

SC1264333

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation. It provides care for up to three children who may have experienced social and emotional difficulties.

There were two children living in the home at the time of the inspection.

The manager registered with Ofsted in April 2018.

Inspection dates: 7 and 8 November 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: 16 February 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/02/2023	Full	Good
23/11/2021	Full	Good
28/08/2019	Full	Good
05/02/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress when living in the home. They are helped to build trusting relationships with staff, who care about them. Both children have lived in the home for a number of years and benefit from stable, nurturing care.

Children live in a modern and well-maintained home. They are supported to develop a sense of belonging and to take pride in where they live. Children's pictures, artwork and positive affirmations are on display in communal areas, and their bedrooms are personalised. This provides children with a secure base.

Staff understand the children's physical and emotional health needs. Children are supported to attend regular health appointments. The staff work alongside the organisation's therapist and use a therapeutic model of care to consider the underlying causes of children's behaviours and to help them to manage their emotions.

Both children attend school. However, their progress is varied. One child's attendance has recently declined. The manager and staff team had identified that pastoral support was poor and was impacting on the child's attainment. However, they had not escalated their concerns or advocated for the child about the pastoral support to ensure that her educational needs are being met. This does not support children to achieve their academic potential.

Children are supported to develop and maintain friendships and spend time with people who are important to them. They are encouraged to engage in activities and to enjoy hobbies. Both children had recently returned from a holiday abroad together with staff. One child spoke with the inspectors about the holiday and how much fun everyone had.

Children's views are regularly sought. Their feedback is used to inform staff practice and contributes to the care they receive. This enables children to feel listened to and ensures that their voices are heard.

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

Children feel safe. Their individual risks and vulnerabilities are well understood. Children's risk plans are detailed and provide staff with clear strategies to keep children safe.

Staff are skilled in using a range of de-escalation techniques to support children to regulate their emotions. Consequently, there have not been any incidents of children needing to be held to keep them safe.

Behaviour management is a strength of the home. Staff use a system of rewarding children for making positive choices and reinforce positive behaviours. Negative consequences are rarely used.

Children do not go missing from this home and incidents are rare. When there have been concerns, staff have responded appropriately and have educated children on topics such as online safety, stranger danger, and the impact of vaping. This supports children to be safe and make informed choices.

Safeguarding concerns are well managed. There is oversight from the manager and consultation with relevant safeguarding professionals to ensure that children are safe.

The effectiveness of leaders and managers: good

The home is led by an experienced and qualified registered manager. Staff described the manager as 'supportive and always wanting the best for children'.

Staff receive good-quality supervision that is focused on the children's needs as well as their own development. Supervision records are detailed, and new starters receive more-frequent supervision in line with the provider's supervision policy.

Team meetings take place regularly. They are well structured and well attended by the staff team. Staff are encouraged to reflect on their practice and on the work undertaken with children. This helps to ensure that the care provided to children is kept under review.

Staff have undertaken a range of training to ensure that they can meet the needs of the children in their care. Staff are appropriately qualified to work with children. New staff are enrolled onto the relevant qualification following the end of their probationary period.

Internal monitoring systems are not robust. Children's case files are disorganised, and it is not always clear who has completed records. The organisation's escalation processes have not been routinely followed when requesting documents, and not all children had up-to-date care plans or personal education plans. This reduces opportunities to ensure that staff provide consistent care for children and that records are accurate.

The home's rota does not include the hours spent by the manager in the home. This limits oversight of who is working in the home.

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>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;</p> <p>seek to secure the input and services required to meet each child's needs;</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 (a)(b)(c))</p> <p>In particular, ensure that there is appropriate challenge to other professionals when children's needs are not being met. In addition, ensure that when copies of children's up-to-date statutory documents are requested, the organisation's escalation policies are followed.</p>	29 December 2023
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each</p>	29 December 2023

<p>child and use this understanding to inform the development of the quality of care provided in the home; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)(h))</p> <p>In particular, ensure that they have oversight of practice in the home to identify patterns and trends, and to ensure that any learning is identified and used to improve the quality of care provided to children.</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p>	29 December 2023
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b))</p> <p>In particular, ensure that the rota accurately reflects the hours spent in the home by all staff.</p>	29 December 2023

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: 1264333

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

Registered provider address: Hexagon Care, 1 Tustin Court, Port Way, Ashton-on-Ribble, Preston PR2 2YQ

Responsible individual: Robert Allen

Registered manager: Lois Scholes

Inspectors

Kelly McCurdy, Social Care Inspector
Zillah Brooks, Social Care Inspector

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