of a complete and current relevant plan, as the expectation that a placement of a child without the necessary information would go ahead is inadequate in relation to their role. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.5)

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: SC479647

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: George Sumner

Registered manager: Lee Cych

Inspector

Renée Sims, Social Care Inspector

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