

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. The home provides care for up to four 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.

Inspection dates: 11 and 12 January 2023

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 March 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Four children live in this home. Since the last inspection, two children have moved out to live independently. Both of these children are making good progress. They reminisce to professionals in a positive way about their time living in the home.

Children say they are happy living in the home. The environment is clean and homely, and any repairs are undertaken promptly. Children take pride in their home, particularly their bedrooms and enjoy personalising them. This encourages children to develop a sense of belonging and self-worth.

Children trust staff and confide in them about any worries they have. All children speak positively about staff and about living in the home. Children feel listened to, and they feel that they have choices about how they are being cared for.

Staff encourage children to express their views about the care they receive. Since living at the home, one child has attended their looked after review meeting for the first time. Staff help children to increase their confidence and develop their self-esteem. Another child now chairs their own looked after review meeting. Their independent reviewing officer said, 'He [the child] is making his own decisions, it's empowering.'

Staff help children to develop their independence skills. They work with children to help them to develop tools to keep themselves safe. Children have the opportunity to practise the tools they learn, such as travelling to and from school on their own. As a result, children feel a sense of achievement and responsibility. This helps them to develop positive self-esteem.

Children are making progress with their education in comparison to their starting points. The registered manager goes above and beyond to ensure equal opportunities for children. One child, who has not been engaging in education due to their poor mental health, is now attending school. Education professionals describe the registered manager as being 'instrumental' in making this happen.

Staff support children to maintain relationships with people who are important to them. Children and their families value the support of staff when helping them to reconnect. Staff play an active role in helping children maintain their individual interests. Children take part in a wide range of activities and hobbies. One child plays rugby for a local team. This helps them to form friendships and maintain a healthy emotional well-being. As a result, children develop a positive sense of their identity.

Sometimes, children feel uncomfortable. This is due to the behaviour of other children living in the home. The registered manager has implemented measures to keep children safe. These measures sometimes have a negative impact on children's experiences and are not realistic in the long term. For example, high levels of

supervision in the home impact on an otherwise homely environment. The registered manager has escalated their concern with the children's placing authorities. However, there has been a delay in senior managers, such as the responsible individual, escalating the concerns further.

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

The registered manager and staff understand their safeguarding roles and responsibilities and respond well to safeguarding concerns. They have a good understanding of the risks to children and take action to safeguard them.

Staff know children well; they are supportive and nurturing. Staff recognise signs in children's behaviour that indicate they may self-harm. Staff take appropriate action to increase children's safety. They help children to develop safer strategies to manage their feelings and emotions. The registered manager uses external support well to educate staff about self-harm and to support them to reflect on their responses to children. This approach has had a positive impact and helped children to significantly reduce their self-harm.

Risk assessments contain important information which helps staff to keep children safe. Staff understand each child's risks and vulnerabilities. Sometimes, children display behaviours which may present as a challenge for staff. The manager provides clear guidance in safety plans that staff follow to keep children safe.

Staff follow missing-from-care plans when children go missing. However, one child's missing-from-care plan did not contain up-to-date information, for example information on recent incidents of self-harm. This does not ensure that other professionals receive all the information they need to determine the risk to the child, should they go missing. Nevertheless, external professionals report that staff follow local missing-from-care procedures 'meticulously' and continue to search for children until they locate them.

Children's behaviours sometimes have a negative impact on other children. Staff help children to reflect on their behaviours and understand the impact of them. However, this work is not always effective or consistent. Neither are boundaries and expectations routinely reviewed with children. As a result, some children continue to display behaviour that has a negative impact. In addition, not all children in the home have opportunities to speak to staff after significant incidents. This does not help children to communicate their feelings and has the potential to hinder the manager's oversight of incidents.

The manager responds to and investigates any allegations or complaints, although there have been very few. There is good partnership working between the manager and external professionals. This oversight and scrutiny helps to protect children from harm.

The effectiveness of leaders and managers: good

The manager is very experienced. She is passionate about improving the quality of care that children receive. There is a stable and consistent staff team in place that provides consistency and continuity of care to children. The manager has been supporting another home within the organisation. She has ensured that there remains strong oversight and leadership in this home. As a result, this arrangement has not impacted on the manager's oversight of the care that children receive.

The manager has good systems in place to monitor and review the quality of care children receive. She has a good understanding of the areas in need of development in the home and takes action to address them. As a result, the manager is aware of children's progress and celebrates their achievements.

The manager's oversight of safeguarding incidents is good. This helps her to identify any shortfalls in staff practice quickly. The manager ensures that staff are able to reflect on their practice and provide additional support, if needed, such as training and internal and external reviews of any physical restraint.

Staff receive good-quality training pertinent to children's needs. As and when children's needs change, the manager arranges training to enable staff to support children's complex needs. As a result, staff continually develop their knowledge and understanding to provide sensitive and supportive care to children.

Staff enjoy working in the home and they strive to achieve good outcomes for children. All staff receive regular and reflective supervision. They explore and discuss each child's experiences and progress. As a result, children receive care by staff who understand their needs.

Professionals, external agencies and family members provided the inspector unanimous positive feedback. The manager has been able to maintain good working relationships with these professionals. This is despite the challenges different roles may present in understanding children's needs. The manager is tenacious and a good advocate for children.

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>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c))</p> <p>In particular, that senior managers escalate further when concerns are expressed by the registered manager about the performance of a placing authority.</p>	12 March 2023
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour;</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to develop socially aware behaviour;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;</p>	12 March 2023

<p>help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful;</p> <p>help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship;</p> <p>that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iv)(v)(vi)(vii)(b))</p> <p>In particular, that all children living in the home are provided opportunities to talk to staff after every significant incident. In addition, that boundaries and expectations of behaviour are discussed with children more frequently.</p>	
<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>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</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)(i)(b))</p> <p>In particular, that children's risk assessments contain up-to-date and pertinent information to ensure that staff and external professionals are able to respond effectively to keep children safe.</p>	<p>12 March 2023</p>

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: Eleanor Brammer

Registered manager: Leonie Duffy

Inspectors

Sarah Berry, Social Care Inspector
Sharon Bourne, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023