

SC480854

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and provides care for up to six children who may experience social and emotional difficulties. They may also have learning disabilities.

At the time of the inspection, four children were living at the home and three were spoken with.

The manager registered with Ofsted in May 2019.

Inspection dates: 3 and 4 December 2025

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

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/09/2024	Full	Good
09/08/2023	Full	Requires improvement to be good
21/09/2022	Full	Good
24/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

All children have made progress since moving to the home. Staff are child centred and provide support, nurture and affection to the children. Staff are dedicated to ensuring the children are happy and heard, and the positive relationships the children are developing with staff have enabled them to achieve this.

Education is a priority in the home. Staff value the importance of children attending the right educational placement and advocate passionately for children when it is felt that the placement is not meeting their needs. A child's history, ability and needs are central to finding the right setting for them. All information is appropriately shared between staff and educational professionals so there is a consistent and collective understanding of what is the best fit for the child to succeed.

Children are consistently encouraged to express their views. There are regular meetings and direct discussions with children that capture their wishes and feelings. Staff are creative and persistent in finding ways to support children who speak English as an additional language. Staff adapt their communication style to ensure the child understands what is being discussed. Staff ensure that children's wishes are acted upon whenever reasonable and possible. This demonstrates to the children that their views are valued, and actioned when appropriate.

Staff are committed to ensuring that children have positive experiences together, both in and outside the home. Staff strongly promote and encourage children to access activities in line with their interests, such as days out, playing musical instruments, go-karting and football. All children's individual interests are understood and embraced by staff. These new experiences create long-lasting skills and memories for the children and enable them to find new hobbies and ways of having fun.

Children's care plans are not written in child-friendly language or at the level of understanding for the specific child. The language used is not relatable or helpful to the child, particularly if the child chose to review the records either now, or in the future.

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

Staff receive training in the use of physical intervention and de-escalation techniques. Staff are effective in using strategies to keep children calm when they are upset. On the rare occasion when a child has been held by staff to keep everyone safe, the manager has had good oversight of the incident. This ensures that staff are proportionate in their response and that they only physically intervene when it is appropriate and necessary.

Children going missing from home is rare. When children have gone missing, staff are proactive and persistent in locating them and ensuring they are safe. They collaborate with professionals to return children home safely, and when returned, the children take

part in return home interviews. This provides them with the opportunity to speak to an independent person about how they are feeling and reinforces that they are cared for.

When allegations have been made, the manager has responded quickly and effectively, accessing the appropriate advice and guidance. All records are detailed and accurate. This transparent approach ensures that any concerns regarding the adults caring for children are managed effectively and independently of the home.

Staff use external agencies to educate the children on how to keep themselves safer. Staff organise and facilitate these sessions, promoting children's safety. This creates a shared responsibility in keeping children safe.

Staff know most children's individual risks well. When presented with an identified risk, staff follow clear guidelines. Staff understand these risks to children and take effective steps to reduce them. However, not all risks relating to children have been identified. A significant risk was omitted for one child, which could impact on how staff support them, leaving the child vulnerable.

The effectiveness of leaders and managers: good

The registered manager is enthusiastic, passionate and devoted to the staff and children in the home. The manager celebrates the children's successes with them and regularly spends time with each child to discuss any worries or concerns they may have. The manager has a positive impact on staff and children alike.

Staff say they are well supported by the leaders and managers. Staff say that leaders and managers regularly check on staff and are approachable. Staff describe leaders and managers as being 'absolutely fantastic' and are 'good role models for staff'.

Supervision sessions and appraisals are effective. They focus on staff development, include practice reflection, and prioritise the children in their discussions. When there are staff practice concerns, they are addressed promptly in these sessions with clear action plans to support staff development. This contributes to staff providing positive care and support, resulting in positive outcomes for children.

The manager has good relationships with professionals. The manager has high expectations that the children can achieve a positive future. The manager is a strong advocate for the children, challenging professionals when required to ensure that children's needs are met.

The manager has adapted their practice based on learning from previous inspections. Thorough monitoring systems are in place to ensure that the manager has kept oversight on all aspects of the home. Staff have now been given additional monitoring tasks and oversight to promote their development and empowering their decision-making in the running of the home.

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 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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)) In particular, the registered person must ensure that children's risks are identified, that there is sufficient information in children's risk management plans and that staff regularly talk to the children about these risks.	5 March 2026

Recommendation

- The registered person should ensure that children are encouraged by staff to see the home's records as 'living documents' supporting them to view and contribute to the record in a way that reflects their voice on a regular basis. The information that children read should be meaningful and relatable to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 58, paragraph 11.19)

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: SC480854

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: Charlotte Cooke

Registered manager: Susan Williams

Inspector

Deirdre Silkstone, Social Care 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 looked after children, 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 <http://reports.ofsted.gov.uk/>.

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 2025