

1223501

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for four children. The provider states in its statement of purpose that it provides care for children who may have social and/or emotional difficulties.

The manager registered with Ofsted in February 2016.

Inspection dates: 10 and 11 January 2023

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 15 March 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/03/2022	Full	Outstanding
02/10/2019	Full	Good
27/11/2018	Full	Outstanding
18/10/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children make exceptional progress from their starting points. They are supported to build strong and positive relationships with staff. There is a strong and stable team of staff who work well together with the children. Any changes to staffing are managed sensitively, with new staff introduced gradually. This helps the children to feel safe and secure.

The home is comfortable and homely. The children's bedrooms are personalised to their taste. Communal areas have photos showing the children having fun. A child said, 'I love it here.' Children are very settled. They live in this home for long periods of time and enjoy a stable home life. A significant amount of care and attention has been taken to make this a welcoming home with a family feel.

Staff have very high aspirations for the children and support them with their education. All the children are successfully attending school or college, or are completing educational activities at home. Staff communicate very effectively with children's schools, which ensures that all people working with the children are fully informed about their well-being.

Staff communicate very effectively with each other when caring for the children. They meet regularly as a team and have detailed written and verbal handovers when they change shift. They offer consistency and stability across the team. This means the children understand their boundaries and feel very safe and secure.

Children have detailed individual plans which are well understood by all the staff. Children are supported to pursue current interests and to try new experiences. They are very much valued as individuals. A child said, 'I can like what I want to like, it's up to me.'

Staff offer genuine warmth and acceptance to the children in their care. An independent reviewing officer said, '[Name of home] has been the most amazing place for [name of child]. The approach of the home is perfect. He feels accepted as himself.'

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

Children live in a safe environment. Staff understand the children in their care extremely well. There are detailed risk assessments which are regularly updated to reflect any changes for the children. The risk assessments capture all the known risks and identify strategies for staff to follow. These are effective in reducing risks. The regular reviews of the risks for children mean that from their starting points children's risks are well managed and have reduced considerably.

Boundaries for children are clear and behaviour is managed well, with a low-key approach. Staff remain calm, and guide and support children. Positive behaviour is rewarded, and staff ensure that children have many fun activities to keep them engaged and busy.

Staff have a comprehensive understanding of the children, their complex history and their needs. They offer lots of nurture and support to ensure that the children's emotional needs are met. This has meant that there have been few incidents when staff have found it necessary to take additional action to safeguard children.

The staff and manager have worked exceptionally well with partner agencies, such as education and health services and the local authority, to reduce risks for the children. An education professional said, 'Staff are amazing, unbelievable, they blow me away. We are in constant dialogue; communication is fantastic!' The very close collaborative working with school and other agencies involved with the children has ensured that the children's needs are met to an excellent standard.

The effectiveness of leaders and managers: outstanding

The registered manager and leadership team are very passionate about providing an environment which is akin to a supportive and caring family home. The management team is very child-focused. Managers know the children and the staff team extremely well. They are aware of the home's strengths and weaknesses and use highly effective monitoring systems to identify when change or improvement is needed. The children are thriving in this environment and are extremely well supported.

Staff have access to regular, reflective supervision with the manager or senior staff members. They also have annual appraisals to support them to identify any learning needs or development opportunities. This motivates staff, keeps them engaged and helps them to remain enthusiastic about their role.

Senior staff can participate in the company's aspiring manager programme. One senior staff member was using the skills she had learned on her course to complete some group work with the children, which looked at issues relevant to them in a fun and enjoyable way. As well as the knowledge they acquire, the children benefit from working and learning together, which helps them have a sense of belonging.

The home has a stable, consistent team of staff who communicate very effectively with each other. Staff say that they enjoy coming to work. A staff member said, 'Management of the home is excellent. In the challenging times we sometimes face, I have felt the utmost support from them.' This support from managers increases the likelihood of staff retention and means that children are cared for by a consistent team of highly motivated staff who are happy to be with them.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the independent visitor is communicating effectively with partner agencies and parents when visiting the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.4)

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: 1223501

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: Caroline Holmes

Registered manager: Beverley Haydock

Inspector

Cathy Wilkins, Social Care Inspector

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