

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 events that have led to associated trauma and presenting complex behaviours.

The manager holds a level 5 diploma in leadership and management and was registered with Ofsted in July 2019. She is currently absent from the home and the responsible individual and deputy manager are in day-to-day charge of the home.

Inspection date: 22 July 2020

This monitoring visit

This children's home has not yet had a full inspection since the home was registered in July 2019. This is because routine inspection activity was suspended because of COVID-19 (coronavirus) before a full inspection was completed.

A monitoring inspection was undertaken on 17 and 18 June 2020 because of concerns Ofsted had in relation to the running of the home. The inspection found a series of shortfalls around the quality of care resulting in five regulatory breaches, two of which resulted in compliance notices being served under regulation 12 (the protection of children standard) and regulation 14 (the care planning standard). The purpose of this monitoring visit was to review progress made to meet the actions set out in the two compliance notices and three requirements.

At this monitoring visit, inspectors found that managers and staff have taken steps to meet both compliance notices and the three requirements. One new requirement and one recommendation have been raised.

Staff take effective action to ensure that children are safe. A protocol is now in place to guide staff on managing young people who are thought to have access to cannabis. Staff follow this guidance and a reduction in incidents shows that staff have the skills and ability to respond appropriately to concerns and act to keep children safe.

Managers and staff understand the home's fire risk assessment better. They implement the strategies set out in the risk assessment, such as ensuring that young people hand in smoking paraphernalia at night time. This strategy reduces the risk of fire while staff continue to help young people to understand the dangers of smoking and drug misuse.

Children are listened to by staff. The deputy manager has taken appropriate steps to address an allegation against a member of staff, validating that there is a safeguarding culture in the home.

When young people develop relationships with others that cause concern, staff discourage these relationships. In addition, when there are concerns relating to young people's vulnerability to criminal exploitation, staff take prompt action. For example, they report these concerns to relevant safeguarding professionals and ensure that information is shared.

Staff supervise the young people's interactions with each other well, enabling them to quickly respond to difficulties and encourage positive relationships. However, on one occasion when a young person told staff that he felt picked on by other young people at the home, staff did not take prompt action. As a result, staff do not consistently respond to potential bullying incidents.

Management oversight of physical intervention records is not always effective. For example, the manager does not question why children have not been offered medical attention following an incident of restraint when the incident may have warranted this. This lack of professional curiosity and robust oversight of physical interventions may impact on the health and welfare of young people.

Young people admitted to the home have been assessed and their compatibility with young people already resident is well considered. The information detailed in impact assessments is now factually correct. This safeguards young people and contributes to placement stability.

Management oversight has improved. Care plans are now reviewed by the deputy manager and the documents contain information that is clear to the reader. For example, information has been condensed and there is a distinction between historical information and the current situation. This makes it easier for staff to understand and implement the information contained in children's plans.

Reports completed by the independent visitor are more informative. In addition, young people, relevant professionals and children's families are now provided with an opportunity to have their say about the running of the home and the impact the quality of care is having on young people. The independent visitor now sets timescales for the manager to address recommendations raised which helps to drive improvement.

Young people benefit from positive relationships with staff that are based on mutual respect. One young person said, 'what is there not to love, the staff are sound, they are firm but fair.'

Managers now notify Ofsted of significant events in a timely manner. This helps to ensure that Ofsted can monitor the service effectively.

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 registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure. (Regulation 35(1)(a)(b)(3)(a)(viii))</p>	02/09/2020

Recommendations

- Ensure that staff should understand what they must do to prevent bullying of children by other children or adults. Staff should be able to recognise and address different types of abuse such as peer abuse, cyber-bullying and bullying in day to day relationships in the home. Registered persons must ensure that procedures for dealing with allegations of bullying are in place and staff have the skills required to intervene, protect and address bullying behaviours effectively. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.16)

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.

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: Unit 1 Tustin Court, Riversway, Preston, Lancashire PR2 2YQ

Responsible individual: Mark Dunn

Registered manager: Leonie Ashby

Inspectors

Michelle Spruce, social care inspector

Helen Malanaphy, social care inspector

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