

# SC006294

Registered provider: Dove Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and managed by a private provider. It offers care for up to four children who may experience social and emotional difficulties.

Two children were living in the home at the time of this inspection.

The manager was registered with Ofsted in June 2009.

### Inspection dates: 10 and 11 September 2024

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 11 July 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 11/07/2023      | Full            | Good                 |
| 02/11/2022      | Full            | Good                 |
| 21/02/2022      | Full            | Good                 |
| 03/03/2020      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

We spoke with both children who live in this warm and welcoming home. They said that the staff are lovely. Children build trusted relationships with staff, who respect their privacy and personal space. These relationships have been crucial to the children and have enabled them to make progress. The well-being of children is at the centre of staff practice.

Children are making progress with their education. They are learning and making progress from their individual starting points. Staff support the children to access learning resources, online support, and school. When children are not in education, staff consistently advocate for the rights of children to attend school. Every effort is made by staff to try to help children to do well. Education professionals described staff as amazing advocates for children, creative thinkers, and good communicators.

Children's views and wishes are listened to and there are processes in place to make sure they are actively heard. Staff work hard to make sure they give regular positive feedback to the children, including the creation of a chatty and informal monthly newsletter. When children's views are gathered and considered, any changes and updates are shared through regular discussions and personal monthly reflections, for example children's requests for more free time and later bedtimes.

Children said they are listened to by staff, who respect their wishes and feelings. This has helped children to have more control in their lives and develop their independence. Large and colourful journey books genuinely reflect the children's time in the home. The book captures the child's achievements, activities, schools, childhood illnesses and friendships. This allows children to have memories of their childhood.

When children move in or out of the home, staff sensitively manage the changes, even if this is at short notice. The information in the children's guide helps children to settle in and explains the day-to-day routines of the home. It also explains how children can make a complaint. Children in the home are supported to see their families, even if they are living some distance away. Children are advantaged by living in this home.

Children are making progress with their ability to manage their own health and emotions. There are regular one-to-one discussions with children that are effective in helping them to understand themselves and their bodies. However, when children are reluctant to attend routine check-ups, such as dental and optical appointments, they should be supported and encouraged to do so. Additionally, where children have an education, health, and care plan, this should be kept up-to-date and reviewed, as necessary, to inform the child's care.

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

Children at this home feel safe. They are supported to take risks appropriate to their age. Staff spend time with children. Key-work sessions show that when things do not go to plan, the children are encouraged by staff to learn from their mistakes and move forward. Children are confident and secure in their interactions with staff.

Staff have a good understanding of the needs of the children, including how past experiences have affected them. There are regularly reviewed risks assessments in place that reflect the known individual risks to children. These assessments also allow children to develop their independence safely. Staff consider the individual vulnerabilities of children and work closely with external agencies to keep children safe.

Feedback from professionals describes effective and positive working relationships that contribute to the safety of children. Professionals and the children's family members say that the staff have good communication skills and a good knowledge and understanding of the children. Staff challenge outside agencies when needed, concerns are shared, and support is consistent.

There are plans in place to reduce harm, including when children go missing from home. Missing-from-home plans are clear and detailed and direct staff to the right course of action. Missing-from-home episodes have significantly reduced. Staff and children have listened to each other and worked together to reduce risks and have put safe and effective plans in place. This progress reflects the commitment of staff, and their proactive work with other professionals. Children are increasingly safe when away from the home.

Staff work alongside a therapist, who supports staff to write therapeutic plans for children. There are clear boundaries and expectations that children understand. A well-understood model-of-care supports staff practice. Staff are skilled in using de-escalation techniques. Children in this home do not need staff to use physical intervention techniques to keep them safe.

Children live in a safe family home that is comfortable, well decorated and spacious. The manager completes an annual review of the suitability and appropriateness of the home. Additional health and safety checks are also carried out, and any hazards or safety concerns are swiftly addressed.

## **The effectiveness of leaders and managers: good**

The registered manager is experienced, competent, and kind. She is present in the home and is passionate about the children in her care, and ambitious for their futures. This is reflected in the working practices of staff.

The manager maintains an overview of the day-to-day management of the home and is clear in her expectations of the staff team. There are regular audits carried out to ensure quality is maintained. There are monthly monitoring visits to the home by an

independent person. Ongoing development plans ensure staff remain up to date and the home is well maintained.

Staff speak positively about the manager and the deputy manager. They speak positively about the team and said that they all work well together and are supportive of each other. One new member of staff was confident to ask questions and were assured that they would receive a consistent response from the team. Staff said the support in place promotes their development and helps them to be better in their role.

Staff meetings are regularly held, and the manager ensures there is a good attendance. The children are the focus of the meeting. Meetings include training sessions and discussions on relevant topics, such as safeguarding and child exploitation. Staff training is revisited and discussed in these meetings to ensure it meets the needs of the children. Meeting minutes reflect the thorough oversight of the manager.

Staff are complementary about the induction process and training programme and say this has helped them to succeed in their role. Supportive supervision sessions are held with all staff, and they are regular and comprehensive, particularly for new starters. The manager has action plans in place to support staff to gain the relevant qualification. However, although progress has been made, one member of staff is still required to complete this qualification.

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

### **Recommendations**

- The registered person should ensure that staff consistently promote and revisit the benefits of attending appointments with a dentist and optician to children. ('Guide to the Children's Homes Regulations, including the quality standards,' page 53, paragraph 7.3)
- 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)
- The registered person should ensure that all children's case records are updated, as necessary. This includes where the children have an education, health and care plan that should form the basis of their care. ('Guide to the Children's Homes Regulations, including the quality standards,' page 63, paragraph 14.3)

### **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

Jo Cansfield, Social Care Inspector

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