

# 2530832

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 owned by a private company. It is registered for four children. The home provides care for children aged 11 to 17 years who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

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

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.

A monitoring visit was completed remotely on 3 and 4 March 2021 to review safeguarding practices. The report is available on Ofsted's website.

### Inspection dates: 8 and 9 March 2022

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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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:** not applicable

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Three children were living at the home at the time of the inspection. Four children have moved on from the home since the last monitoring visit. Two of the children who moved had well-planned transitions on from the home. Staff supported both children with settling into their new placements and they remain settled and are doing well. Two children moved from the home sooner than anticipated because of new presenting risks. Staff and partner agencies worked together well to support moves on to alternative accommodation that would better meet the children's needs.

Staff and the manager provide all children with individualised care. Consequently, all children living at the home now have made good progress, considering their starting points. For example, one child has been nominated as an ambassador for a support service and has been involved in doing charitable work in the community. In recognition of his hard work and commitment, he received a compliment from senior leaders in his placing authority. They described him as a 'stand-out and great young man with a good heart'. Another child has attained excellent independence skills, which has prepared him immensely for his transition into independence living.

Children have opportunities to express their wishes and feelings through various consultations with the manager and staff. In addition, children receive good support when attending their care planning meetings. This means that children have a say in their day-to-day care and future plans and are fully aware of how staff will support and care for them. This reduces any anxieties that children might have.

Staff and the manager provide children with new and enjoyable experiences in the home and the community, such as fundraising for charitable causes, shopping, day trips and the simple pleasures of fun activities in the garden.

Staff and the manager actively ensure that all children have appropriate education placements. When difficulties arise, staff promptly seek alternative education provisions for the children. However, not all of the children living at the home are making measurable progress with their learning and this can have an impact on future career pathways. Staff and managers generally have good working relationships with teachers. However, there was one occasion when they did not communicate well with a child's teachers. This did not help in setting and managing consistent routines and boundaries for the child in school to help him with his learning.

The home environment is generally clean, warm and welcoming. However, staff and the manager are not consistently supporting children to keep their bedrooms clean and tidy. This shortfall was previously identified by the independent visitor and has not been fully addressed by staff and managers.

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

Staff and the manager respond to safeguarding incidents well. For example, when children go missing from home, they contact all relevant professionals, such as social workers and the police, and parents. They search local areas and map potential areas that the children might have travelled to in a bid to bring them safely home.

When children return home, staff complete one-to-one work to understand the reasons why they went missing from home and explore if there is anything that they can do to prevent this from happening in the future. Children also receive independent return home interviews which explore whether children have suffered any harm. Incidents of children going missing from home are reducing.

Staff have positive relationships with the children. As a result, they can de-escalate children's behaviours. Consequently, there has not been any physical restraints for over a year.

Staff and the manager are proactive in identifying any concerns around peer relationships. When children appear to be unkind to each other, they monitor this and do restorative and educational work with them. They emphasise the importance of celebrating difference, living together in harmony and being empathetic. Consequently, potential bullying behaviours are promptly addressed.

Allegations against staff are managed well and all relevant professionals are notified. When children make an allegation, the staff and the manager give children a lot of reassurance about what happens next and feed back the outcome of any investigation appropriately. As a result, children feel listened to and valued, and this contributes to them feeling safe.

Safer recruitment is not consistently compliant with regulation as managers do not fully explore employment gaps for new staff. This practice does not help to ensure that only safe adults look after the children.

## **The effectiveness of leaders and managers: good**

The manager is very experienced and is passionate about the quality of care that children receive. She role models good parenting to staff and the children. Consequently, children living at the home told the inspector that their needs are being met and that they are happy living at the home.

The manager's monitoring and reviewing activities are effective. As a result, she is fully aware of the home's strengths and areas of development. She is proactive in addressing any shortfalls identified, which ensures that children receive good-quality care.

Staff receive supervision which focuses on their emotional and mental well-being, resilience, continuous professional development, and the experiences and progress of children. Staff report that they feel supported by the manager.

In most cases, the manager deals with complaints appropriately. However, on one occasion, she did not exercise enough professional curiosity to further investigate concerns raised by an anonymous complainant. This means that on this occasion, she did not do all she could to look into the concerns raised.

## 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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement. (Regulation 8 (1) (2)(a)(vi))</p>	27 May 2022
<p>The registered person may only—</p> <p>employ an individual to work at the children's home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home—</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (2)(a)(b) (3)(d))</p>	27 May 2022
<p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))</p>	27 May 2022

In particular, exercise professional curiosity to fully investigate anonymous complaints raised.	
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## Recommendation

- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of their children. Specifically, ensure that children receive support to keep their bedrooms clean and tidy. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

## 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:** 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 Duffy

## Inspector

Rumbi Mangoma, Social Care Inspector

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