

SC480847

Registered provider: Hexagon Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run home. It is registered to provide care and accommodation for up to six young people who may have emotional and behavioural difficulties. The home offers medium-to long-term care both within the main house and in the attached independence flat.

Inspection dates: 4 to 5 May 2017

Overall experiences and progress of children and young people, taking into account **outstanding**

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

The effectiveness of leaders and managers **good**

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: 22 December 2016

Overall judgement at last inspection: Improved effectiveness

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is outstanding because:

- Young people have made outstanding progress in their emotional well-being and feelings of stability as a result of the excellent care they receive.
- A committed and nurturing staff team are aspirational for young people to achieve to the best of their ability, enabling young people to thrive.
- Young people's continuous attendance in suitable education provisions enables them to make significant progress.
- Young people have ambitions as to their future employment opportunities as a result of their involvement in education and inclusive activities.
- Young people's sense of security and belonging in the home allows them to feel safe.
- Young people do not place themselves at risk and there have been no missing episodes.
- The newly appointed manager is an inspirational and strong leader who motivates his staff team and is completely child focused.
- Excellent cohesive working with partner agencies ensures consistent achievable long-term goals for young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/12/2016	Interim	Improved effectiveness
18/07/2016	Full	Good
21/03/2016	Interim	Improved effectiveness
07/07/2015	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people say they feel settled and happy in their home. They like the location and being close to the seaside, and also that they are not too far from their families and can see them easily. The home is a large residence with two communal areas, one of which is a games room with a computer and internet access.

There is a warm and cosy feel to the home. Photographs of young people and staff involved in activities and days out adorn the walls. Young people feel at home, and they are able to personalise their own space. One young person spoke of the plans for a full redecoration of rooms and his excitement for this. Young people feel valued and are able to contribute to their home. This gives them a sense of belonging and stability.

The clear understanding that the staff team have of the young people in their care is exceptional. Staff focus on the best outcomes for the young people. There is a genuine feeling of warmth and compassion within the home, not only from the staff but also from the young people. There is mutual respect, kindness and empathy that naturally flows between them all.

Since the last inspection, young people have continued to progress exceptionally well. Their attendance and engagement with education is excellent. All young people attend some form of education that provides structure and routine to their day. Young people are encouraged and supported with topics that interest them. For example, one young person who enjoys cooking also incorporates maths and English into his practical skills. The tutors focus on the interests of young people, and develop flexible education plans that promote learning in a fun way.

Young people are supported to progress and try new things. They have clear goals and future aspirations. Young people talk with confidence and excitement about their future. One young person wants to be a chef, another a police officer. Staff source activities that support their passions, for example by finding a local police cadets course. A social care professional stated: '[Name] is more settled; he is always encouraged and supported by them [the home]. The staff at the home are welcoming and encourage [Name] to try new things.'

Young people talked animatedly about their regular trips to the 'escape room', an interactive team-building experience. They spoke warmly of doing this with staff. The 'escape room' gave them the opportunity to learn new skills and demonstrate their ability to problem-solve. Staff commented that through this experience the young people have learned to be patient, and to support and encourage one another. Young people talked about their involvement in improving the gardens and surrounding land. They are proud of this project. This gives them the sense of belonging and ownership in their home, as they see what they have developed and created.

Excellent communication takes place between the home and family members. One

parent stated: '[Name] has made loads of progress. I have no problem getting hold of anyone; I speak to the staff every day about [Name].' This communication supports the robust care planning that is in place for young people, and demonstrates exceptional collaborative working with parents. Parents feel supported and included in the care of their children. Because of the improvements in relationships between young people and their families, contact has increased and relationships are much stronger. This gives young people a stronger sense of identity and belonging, as well as a clear plan for their future.

Close partnership working with other services involved with the young people is a constant strong theme. Professionals working with young people feel they are flourishing. A youth offending service worker stated: 'They [the home] are always in touch with me. They encourage [Name] to try new things. They keep him safe and he does not run away any more. Compared to where [Name] started he has progressed so much.' This partnership working cements the excellent work staff are doing to help young people achieve.

There are clear and robust systems in place that allow the voices of young people to be heard and acted on. Weekly reviews and regular key-working sessions help staff to listen to children. This supports young people to recognise what is going well for them, and enables them to set future goals. Because of this, young people feel able to confidently express themselves in meetings and discussions. This promotes future life chances for them.

Since December 2016, two young people have moved on to new placements. Although these endings have not been as the manager would have wished, he has reviewed the admissions policy and impact assessments of the young people currently at the home. This now allows better scrutiny for new referrals, encompassing the needs and progress of all young people.

