

1212704

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 operated by a private organisation. It provides care and accommodation for up to four female children and young people aged 11 to 17 with a range of needs. The manager has been registered since April 2018 and is suitably qualified for the post.

Inspection dates: 13 to 14 August 2019

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: 8 November 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2018	Full	Good
17/10/2017	Full	Good
22/02/2017	Full	Outstanding

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, 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
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>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; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child's welfare; and 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) and (2)(a)(i)(iii)(vi)(b))</p>	18/10/2019
<p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans.</p> <p>If the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(c))</p>	18/10/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Young people live in a caring and nurturing environment and they are making good progress. They receive individual care that is tailored to meet their complex needs. Young people have formed positive and trusting relationships with staff. This has given them the security they need to thrive. One young person said, 'The staff are amazing. They gave me a childhood that I had never had.'

Young people are making excellent progress with their education. Many young people had very low educational attendance when they first arrived at the home. They have access to an onsite school and attend regularly. Young people recently benefited from extra revision classes in preparation for their forthcoming exams. One social worker said, 'Since moving to [name of home], she has turned herself around, she has accessed the education provision on site and turned out to be a star pupil.'

Staff are aspirational for young people. They provide the encouragement and support they need to fulfil their potential. As a result, some young people have enrolled on college courses and aspire to future careers. Staff have supported them to find part-time jobs and this has built their self-confidence. One independent reviewing officer said, '[young person's name] was supported to secure herself a Saturday job in a local café. This has been excellent in building her confidence and self-esteem, which has been really low.'

Young people are prepared well for adult life. Staff support them to learn the skills they will need to live independently with confidence. They are encouraged to plan, prepare and cook meals and take part in daily tasks such as cleaning and laundry.

Young people participate in a wide range of activities, both inside and outside of the home. They enjoy spending time with each other and with staff. They go on regular trips and activities in the local area and have recently been on holiday together. Staff support them to pursue new interests and hobbies. For example, one young person goes horse riding on a regular basis.

Young people are encouraged to play an active part in their local community. They have organised garden parties and pantomimes to which members of the community are invited to attend. They also regularly take part in local projects and fundraising activities. This has helped them to integrate well and forge positive relationships. One family member said, 'Since [young person's name] came here, she has totally turned her life around'.

When new young people come to the home their admission is well organised and they are made to feel welcome. However, impact risk assessments are not always sufficiently robust. As a consequence, adequate plans and resources are not always in place to meet the young people's needs safely.

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

Young people benefit from regular and focused key-work sessions that help them explore their feelings and worries. One young person said, 'Coming here has changed me a lot. The staff have helped me so much. Without them, I don't know where I'd be now.'

Staff manage young people's behaviours effectively. They act swiftly to stop situations escalating, and physical interventions are rare. Young people are supported to reflect on their behaviours and are learning to manage their emotions better. One young person said, 'I used to be really naughty and get angry a lot. Staff have helped me learn calming strategies like taking deep breathes and walking away from situations.'

Young people receive effective support, advice and guidance to make more informed decisions and keep themselves safe. Local police officers visit the home to talk informally with young people about the consequences of risk-taking behaviours. As a result, young people are making better choices. One family member said, 'They have helped her to understand risks she was taking and supported her to make the right choices. No-one could get through to her before.'

Young people's risk assessments do not always contain sufficient information about known risks. Furthermore, they do not give enough detail about strategies that staff could employ to mitigate and manage these risks. As a consequence, the staff team do not always have all the information they need to support young people safely and in line with their relevant plans.

The effectiveness of leaders and managers: good

The registered manager is suitably qualified and experienced. She is aspirational for the young people and their best interests are at the heart of her practice. This is improving the lives and outcomes for the young people. She has high standards and leads the team by example. One member of staff said, 'The manager is extremely supportive and has excellent relationships with all the young people and staff. She is very approachable and has time for everyone.'

The management team has a clear vision for the home's future development. To support this, they have developed an effective internal auditing and monitoring system. This helps them to understand the quality of care that the young people receive and take effective action when necessary to make improvements.

However, on one occasion, insufficient challenge was given by leaders and managers to a decision made by a local authority to end a placement. This decision resulted in a chaotic transition from the home for the young person involved. A requirement has been made to address this shortfall.

Staff benefit from regular supervision that supports reflective practice. There are regular team meetings and an extensive training programme available. This ensures that staff

have the specialist knowledge and skills to meet the young people's needs effectively. There is also an in-depth induction programme for new members of staff.

The staff team is stable and staff retention levels are high. This provides the young people with the consistency that they require. Staff work together cohesively and the daily care of young people is extremely well planned. One member of staff said, 'I like working at [name of home] as we work as a team and we are all striving for the best outcomes for the young people.'

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: 1212704

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

Registered provider address: 1 Tustin Court, Port Way, Ashton-On-Ribble, Preston, Lancashire PR2 2YQ

Responsible individual: Jeanette Swift

Registered manager: Jacqueline Titterington

Inspector

Sophie Thomson, social care inspector

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