

1236771

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 registered to provide care for up to three children who may experience social and emotional difficulties. The home is privately owned.

The manager registered with Ofsted in December 2018.

Inspection dates: 28 February and 1 March 2023

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: 8 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2022	Full	Good
24/09/2019	Full	Good
27/11/2018	Full	Requires improvement to be good
10/01/2018	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Three children currently live in the home. The home is welcoming and comfortable. It is personalised to meet the needs of the children. Photos of children are displayed in the lounge and one child keeps small animals.

The children are settled and have built positive relationships with staff. Professionals said that the staff work hard to get to know the children and embrace their individualities. One social worker said that they are 'really impressed' with the staff as they accept the child for who they are. This supports children's sense of belonging and self-esteem.

The children are engaging in education and making progress. Staff support the children to attend and do well in their education. Staff actively support the children to explore post-16 options and will advocate for what is in their best interests. One teacher spoke very positively about the communication from staff.

Staff support the children to maintain good physical health. Children are encouraged to eat healthily and attend all their health appointments.

Children are supported to engage in some activities, such as going to the park and cinema. However, staff are not always proactive and creative in encouraging and supporting children to engage in a range of activities. This is limiting the children's opportunities to learn new skills and enjoy different experiences.

The staff actively promote children's family time. The staff maintain regular communication with children's family members. Children are supported to have overnight stays with their family, and friends are welcome to visit the home. This helps children continue to see those who are important to them and maintain a positive sense of identity.

Children are listened to. They are involved in decisions about their day-to-day care and their views are acted on when appropriate. One parent said that their child 'has a voice' and can tell staff their views. Direct-work sessions are undertaken with children on important issues such as stress and anxiety, relationships, school, attending appointments and social media. The records include the children's views and their understanding of the issues.

Staff support the children to carry out daily tasks independently in line with their individual needs, for example around personal care, cooking and shopping. This is helping the children to prepare for adult life.

The children do not have life-story books of their time in the home. This limits the children's opportunity to reflect on their experiences and progress.

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

Children currently living in the home said that they feel safe. They can talk to most staff about any worries they have.

Children receive help and support to manage their behaviour and feelings safely. Behaviour support plans help staff to understand children's behaviour and support positive change. Children are praised and receive incentives for doing well.

Assessments of risk are in place and updated regularly. There are strategies in place to protect children from harm. Staff use effective de-escalation techniques and physical intervention is not used. Records of incidents are detailed, and management evaluation is evident.

Staff have a good understanding of safeguarding and follow the statutory guidance for children who go missing from home. If children go missing from home, staff actively look for them and liaise with professionals to help minimise risk. Although incidents of going missing from home are infrequent, they are well managed and coordinated.

Children know how to make a complaint. Children are kept informed throughout the process and understand the actions that are taken because of their complaint. Their complaints are treated seriously, and learning reviews take place to help improve practice.

There are perimeter alarms on the front and back door. These are used to support the safety and well-being of the children and staff. There are sensors on the children's bedroom doors. Although these are currently not in use, the children said that they would like them removed as they are not needed.

The effectiveness of leaders and managers: good

The home is led by a suitably qualified and experienced manager. The manager is child-centred and keen to achieve positive outcomes for the children. The manager knows the children well and is a good role model for both staff and children.

There is a stable core staff team in place; however, there are two staff vacancies. When additional staff are required, staff from the company are used as this helps ensure consistency for the children. New staff are being recruited and the manager follows the safer recruitment policy.

Effective monitoring and review systems are in place. The manager has a good understanding of what is working well for the children. Direct-work sessions are planned and targeted, there are monthly reports on progress, and managerial audits ensure that progress is monitored.

Staff describe the manager as being supportive and said that they enjoy working in the home. Team meetings take place regularly, and these allow for feedback and discussion.

Staff have regular supervision, and records demonstrate that supervision is of good quality and gives staff an opportunity to reflect on their practice. This helps the manager to gain a clear understanding of staff strengths and areas for development. The manager also shares children's views with staff to help them improve relationships between them.

Staff receive training to develop the necessary skills and knowledge to understand and meet the children's individual needs. For example, staff have completed training in supporting children with autism spectrum disorder, and in protecting children from county lines and self-harm. This helps staff have a good knowledge and skill base to safeguard 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, 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>The registered person should not have door alarms on all children's bedrooms as a standard approach.</p>	13 April 2023

Recommendations

- The registered person should ensure that staff encourage children to keep appropriate memorabilia of their time living at the home. ('Guide to the Children's Homes Regulations, including the quality standards' page 62, paragraph 14.5)
- The registered person should ensure that children are offered a wide range of activities both inside and outside the home. ('Guide to the Children's Homes Regulations, including the quality standards' page 21, paragraphs 6.4 and 6.5)

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: 1 Tustin Court, Port Way, Ashton-on-Ribble,
Preston PR2 2YQ

Responsible individual: Caroline Holmes

Registered manager: Robert Allen

Inspector

Dawn Walker, Social Care Inspector

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