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

The manager is proactive in working with partner agencies, including the local safeguarding board. He regularly reviews the home's excellent locality risk assessment and ensures that information remains up to date. There is clear generic information about the local area, but also information about specific risks related to the young people currently in the home. Because of this, highly effective planning and continuous risk assessments keep young people safe.

The secure relationships that staff have with the young people help to keep them safe. Restorative and reflective practice following incidents has led to a reduction in the number of incidents, and young people no longer go missing from home. Staff are appropriately trained in child sexual exploitation and radicalisation, and know what to do in the event of a young person going missing. They are highly capable of keeping young people safe and protected. There are robust processes in place to safeguard

young people. The dynamic manager and the staff team regularly review and evaluate their development as a team. This ensures that they are always working well together in the interests of young people.

Complaints information is accessible to young people. The complaints procedure is excellent, child-focused and easy to follow. Young people are given the time and space to make complaints. There has been one complaint from a young person against a member of staff. The constructive use of reflective practice enabled a positive conclusion, and the young person and staff member were able to re-establish their relationship.

Young people are settled at the home, and difficulties are managed in a non-confrontational way. This works well and is evident, as young people are relaxed and happy. They have learned to self-regulate and discuss any difficulties. Consequently, the impact for young people is outstanding and they continue to make consistent progress.

Since his appointment, the manager has spent quality time getting to know the young people, and supporting them with their family contact. He has transported them to their family homes himself so that he can meet with their families and get to know them better. As a result, he has swiftly developed good relationships with young people and their families.

Young people are the focal point of their risk assessment planning; their voice is evident throughout their plans. Young people are aware of their own risks and want to work to reduce them. They fully participate in key-working sessions and use reflection productively when discussing issues. This demonstrates young people's continuous development in learning to take responsibility.

The committed staff team use positive consequences to encourage settled behaviour and responsibility. Young people have individual targets they aim for. They all work towards achieving personal goals as an alternative to sanctions, which can be seen as negative. Staff know the strengths and vulnerabilities of each young person, and are able to quickly identify progress and build on it. This empowers young people to achieve their goals.

The enthusiastic staff team are excellent role models for young people. They offer consistent and stable care with a measured approach. They have developed trusting relationships with the young people. Because of this, they are able to manage conflict and can de-escalate volatile situations quickly. Young people are enabled to recognise their own emotions and manage these well.

The staff team and manager work tirelessly to improve stability for young people. They help young people to understand their identities and cultural backgrounds by using interactive life-story work. Young people are supported to put forward their true views and feelings without influence from anyone. This empowers young people to gain a strong sense of self, and helps them to plan for their future when they understand their

past.

The effectiveness of leaders and managers: good

The skilled and committed manager has been in post since February 2017. He is suitably qualified and has extensive experience of working with children and young people. He is aspirational for the best outcomes for young people, and wants them to receive the highest level of care. The manager listens to the young people and acts swiftly to address any arising issues. A young person states, 'He's alright to be fair. He's a good manager. He got us the computer and internet sorted.' The manager has been mindful of his staff team and young people and listens to them. Young people are fully and regularly consulted, and because of this they remain settled and happy.

The manager uses his recent knowledge and research to stay informed of current issues. He is enthusiastic and keen to put his recent qualification in Systemic Theory into practice to further improve experiences and outcomes for young people.

A comprehensive training package, coupled with good quality supervision, ensures that the staff members remain skilled and enthusiastic in their roles. All staff benefit from the same level of supervision and training, whether they are permanent or casual staff members. The level of training received is of high quality, and is revisited regularly during supervision and team meetings. Because of this, young people receive a consistently high level of care.

The home's statement of purpose says: 'The primary aim is to create an environment of constant warmth, predictability and responsiveness to need with the opportunity for young people to experience new relationships through positive adult/child and peer group interactions.' The significant growth and progress made by young people demonstrates that the home is meeting this aim.

External monitoring visits contribute significantly to the promotion of young people's safety. The manager uses this monitoring effectively, to inform continuous safeguarding and promote young people's well-being. The manager's own internal auditing processes demonstrate a strong evaluation of the home. This ensures that all staff are able to contribute towards continued enhancement of opportunities for young people.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives

of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

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: SC480847

Provision sub-type: Children's home

Registered provider: Hexagon Care Services Limited

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

Responsible individual: Kenneth Croll

Registered manager: Post vacant

Inspector(s)

Ann-Marie Born, social care inspector

Abby Maspero, 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 looked after children, 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 <http://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://www.gov.uk/government/organisations/ofsted>.

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: <http://www.gov.uk/ofsted>

© Crown copyright 2017