

SC482683

Registered provider: Hexagon Care Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. It provides care for up to four children who may have social and emotional difficulties as a result of experiencing childhood trauma. At the time of the inspection, two children were living in the home, and inspectors spoke with both.

There is an experienced manager in post.

Inspection dates: 14 and 15 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: 15 October 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
15/10/2024	Full	Requires improvement to be good
12/09/2023	Full	Requires improvement to be good
06/12/2022	Full	Requires improvement to be good
15/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from living in a home that is warm, welcoming and decorated to a high standard. The environment is clean and tidy, with personalised touches throughout, including photos of the children and staff and a variety of games and activities that promote enjoyment and engagement. Children's bedrooms are highly individualised, reflecting their interests, achievements and important relationships.

Children speak positively about their experiences in the home. Both children rated the home 10 out of 10 and described staff as 'amazing'. One child said, 'It is hard being a kid in care. But I feel like the staff here treat you as your own family. I feel like all the staff, they are all brilliant, I haven't got anything negative to say about the home.'

The care of children is well informed because staff are guided by clear plans. Staff regularly have conversations with children on important topics. These conversations support children to be healthier and safer and promote their education and important relationships. Because of this, children are making good progress from their starting points.

Staff build trusting relationships with children's families, which helps children to feel safe and settled in the home. Staff and managers actively promote and maintain children's relationships with their families. Where appropriate, family members visit the home and take part in events, such as barbeques. One family member said, 'I am thankful for the home for looking after him. He gets on well with the staff and the kids. And for me to say stuff like that, because I can't have him home with me, it takes a lot. I have admiration for the staff there.'

Effective partnership working underpins children's progress. Professionals identify the staff's understanding of children, their strong communication and advocacy as particular strengths. They speak about the home providing children with stability, which allows children to flourish.

Children's education is prioritised. Staff collaborate closely with schools, resulting in improved attendance, engagement and achievement. Both children, who at the last inspection were not in full-time education, now are.

Children's health needs are well met. Staff have demonstrated persistence and sensitivity in supporting one child to engage with immunisations, which are now up to date, when previously they had not been for some time.

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

Children are kept safe by staff who understand the risks they face and how to manage them. Risks external to the home are well assessed. Effective partnership working and information-sharing help protect children from harm.

Children rarely go missing because they like living in the home and enjoy positive relationships with staff. Since the last inspection, there have been two incidents of unauthorised absence. On both occasions, staff maintained contact with the child, visited them and worked with other adults to ensure their safe return.

Behaviour is managed through restorative and proportionate approaches. Children are supported to repair relationships and reflect on their actions. Their achievements and positive behaviour are celebrated, contributing to a calm and settled environment.

Children rarely make allegations, but when they do, managers take them seriously. Since the last inspection, there has been one allegation made against a member of staff. The manager took prompt, appropriate action to ensure that both children and staff were safe.

Because of the positive relationships children share with staff, and because staff are skilled in de-escalation, incidents of children having to be held are rare. Since the last inspection, there has been one incident of a child being held to keep them safe. The use of the intervention was necessary and proportionate. Management oversight was evident, but some learning from the incident was not recorded or reflected in the child's plans. This undermines the staff's ability to keep children safe.

The effectiveness of leaders and managers: good

Leaders and managers are committed to providing good care for children. They have a good understanding of the home's strengths and areas for development and a clear vision of how to improve care for children.

Management oversight is robust and supports a learning culture. Staff receive training relevant to children's needs, ensuring they are well equipped to provide high-quality care.

Staff report high levels of satisfaction and support. They describe managers as approachable, invested and emotionally supportive. One staff member said, 'The manager and deputy are invested in the home, the staff and both boys. This has led to a warm, caring environment that has been beneficial to all.'

Because staff enjoy working in the home and feel supported, children benefit from a stable staff team. When staff have left the home, managers have ensured that children have been well supported. Staff have sat with children and explained their

reasons for leaving, and children have had opportunities to celebrate staff's endings in the home.

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

Recommendation

- The registered person should ensure that when there are safeguarding concerns for a child, their placement plan must include details of the steps the home will take to manage any assessed risks on a day-to-day basis. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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: SC482683

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: Leonie Duffy

Registered manager: Joanne Hopkins

Inspectors

John Tomlinson, Social Care Inspector
Sharonpreet Kaur, Social Care Inspector

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