

# 2530832

## **Hexagon Care Services Limited**

Monitoring visit

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 children. The home provides care for children aged 11 to 17 who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager holds her level 5 diploma in leadership and management and was registered with the home in July 2019.

**Inspection date:** 17 June and 18 June 2020

### **This monitoring visit**

The purpose of this monitoring visit was to investigate a number of concerns that Ofsted has in regard to the running of the home. Due to the COVID-19 (coronavirus) pandemic, Ofsted did not physically visit the home. Instead, the inspectors gathered evidence in several different ways, including by talking to the deputy manager, children's social workers, members of staff and the children living at the home. The deputy manager also provided electronic documents for the inspectors to review.

As a result of this inspection, concerns about the quality of care have been identified. As a result, Ofsted has issued two compliance notices under regulation 12 (the protection of children standard) and regulation 14 (the care planning standard).

The registered manager is not currently working in the home. It is being overseen by the responsible individual and the deputy manager.

Staff do not take effective action to keep children safe in the home. For example, when staff became aware that children had access to cannabis and were smoking it, staff failed to act to stop this. This demonstrates that staff do not have the skills and ability to keep children safe.

Staff do not follow agreed strategies to protect children. This is because staff do not understand or follow the home's fire risk assessment. In particular, staff are expected to take all smoking paraphernalia from children at night. Staff were unaware that they needed to do this and therefore failed to implement this plan. This has compromised everyone's safety in the home.

Managers lack professional curiosity. For example, during an incident a child stated that a member of staff had 'gripped' him. No follow-up action was taken to talk to the child about this. This does not demonstrate a strong safeguarding culture.

Children are known to spend their time with individuals of concern. Staff have been ineffective in addressing this. This results in children being at increased risk of criminalisation and physical harm.

Impact risk assessments are poor. They do not explore known risks to the child moving in or their compatibility to children who are already living in the home. An impact risk assessment for one child refers to the male child as 'her' throughout the document. It is, therefore, unclear whether this assessment relates to this child. This careless approach has the potential to place children at risk of harm.

Some children have moved into the home from one of the provider's other children's homes. The children's case records, which were transferred with the children, have not been fully updated. This means that it is not clear which risks are current and which are historical. Furthermore, the documents contain inaccurate and conflicting information. This is confusing and unhelpful to staff and has an impact on their ability to provide children with effective personalised care.

The management oversight of the home is poor. This is further affected by the monthly reports produced by the independent visitor, which lack detail, analysis, consultation and clear timescales for any recommendations made.

Managers have failed to notify Ofsted about important incidents that have taken place in the home. Such shortfalls affect Ofsted's ability to monitor the service effectively.

Ofsted will continue to monitor the home and the progress being made.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
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This is the home's first inspection under the new registration.

# 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—</p> <p>that staff—</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare.</p> <p>(Regulation 12 (1)(2)(iii)(v)(vi))*</p>	19/07/2020
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(a)(2)(h))</p>	19/07/2020

<p>The care planning standard is that children receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home.</p> <p>(Regulation 14(1)(a)(b))*</p>	19/07/2020
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry).</p> <p>(Regulation 40 (4)(b)(c)(i)(ii))</p>	19/07/2020
<p>The registered person must use reasonable endeavours to ensure that an independent person visits the children's home at least once each month.</p> <p>The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions.</p> <p>(Regulation 44 (1)(5))</p>	19/07/2020

\*These requirements are subject to a compliance notice.

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

Ofsted is aware of the challenges that COVID-19 is currently posing to those we regulate. During this visit, the inspectors took into consideration the impact of any

measures being taken to slow the spread of COVID-19 by the home. This has included the effect these have had on staffing arrangements.

This inspection was carried out under the Care Standards Act 2000.

## **Children's home details**

**Unique reference number:** 2530832

**Provision sub-type:** Children's home

**Registered provider:** Hexagon Care Services Limited

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

**Responsible individual:** Mark Dunn

**Registered manager:** Leonie Ashby

## **Inspectors**

Louise Battersby, social care inspector  
Miss Helen Malanaphy, social care inspector

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