

SC482517

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The privately run home provides care for up to four children aged between 11 and 17 years old with social, emotional and mental health difficulties.

A new manager has been in post since 1 July 2025. The manager is suitably experienced and holds the relevant qualification. They have not yet submitted their application to Ofsted.

Inspection dates: 5 and 6 August 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: 9 July 2024

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2024	Full	Requires improvement to be good
22/08/2023	Full	Requires improvement to be good
18/10/2022	Full	Requires improvement to be good
15/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Four children were living in the home at the time of this inspection. They were all spoken to. Since the last inspection, two children have moved out and three have moved in.

The manager demonstrates a thoughtful and child-centred approach. They carefully consider all children's individual needs, before a child moves in. This includes the needs of children already living in the home. The manager consults with previous carers and learns about a child's likes and dislikes. This helps children feel welcome and to settle in quickly.

Children choose how they wish to decorate and arrange their bedrooms. This contributes to their sense of belonging and emotional stability, especially during the initial stages of moving in. The manager listens carefully to children's wishes and feelings. This provides them with reassurance and feelings of security in their new environment.

Staff support children well when they move out. Staff formed strong and affectionate relationships with one child. These relationships often kept the child safe. However, the decision was made for the child to move from the home due to concerns about risks to them in the community. The move was child focused and well planned by the manager and supported empathetically by staff, with the child's views being considered throughout.

The home environment is cosy, clean and well maintained. Children enjoy spending time with one another and staff. The atmosphere is warm and relaxed, encouraging a sense of ease and belonging. The layout of the home supports communal activities as well as quiet moments. This provides children with the freedom to interact or unwind.

Staff provide children with effective support which nurtures their independence. They demonstrate creativity in their approach and make purposeful use of engaging resources. Children develop self-sufficiency that aligns with their age and stage of development. One child has confidently attended a job interview for the first time. They are also enrolled to start college in the next academic year.

Staff actively support children in understanding and managing their health needs. Staff provide children with thoughtful guidance during age-appropriate conversations. As a result, children are more informed and confident in making choices that promote their well-being.

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

Managers and staff understand their safeguarding roles and responsibilities. Children's care plans and risk assessments clearly outline their needs and risks. Overall, staff take the necessary steps to ensure children's safety.

In the main, safeguarding incidents are few. There have been no complaints or allegations since the last inspection. Staff respond to children's behaviour calmly and with care. They form positive relationships with children. They engage children and help them to develop safer ways to regulate their feelings. Physical intervention is not used.

Staff respond appropriately when children go missing. They continue searching for children and attempt to contact them throughout the night. Staff work with a multi-agency network to consider any increased risk to children. Staff went above and beyond to keep safe one child who regularly went missing. They coordinated and managed a difficult but supportive move from the home for this child due to concerns about risks to them outside of the home.

The new manager is a good advocate for children. They are assertive and able to express their concerns about children clearly. This can be when risks to their safety increase or decrease. The manager is balanced and proportionate and ensures that children feel listened to. As a result, one child now spends more time with their family and friends. This is having a positive impact on their emotional well-being.

At times, staff have not ensured the home is secure enough at night time. This has led to a child who is at high risk of exploitation leaving the home unnoticed on two occasions. Managers have responded to this appropriately. However, the records of discussion with staff are not clear enough. This could compromise the manager's oversight.

One child who has now left the home has made an allegation against another child who is not linked to the home. The previous manager did not notify this to Ofsted. There were shortfalls in the previous manager's oversight of this incident. Records were not thorough enough, which could compromise an investigation by other agencies. However, this appears to be an isolated incident.

The effectiveness of leaders and managers: good

The home has a new manager, who is very skilled and experienced. They are enthusiastic, child centred and dedicated. The manager receives support from a strong, confident deputy manager. They both share the same ethos and aspirations for children.

The new manager has been in post for six weeks. They have begun to set high expectations for staff and have high aspirations for children. The manager has begun to make changes which are having a positive impact on children and staff.

The manager and the responsible individual provide effective oversight of the home. They both have good monitoring systems in place. The manager completes excellent reflection and end of placement reviews for all children. This provides valuable opportunities for learning and contributes to continuous improvement.

Staff receive training specific to children's needs. They know children well and use a trauma-informed approach to providing care for the children. Supervision is meaningful and reflective and encourages continuous learning and improvement.

The manager is passionate about promoting children's views and participation. They seek out opportunities to gather children's views. As a result, children feel listened to, valued and understood.

Feedback from professionals has been positive. One social worker commented, 'I have, at times, been overwhelmed by the amazing quality of care ... they [staff] have been incredible.'

Staff record information about children in a child-centred way. Records explain the rationale behind decisions, with compassion and kindness. The tone throughout consistently reinforces that children are genuinely cared for. Their potential is not only recognised—but celebrated.

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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) The registered person should ensure that their monitoring, oversight and evaluation of the care children receive is consistent. This includes the quality of records so that they can be referred to in order to make sense of children's experiences retrospectively, if necessary.	25 October 2025

Information about this inspection

The inspector has 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: SC482517

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: Leonie Duffy

Registered manager: Post vacant

Inspector

Sarah Berry, Social Care Inspector

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