

1236771

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home cares for up to three children aged between 11 and 17 years. The home's purpose is to provide care and accommodation for children who may experience social or emotional difficulties.

The manager registered with Ofsted on 20 December 2018

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 1 December 2020 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 8 to 9 February 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 September 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2019	Full	Good
27/11/2018	Full	Requires improvement to be good
10/01/2018	Interim	Sustained effectiveness
04/10/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

This home provides a spacious and homely environment in which children make good progress. It has a calm and relaxed atmosphere, which helps children to feel safe and secure.

The staff team knows the children well. This enables them to respond appropriately to children and promote their welfare. This helps children to develop confidence and resilience.

Staff provide a range of nutritious meals for children and keep their favourite recipes in a book. Staff also sit together with children at mealtimes. This promotes structure and routines for children and improves their social skills.

Children build secure relationships with staff at the home. This promotes their emotional well-being and helps them to talk openly about their feelings. A social worker stated that, 'They provide very nurturing care.'

Staff use a consistent therapeutic model of care. They consider the underlying causes of children's behaviours and help children to manage their emotions. This enables staff to sensitively support children who experience traumatic events.

Staff do not support children to access their files or contribute to them. They do not complete life-story work, which would help them to understand their history. This affects children's ability to reflect on their progress and experiences.

Staff are passionate and compassionate about their work in caring for children. They persevere to meet children's needs. A social worker stated that, 'Staff had been nothing short of amazing. I would recommend [name of home] to others seeking a safe, secure and nurturing placement for young people.'

Staff support children through regular key-work sessions. They raise awareness of diversity and inclusivity, for example. This helps children to develop their knowledge and understanding, promoting an inclusive and welcoming environment.

Children do not understand advocacy support and the role of an independent advocate. Staff should help children to understand their right to access advocacy support. This will help children when they transition to semi-independent accommodation, for example.

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

Children feel safe and supported living in the home. Staff have a strong response to safeguarding children and work closely with agencies. A social worker stated that, 'Children always reported feeling very safe and cared for at [name of home].'

Children have access to all areas of the home. However, the use of door alarms in children's bedrooms intrudes on their privacy. One child said that it affects his sleep.

Physical interventions are minimal and proportionate. Children and staff review the incident which helps them to reflect and learn. However, incident records are unclear and fragmented, which hampers analysis and evaluation.

Staff develop good working relationships with a variety of agencies. This helps them to understand the current risks to children in the local area. Staff review risk assessments with children on a regular basis. As a result, children are aware of risks and are more able to keep themselves safe.

Incidents of children going missing from home are well managed and coordinated. They are followed up with an offer of an independent return home interview. Staff adhere to local authority protocols and take swift action to find missing children. Although incidents of going missing from home are infrequent, they are well managed and coordinated

Children are carefully matched to the home. Staff quickly follow up referrals and liaise with social workers and families. This helps to protect children from unnecessary anxiety about moving. A social worker stated that, 'Staff went above and beyond to make him feel welcome.'

The effectiveness of leaders and managers: good

Managers review all records of significant incidents. Analysis of incidents helps to identify trends and any gaps in staff training. However, not all case records are consistently signed by the author of each entry. This means that staff do not always take ownership of their recordings.

Managers and leaders have a thorough knowledge of the children at the home. They listen to children's views and consider their wishes and feelings. They challenge education providers, for example if children are at risk of exclusion. This promotes children's development and progress.

Leaders and managers are ambitious. There is a clear aspirational ethos across the team. This helps children with their long-term plans and achieving good outcomes.

Staff receive regular supervision and appraisal. They feel fully supported in their role and enjoy working at the home. This helps to retain staff and keep them motivated. They also attend regular team meetings, which helps them to share current issues and practice.

Staff attend a wide range of training to develop their skills and knowledge. This helps them to provide better care for children. One member of staff stated that, 'It's the best training I've ever had.'

The independent person visits the home on a monthly basis and produces a report. However, the children's views, wishes and feelings are not directly captured in this report. This means that children's voices do not fully support the independent person's evaluation.

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, the 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 ensure that—</p> <p>the privacy of children is appropriately protected;</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(c)(i)(ii)(iii)(iv))</p> <p>This specifically relates to the current use of door alarms in all children's bedrooms as a broad policy.</p>	8 April 2022

Recommendations

- The registered provider should ensure that case records (regulation 36) are kept up to date and signed and dated by the author of each entry. ('Guide to the children's homes regulations, including the quality standards' page 62, paragraph 14.3)
- The registered provider should ensure that staff support children to understand their records and how they can contribute to them. Staff should encourage children to keep appropriate memorabilia of their time living at the home. They should also help children to understand and reflect on their history. ('Guide to the children's homes regulations, including the quality standards' page 62, paragraph 14.5)
- The registered provider should ensure that children understand the role of an independent advocate and how they can access one. Staff should remind children of this on a regular basis. Independent advocates can help children with

issues currently affecting them such as leaving care grants. ('Guide to the children's homes regulations, including the quality standards' page 23, paragraph 4.17)

- The registered provider should ensure that an independent person makes rigorous assessments of the home's arrangements. They should help the independent person to meet with children to understand their views on their welfare and safeguarding. ('Guide to the children's homes regulations, including the quality standards' page 65, paragraph 15.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1236771

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: Louise Whitby

Registered manager: Robert Allen

Inspector

Mark Woodbridge, Social Care Inspector

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