

SC006294

Registered provider: Dove Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company. It provides care for up to four children who may experience social and emotional difficulties.

One child was living in the home at the time of this inspection, and they were spoken with. Three children have moved on from the home since the last inspection.

The manager registered with Ofsted in June 2009.

Inspection dates: 4 and 5 November 2025

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: 10 September 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2024	Full	Good
11/07/2023	Full	Good
02/11/2022	Full	Good
21/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The child is cared for by a consistent staff team. This has given the child the opportunity to form positive relationships with staff. Staff place the child at the centre of their practice. The child knows that staff care about them and want the best for them. The child's health needs are well understood and they are registered with primary healthcare services. Staff offer the child support and encouragement to attend health appointments.

The child's care plans are detailed and reflect the child's individual support needs. It is recognised that education is a struggle for the child. The manager is working with local education authorities and the headteacher of the virtual school to get an individualised education programme for the child. When the child is out of education, staff support them with learning at home and in the community. Supporting the child's education helps them to attain better educational outcomes.

The manager and staff apply a clear, well-embedded model of care. There is a strong focus on staff understanding the individual experiences of the child, and care is planned in response to their needs. Monthly meetings, held in collaboration with the home's therapist, provide a valuable space to explore the child's history and current behaviours. These sessions support staff to interpret behaviour as a form of communication, enhancing their ability to respond with empathy and insight. This reflective practice contributes to improved outcomes and strengthens the quality of care provided.

Staff use consequences appropriately and proportionally. The child receives recognition and praise when they do things well. This promotes their confidence and self-esteem. The manager supports the child to make better choices through a restorative and natural approach. This non-blaming approach allows the child to reflect and helps them to learn ways to manage difficult situations and emotions.

The home is warm and nicely decorated. The child took part in choosing the home's colour scheme. There is a spacious garden that is large enough to hold a large swimming pool, which the child enjoyed in the summer months. Photos of the child are on display around the home. It is decorated and furnished to a good standard.

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

Risks to the child are known and understood by the staff team. The child's risk management plans are clear and set out the actions that staff should take to manage risks. These plans are kept under review and are updated following significant incidents.

Allegations are responded to promptly. The manager has taken appropriate action to ensure that all concerns are investigated and reported to the appropriate agencies. The child is kept at the centre of the process and is supported well by the staff. The child is

provided with an outcome to any concerns they raise. This reassures them that staff genuinely care for them and that staff will listen to, and act on, any concerns.

Staff are aware of known risks to the child and respond quickly and appropriately when children are at risk. Physical restraint is used as a last resort. Staff manage challenging situations effectively and have rarely needed to hold the child. The child is given the opportunity to talk about the incident and how being held made them feel. This helps managers to understand what happened from the child's perspective and consider whether changes to staff practice are necessary.

The child who currently lives at the home is settled and has not been missing from the home. There are protocols in place for staff to follow if the child does go missing. This helps staff to respond in a consistent and effective way.

Staff understand their roles and responsibilities in safeguarding children. They are curious and alert to the signs that a child may be at risk of harm. Staff take reasonable precautions based on the needs of the child. For example, safety checks and calls are carried out while the child is spending time in the community with their friends.

The effectiveness of leaders and managers: good

The registered manager maintains effective monitoring and oversight. She has a well-rounded view of the progress the child is making and the quality of care the child receives from staff.

The planning and support that children are offered when they move into or on from the home is good. The manager is still in contact with children who have left the home since the last inspection. This helps children to feel cared for and maintain a sense of belonging.

A professional said: 'The registered manager is a good advocate for the child because she understands their needs and delivers high-quality care. She challenges when necessary and takes robust action to ensure that children receive the appropriate support.'

Staff carry out a wide range of relevant training, which ensures that they continue to meet the child's needs well. When there are emerging risks for the child, the registered manager ensures that staff receive additional training to best manage these risks. Consequently, the child receives good-quality care from knowledgeable, well-informed staff. Most staff have a suitable qualification for their role and the registered manager has a plan in place for the staff member that does not.

Team meetings are held frequently, and they identify where the child is making progress and areas that they need support with. The team meetings are reflective and provide an account of what is happening in the home. This allows for staff to be kept up to date, drives efficiency in the home and contributes to consistent care.

Morale in the staff team is positive and all staff speak highly of the support they receive from their colleagues and managers. Staff receive regular, reflective supervision, and this provides a strong foundation to ensure that the needs of the child are met to a good standard.

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

Recommendation

- The registered person should ensure that all staff in a care role, including external agency or bank staff, have the relevant qualification in the relevant timescale. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

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: SC006294

Provision sub-type: Children's home

Registered provider: Dove Adolescent Services Limited

Registered provider address: Malvern View, Hanbury Road, Stoke Prior, Bromsgrove, Worcestershire B60 4AD

Responsible individual: Leanne Smith

Registered manager: Amanda Farnaby

Inspector

Rachael Lewis, Social Care Inspector

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