

1241776

Hexagon Care Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to four children and young people, aged between 11 and 18 years, who have had adverse childhood experiences that have led to associated trauma and presenting complex behaviours. The home is privately owned.

There is no registered manager in post. The deputy manager is overseeing the home with support from the previously registered manager who now works elsewhere in the organisation. This arrangement will continue while the provider recruits a new registered manager.

Inspection date: 28 January 2021

This monitoring visit

A monitoring visit was undertaken in response to an increase in safeguarding notifications. The visit was undertaken remotely.

At the time of the visit, four children were living in the home.

The inspector found that staff do not always supervise children effectively. A lack of supervision and poor decision-making by staff recently led to two children physically assaulting each other. This incident resulted in staff calling the police. They also sought medical advice for one of the children's injuries. The manager has responded immediately to ensure that children are safe by increasing staff supervision. They also ensured that all children were spoken to about what had happened. This provided children with reassurance and ensured that they felt listened to. The manager also ensured that staff had the opportunity to reflect on their practice. Staff involved in the incident were able to identify areas for improvement.

Staff form positive relationships with children. The staff team is stable and the provider does not use agency staff. This helps to maintain a consistent level of care

for children. As a result, children with complex emotional needs feel understood and cared for.

Children say that they like living at the home. They tell their social workers that they do not want to leave. Managers and staff work with professionals to ensure that children receive appropriate support. Social workers gave positive feedback about the care children receive and said that communication with staff is excellent. This helps them to understand what is going on with the children.

The manager advocates on behalf of children. As a result, children receive appropriate support to meet their needs. For example, the manager has recently escalated their concern about the suitability of the home for one child. This is because they believe that this child requires specialist therapeutic care. As a result, an alternative placement is being identified by the child's social worker. Until an appropriate placement is found, the staff continue to do their best to care for this child and the other children.

Risk assessments are clear and thorough. They outline the risks posed to children and strategies for staff to follow to keep them safe. Overall, staff respond to children's behaviour well. They use physical intervention as a last resort. Children receive praise for their achievements. They receive rewards ranging from a 'dip in the box' surprise, new stationary or an activity, such as styling their hair or having their nails painted.

When children go missing from the home, staff follow a clear protocol. They maintain good records and share relevant information with the police. This acts as intelligence in relation to concerns about children who are at risk of being exploited, which assists the police in their investigations. One police officer said, 'When our young people [from within the authority] go there, I feel they are safe. [The staff] are proactive with everything.'

Staff receive training to understand the risks to children when they go missing from the home. They use this knowledge to help children understand how to keep themselves safe. Staff are aware of the signs in children's behaviour which could indicate that they are being exploited. This means that staff are able to respond sensitively to children when they return to the home. As a result, children confide in staff and trust that they will do their best to keep them safe. The manager works closely with partner agencies to ensure that children receive specialist support in relation to their risks and vulnerabilities.

Staff receive regular supervision and told inspectors that they feel supported by managers within the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2020	Full	Good
30/01/2019	Full	Outstanding
05/03/2018	Interim	Sustained effectiveness
11/07/2017	Full	Good

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>manage relationships between children to prevent them from harming each other;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>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) (2)(a)(iv)(vi)(b))</p> <p>This specifically relates to ensuring children are appropriately supervised in the home to make sure they are safe.</p>	25/02/21

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: 1241776

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

Registered provider address: Unit 1 Tustin Court, Riversway, Preston PR2 2YQ

Responsible individual: Mark Dunn

Registered manager: Post vacant

Inspector

Sarah Berry, Social Care Inspector

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