

SC018238

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 by a private company. It provides care for one child who may experience social and emotional difficulties.

At the time of the inspection, one child was living at the home. However, one other child had lived at the home during this inspection period and had recently moved out. Both children were spoken with during the inspection.

The home has not had a registered manager since June 2025. The home has an acting manager, who supported the inspection with the help of the Head of Care.

Inspection dates: 5 and 6 August 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: 17 February 2025

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/02/2025	Full	Good
11/10/2023	Full	Outstanding
08/03/2023	Full	Good
16/11/2021	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

The home is warm, friendly and welcoming. Children are comfortable in this environment and with the staff who care for them. Staff know the children well. The care they provide to children is based entirely on, and adapted to, their changing individual needs. One child was positive about their experience of living at the home, reminiscing about holidays to the seaside.

The manager and staff speak enthusiastically about the children's achievements. Children make good progress and, although their lives are complex, staff understand and document their growth and development well.

Staff and the manager are in regular communication with external professionals. This supports the overall care of the children and their development, particularly in relation to their education. Professionals said that staff are 'strong advocates' for children and recognise that the working relationships with the team are effective.

Staff support children to maintain relationships with people who are important to them. This has helped children to feel secure and connected to their friends and families.

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

Staff understand the vulnerabilities and risks for children and provide care that supports them to make safer decisions and choices. Staff are mindful of the previous experiences of the children and how these may affect their decision-making and actions.

Plans are in place to reduce harm, including when children go missing from the home. Staff look for children when they are missing and create a welcoming, positive atmosphere for them to return home to. There is a coordinated response to reduce harm, and proactive multi-agency working further reduces risks to children, helping them to understand their behaviour and the risks posed to them.

Staff manage safeguarding concerns appropriately. They recognise the need to disrupt harmful activities that could pose a risk to children. Staff provide children with positive activities and use their professional curiosity and knowledge to help keep children safe. However, not all staff are confident about the actions they should take to ensure children's safety.

The physical environment is safe for children and is generally well maintained. Any damage is quickly fixed, and broken items are replaced. This ensures that children live in a nice, hazard-free home.

When significant incidents occur, they are not always reported to Ofsted. This reduces Ofsted's oversight and ability to ensure that appropriate actions are carried out to protect children.

The effectiveness of leaders and managers: good

Leaders and managers understand the needs of children. They are ambitious for children and understand the importance of supporting them to attain and achieve.

Staff are confident and motivated in their roles. They embrace all learning opportunities that are sourced by the leaders and managers. The training carried out by staff is specific to the children's needs, and these focused discussions and practice reflections continue in team meetings. Specialist practitioners also attend team meetings regularly to enhance staff's knowledge of the provider's model of care.

Leaders, managers and staff involve children in important decisions about their lives and seek their opinions on a regular basis, both through informal and formal discussions. This gives children the confidence that their views are valued and responded to.

Leaders and managers promote a supportive and caring environment for staff, which cascades down to the children. Staff speak positively about the team and said that they all work well together. Staff generally feel well supported, despite the changes in managers over the past year.

The staff find supervision sessions and team meetings helpful for having open and honest discussions with leaders and managers. Leaders have recognised that supervision sessions and annual appraisals have not been carried out to the provider's expected standards.

The manager understands the strengths and areas for development for the home; this includes recognising personal development as a new manager. The manager's monitoring and reviewing systems have been ineffective in recognising that documents and care reviews are not created to the necessary regulatory standard, including the home's statement of purpose and quality of care review.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	8 September 2025
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; and there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	8 September 2025

Recommendation

- The registered person should ensure that all staff have the knowledge and skills to recognise and respond to children's risks to keep them safe. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)

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: SC018238

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: Post vacant

Inspectors

Rachael Lewis, Social Care Inspector
Jo Cansfield, Social Care Inspector

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