

SC480161

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for up to 6 children who may experience social and emotional difficulties.

The manager registered with Ofsted in April 2022.

At the time of the inspection, 6 children were living in the home. Five children spoke with the inspector about their experiences of living in the home.

Inspection dates: 20 and 21 January 2026

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

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

The effectiveness of leaders and managers	outstanding
---	-------------

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: 3 September 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/09/2024	Full	Outstanding
16/10/2023	Full	Outstanding
06/03/2023	Full	Outstanding
14/12/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children feel happy, safe and secure. They receive exceptional care that enables them to make significant and sustained progress in all areas of their lives. Children living at the home are settled. Two children moved into the home recently, and 4 have lived at the home for some time. Children enjoy living at the home. One child said it is 'great' and staff are 'really nice'.

The quality of relationships between children and staff is excellent. Staff know the children exceptionally well and they meet the children's needs to a high standard. Children say they feel comfortable talking to staff and they feel listened to. Staff use different and creative ways to seek the children's wishes and views. Staff are keen for the children to excel and provide them with every opportunity to do so.

Children have 100% attendance in education and are thriving in their studies. Children who did not previously attend school regularly are now exceeding expectations. Staff are highly ambitious for children. Two older children successfully completed their GCSEs and now attend college courses of their choice which they are thoroughly enjoying.

Children's health and emotional well-being are actively promoted. Staff understand children's healthcare needs and support them to attend health appointments. They promote healthy eating and encourage children to take an interest in cooking. Children are involved in shopping and choosing food for the menus each week. Older children are supported to prepare and cook some of their own meals. Staff and children eat most of their meals together at the dining room table.

Children benefit from access to a wide variety of new opportunities and fun activities. Their interests are nurtured, and they are encouraged to try new things. Children's interests are acted on, for example attending a creative gaming hub, going on regular bikes rides and go-karting. Each child has a personalised book full of photos of activities and memorable times.

Staff are reported to have gone above and beyond to nurture the children's relationships with each other and with people who are important to them. Staff proactively build positive relationships with family members. One family member said, 'Staff are brilliant. The home is amazing. It's absolutely the right place for (name of child). They've come on so much and that's down to the staff.'

Children live in a large and homely house. They have ample space to relax, play and study. The environment is loving, fun and nurturing. Children's bedrooms are personalised and they have access to a well-equipped games room and large garden. The home is well furnished throughout, however there are some areas of wear and tear. The manager had identified this before the inspection and has plans to rectify this.

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

There is an incredibly strong safeguarding culture in the home. Staff understand the children's risks and vulnerabilities exceptionally well. Risk and behaviour support plans are personalised to each child, and they provide clear and relevant information for staff. Children contribute to their plans and are helped to understand and manage their emotions and behaviours safely. Assessments to help manage risks are reviewed and amended regularly to reflect the children's current and emerging risks.

Staff consistently provide nurturing, empathetic and loving care to ensure that children's emotional needs are met. They are trained in a therapeutic parenting approach that is embedded in their day-to-day practice for the benefit of the children. There are age-appropriate routines and boundaries in place, which children respond well to. Consequently, children rarely go missing from the home and they do not need to be held to keep them safe.

Children and staff are supported by an excellent in-house therapeutic team. Children receive individual weekly input from a therapist. This helps them to understand and manage their feelings and behaviours safely. Staff supplement this learning by providing regular opportunities for children to explore relevant issues.

Weekly multidisciplinary meetings take place to ensure that staff maintain an excellent understanding of each child's needs and the best strategies to use to help keep them safe and secure.

Children receive consistent praise and recognition for the smallest of achievements. Personalised incentive charts provide children with a positive reminder of the progress they make. Rewards are frequent and children help to choose the reward they will receive.

Children are actively supported to safely develop their independence in line with their age and understanding. Meticulous work is being carried out to help the older children prepare to leave the home to live successfully independently. The two children who have moved out of the home since the last inspection, experienced an extremely well planned, positive and individualised transition.

The effectiveness of leaders and managers: outstanding

The deputy has recently stepped up into the managers role to cover the registered managers' maternity leave. She has worked at the home for nearly twenty-five years and is highly experienced, child centred and committed to the home. The manager knows the children and the staff extremely well and is a strong advocate for them. She instils a culture of high expectation and continual improvement and development. The manager is held in high regard by the children, staff and other professionals. Staff described her as supportive, knowledgeable and available.

Staff receive regular supervisions and have access to structured team meetings, which provide them with the opportunities to reflect on their practice. Discussions are detailed, child focused and linked to research, to continually improve and develop practice. Staff complete a comprehensive training programme, which includes specialist training to ensure that they have the skills and knowledge to meet the children's current and emerging needs.

Staff enjoy working in the home and are proud and enthusiastic about the care they provide and the progress children make. The staff team is diverse, and some team members have worked in the home for many years. They work exceptionally well together and provide consistently high levels of care.

The manager has positive and highly effective working relationships with partner agencies. External professionals are highly complimentary about the quality of care provided to the children and the communication they receive from the manager and the staff. One professional said, 'The collaborative working is excellent and staff exceed expectations.'

Management oversight of the home is excellent. The manager is highly organised and has efficient systems in place to ensure that she is fully aware of the home's strengths and areas of challenge. She is committed to continually improving the home and the outcomes for the children.

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

Recommendation

- The registered manager should ensure that all areas of the home are well maintained. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: SC480161

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: Amy O'Hara

Inspector

Zillah Brooks, Social Care Regulatory Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2026