

SC480678

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 one of several homes owned by a private provider. It provides care for up to five children who may have social and emotional difficulties.

There were five children living in the home at the time of this inspection. The inspector spoke with five children during the inspection.

The registered manager post is vacant. A new manager started working in the home in October 2025 and he has applied to register with Ofsted.

Inspection dates: 1 and 2 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: 5 March 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2025	Full	Good
06/02/2024	Full	Good
04/01/2023	Full	Good
30/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Most of the children say they enjoy living at the home. One child said, 'it was great from the start, life-changing for me, the staff were amazing'. Children make positive progress at the home while also creating meaningful memories of their time there.

Staff support children to explore their individual interests. One child was extremely anxious about going out of the home when they first arrived. The child now takes part in activities outside of the home, including cadets. The child's social worker said that this was completely unexpected and due to the support and encouragement from staff. Another child has a drum kit and attends music lessons. Staff support children to build their self-esteem and sense of identity, and they celebrate their achievements.

Staff prioritise education for children. They work closely with education professionals to ensure that children access education or training. All the children regularly attend school or college, where they develop essential skills for their future.

Staff establish clear routines for the children which helps them to feel settled and supports their well-being. However, some of the expectations in the home do not have a clear rationale or have not been clearly explained to children. For example, children are told not to wear hats or have their hoods up in the home. This leads to some children feeling frustrated on occasions.

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

Moves into the home are well planned. Managers evaluate children's individual risks thoroughly and consider staff skills when a child moves into the home. The needs of children already living in the home are considered to ensure compatibility and help maintain stability.

The use of restraint by staff with children is minimal. When children have been restrained, managers ensure that children and staff are provided with the opportunity to debrief with someone not involved in the incident. This ensures that there is internal and external scrutiny of staff practice when children are held.

Staff attend training specific to children's individual risks. When children move into the home and/or children's needs change, managers review and implement the relevant training for staff. This ensures that staff continue to meet the children's needs.

Children have individual risk plans in place that provide staff with safeguarding strategies to follow. However, the plans do not always reflect the current level of risk for children. This means that staff do not always take the necessary action when children may be at risk of harm. The new manager has already identified this as an area for improvement,

and there has been some recent improvement, but the changes are yet to be fully embedded.

Staff build positive relationships with children. Children say they can talk to staff about their feelings and go to them if they are upset. However, staff do not consistently talk to children about their risks. This is a missed opportunity for children to learn strategies to keep themselves safe.

The effectiveness of leaders and managers: good

Following a full investigation, there have been significant changes to the leadership of the home. The new manager and area manager are working together to identify the strengths and areas of development for the home. This ensures that the care of children is continuously improving.

Team meetings and supervision take place regularly with staff. Staff say that they feel supported by managers and have opportunities to reflect on their practice. This ensures that staff can develop their practice and identify strategies to better support children's needs.

Managers ensure that children are cared for by a consistent staff team. Most staff have worked at the home for several years meaning that children know them well. When new staff start working at the home, the necessary checks are completed. This ensures that children are cared for by adults who are safe to be around.

Managers are visible in the home and involved in the children's day-to-day care. However, management oversight of staff practice is not consistently effective. Incidents are not routinely reviewed by managers, meaning that shortfalls in staff practice are not always identified and addressed quickly.

Managers work hard to ensure that children's moves out of the home are well planned. Most children successfully move into semi-independence or return home to live with their family. However, one child moved out of the home sooner than planned which was not a positive experience for them. The child now reflects negatively on their experience of living in the home.

The previous management of the home did not always provide leadership that reflected the ethos set out in the home's statement of purpose. For example, on one occasion, the responses of some of the managers and staff to a child in distress were not trauma informed. This was investigated by senior leaders who took steps to address the issue, and they continue to monitor staff practice to ensure that there is not a recurrence.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(f)(h)) In particular, the registered person must ensure that the home is managed in line with the ethos set out in the statement of purpose, and the care of children is trauma informed and focused on their well-being. The registered person must ensure that there are robust systems of monitoring in place to review staff practice in identifying and responding to incidents where children may be at risk. Any shortfalls in staff practice must be addressed quickly and effectively.	28 November 2025
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	28 November 2025

The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— strive to gain each child’s respect and trust. (Regulation 11 (1)(a)(c) (2)(a)(viii)) In particular, the registered person must ensure that behaviour management strategies used by staff have a clear rationale for their use and children are provided with a clear explanation and their understanding is explored.	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child’s welfare; are familiar with, and act in accordance with, the home’s child protection policies;	28 November 2025

that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b))

The registered person must ensure that staff are provided with clear guidance to reduce children's individual risks. This includes clarity on when staff need to consult with the relevant external professionals where their expertise is required.

Recommendation

- The registered person should ensure that children's moves out of the home are consistently positive. Where a child is struggling with the move out of the home, the registered person should ensure that managers and staff provide additional support to the child. ('Guide to The Children's Homes Regulations, including the quality standards', page 57, paragraph 11.1).

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: SC480678

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

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

Responsible individual: Caroline Holmes

Registered manager: post vacant

Inspector

Sarah Gilbert, Social Care Inspector

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