

SC018238

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 by a private company. It is registered to provide care for one child who may have social and emotional difficulties.

The manager registered with Ofsted in October 2018.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 16 and 17 November 2021

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 18 February 2020

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2020	Interim	Improved effectiveness
15/04/2019	Full	Good
29/08/2018	Interim	Not judged
09/01/2018	Interim	Not judged

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The quality of care provided at this home has made a real difference for the child currently living in the home. The staff demonstrate great skill and tenacity in promoting and sustaining the child's progression, with examples of highly creative and innovative approaches to meeting the child's needs. The progress that the child has made since living in this home is excellent and life-changing.

The progress that the child has made in education is remarkable; they have achieved qualifications. One professional said: 'There is no way that [child's name] would have got those GCSEs if it was not for the staff at the home.' This clearly demonstrates that staff work hard to support the child's education attainment.

A parent described the relationship with staff as 'absolutely brilliant'. Staff have actively encouraged and supported family time. This has helped to improve and rebuild the relationship between the child and their family. This excellent partnership working with family has resulted in really positive outcomes in relation to family relationships.

The staff record regular key-work sessions. There is a wealth of information recorded about the work completed on matters such as substance misuse, staying safe, education and life skills. Records provide the reader with an insight into how staff offer support and the progress made by the child. The quality of this direct work from staff has resulted in outstanding progress for the child.

Staff have used creative and innovative methods to support children to express their views, wishes and feelings. The work undertaken is exceptional. For example, staff have supported a child to write, perform and record a song as a means of challenging decisions made about their future.

The child's progress and journey are captured in detail in memory books. A record has been kept for the child to take with them as part of their journey and life story. This will help the child to remember the time they lived at this home and their positive experiences.

The progress made by the child has been quite remarkable from a starting point where they were at risk. They have developed in confidence and made some amazing measurable achievements. The impact for the child has been truly life-changing.

The home environment is very welcoming, comfortable and homely. The child has personalised their home and their bedroom. This provides a very comfortable home environment for the child and it is maintained to a high standard.

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

The child has enjoyed stability since coming to live in the home. Their individual risk-taking behaviour has significantly reduced, to the point where there are no high-risk concerns.

Careful planning was evident in relation to the placement of the child. Planning considered their needs, vulnerabilities and risks. Planning was informed by good multi-agency consultation and communication. This ensured that strategies were put in place to mitigate all of the assessed risks.

The individual risk assessments describe the child's vulnerabilities and set out the strategies that staff should follow to reduce the known risks. Risk evaluation is accurate and clear. Risk assessments are regularly reviewed, with clear managerial oversight. Staff have an excellent understanding of risk. As a result, the child is better protected from harm.

Behaviour is managed exceptionally well by the manager and staff team. This is because the staff team is very well trained. The manager and staff team can identify any subtle changes in the child's behaviour, which ensures that the right level of support is quickly identified and put in place. This has resulted in no challenging incidents and there have been no incidents of physical restraint since the last inspection.

The home has not had any recent missing-from-home incidents. However, missing protocols are up to date and are regularly reviewed. The protocol gives clear direction to staff as to what to do and when to report the child as missing. This helps to ensure that staff know what to do in the event of the child going missing from the home.

New staff are recruited safely, and appropriate checks are carried out. There are no concerns in relation to safer recruitment practices.

Professionals and family said that communication with the home is 'amazing'. Staff keep them informed through regular verbal updates and weekly reports, and detailed reports are provided for reviews. Good multi-agency communication gives better support and protection for the child.

The effectiveness of leaders and managers: outstanding

The registered manager has been an excellent advocate for children and raised challenges and escalation in relation to a child being moved on from the home when the child was not ready. One professional said: 'They [staff and the manager] advocate for the child. They really have been outstanding and have gone above and beyond. The commitment I have seen from them has been amazing. The manager is passionate about supporting the child and everything they do is child-centred.'

The staff are very well supported in their roles by the manager and have regular supervision and team meetings. Supervision is very detailed and covers staff welfare, their skills, training and development, safeguarding and outcomes for children. This high-quality supervision supports staff to reflect on and improve their care practice.

Training is up to date and the registered manager is aware of when training requires renewing. The manager ensures that staff have the right knowledge and skills to meet the child's needs.

Staff take part in regular reflection and team meetings. This helps to embed their learning into practice.

New staff receive very good support through their induction period. Staff go through a robust probationary review period, which allows the manager to monitor staff progress and identify any areas requiring improvement. Staff are well prepared to care for children.

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, Saxon Business Park, Hanbury Road,
Stoke Prior, Bromsgrove B60 4AD

Responsible individual: Stacy Cooper

Registered manager: Alice Walton

Inspector

Brian Wood, Social Care Inspector

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