

1241776

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 owned by a private company. It is registered for four young people. The home provides care for young people aged 11 to 17 who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours. The registered manager has extensive experience and is appropriately qualified. She is registered with Ofsted.

Inspection dates: 30 to 31 January 2019

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 5 March 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/03/2018	Interim	Sustained effectiveness
11/07/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The quality of care is excellent. Care planning is robust, which means young people's needs are holistically met. Young people have structured daily routines, and this provides them with the consistency and stability they need to progress. Young people make significant progress in all aspects of their lives because dedicated, passionate and skilled staff provide highly personalised care.

Staff acknowledge and celebrate young people's achievements, however small. Young people recognise their achievements and feel proud of themselves, which is indicative of their improved self-esteem. All young people attend education and some have attained educational qualifications, which have enabled them to progress to college. One professional commented, 'The staff have provided excellent and consistent emotional and practical support, which has been instrumental in improving the young person's school life and confidence in trying new things.' Some young people have part-time jobs, which gives them valuable experience and life skills.

Young people take part in a variety of exciting leisure activities. Many photographs on display throughout the home, and in young people's positive achievement folders, reflect the good times that they are having. Young people enjoy horse riding; hosting barbeques for neighbours, family members and professionals; doing fitness sessions; hair and make-up tutorials; going for meals out; growing their own fruit and vegetables; and going on trips to the seaside. Young people look after their pet hamster and enjoy walking the staff's dogs, which they find immensely therapeutic. As a result of these positive experiences, young people feel empowered and have developed excellent confidence, social and independence skills. They feel part of the community, which eliminates social exclusion.

Young people are actively involved in the day-to-day running of the home. Staff capture young people's wishes and feelings in 'your voice and choice' meetings, key-work sessions and in formal review meetings. A monthly newsletter also helps to keep young people informed. Consultation with young people is excellent. Managers and staff listen and act on what young people say. This helps young people to feel valued and listened to.

An immaculately decorated home provides a warm, welcoming and cosy environment for young people to live in. Young people describe their home as beautiful and it is somewhere they can relax and invite their family and friends to visit.

Staff manage young people's transitions into and on from the home tremendously well. New young people quickly settle and feel at home. Young people who have left have made significant progress. They have either been reunified with their family or moved on to independent living and they are all continuing to do well.

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

Staff are highly experienced and receive specialist safeguarding training. Staff have an excellent understanding of safeguarding procedures and protocols and follow these diligently. Risk assessment and risk management processes are of the highest quality. Staff pre-empt, plan, review and, ultimately, reduce risks for young people.

The manager and staff use research to inform and improve their practice. The manager facilitated training with staff to help them understand the impact of adverse childhood experiences on children's development. This helped the staff to see past young people's behaviours and build more positive and stable relationships with them. Good-quality relationships with staff enable young people to engage more positively with others. Young people are now accessing support services and accepting help. As a result, young people develop a better understanding of their behaviour, they learn how to keep themselves safe and their risk-taking behaviours significantly reduce.

Since the last Ofsted inspection, there has only been one physical restraint at the home. Restraint is used as a last resort measure and is proportionate. The manager's oversight of such incidents is rigorous and includes individual debriefs with the young person and staff involved. Together, they look at what led to the incident, what worked well and what could have been done differently. The manager evaluates this information to identify any areas of development for staff. The young person feels listened to and knows that their safety is of paramount importance.

Excellent inter-agency working and the staff's effective working relationship with police officers, placing authority social workers, health services and teachers all help to strengthen young people's safety. This collaborative approach means that any risks to young people are identified promptly and support is put in place immediately.

The effectiveness of leaders and managers: outstanding

A highly motivational, inspirational, passionate, innovative and experienced manager leads the home exceptionally well. Staff, young people and partner agencies spoke highly of her.

The manager and deputy manager effectively challenge ineffective services and poor practice and advocate for young people. Consequently, young people get access to the services and support that they need to help them to make significant progress.

The manager knows that she is improving outcomes for young people because she is actively involved at the home and meticulously tracks the excellent progress that young people make.

Staff and the manager receive high-quality supervision and have an annual appraisal. Staff feel supported, valued and listened to, treated equally and respected. The manager gives highly creative staff the autonomy to run with their ideas to improve the home. Consequently, staff take an active part in developing the service.

Excellent internal and external monitoring systems enable the manager to understand the strengths and needs of the service. When areas for development are identified, she responds quickly and effectively. The manager uses feedback from parents, young people and professionals to inform her biannual quality of care review. She has devised a development plan which supports the home's continued improvement and shows a commitment to maintaining high standards of care.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1241776

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

Registered provider address: 2nd Floor, 1 Tustin Court, Riversway, Preston, Lancashire PR2 2YQ

Responsible individual: Mark Dunn

Registered manager: Johann Deeming

Inspector

Rumbi Mangoma, social care inspector

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