

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 and managed by a private provider. It provides care for up to two children who may experience social and emotional difficulties.

There has been no registered manager at the home since 11 December 2024. The current manager has made an application to Ofsted to become the registered manager.

Inspection date: 17 February 2025

Overall experiences and progress of children and young people, taking into account	good
---	-------------

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 October 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/10/2023	Full	Outstanding
08/03/2023	Full	Good
16/11/2021	Full	Outstanding
18/02/2020	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

One child was living at the home at the time of this inspection. Staff have a positive relationship with the child. The child can express their wishes and feelings by writing poems and letters to staff, which are then exhibited around the home. Furthermore, the child is consulted with regularly about the care that they receive. Staff support the child to engage in their team meetings. The child is also supported to engage in their own care planning reviews.

The child attends full-time education, although this has been challenging for them at times. The manager is a good advocate for the child and supportive of them continuing their education. Furthermore, support will be given to the child throughout their exams. Independence work has begun with the child and post-16 education is being explored.

The child is healthy and is supported to independently take her medication. Staff also support the child with attending health appointments and offer advice about eating a healthy diet.

Staff promote family time in line with the child's plan. They support the child to meet with their sibling when going to an activity that they both enjoy. Furthermore, staff support the maintenance of friendship groups, and the child is encouraged to invite friends over for tea. This includes staff supporting the child to plan the evening meal and cook for friends. Friends are invited on days out doing activities or going to the beach.

The home is warm and inviting. The child is encouraged to personalise the home with photographs and poems. Additionally, the child's bedroom is personalised to their taste, and the garden is a calm and private place to sit.

However, the child has experienced the staff searching her bedroom. These incidents have happened twice when staff thought an item of cutlery was missing, and on each occasion nothing was found in the bedroom. These searches have not been proportionate and may have an impact on the child's right to privacy.

Furthermore, when consequences are imposed, they are mainly financial in nature and have generally been for damage to property. However, there was one occasion where the child was charged for a car wash after throwing eggs at a staff member's car. Imposing financial consequences has not always been effective or restorative.

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

Staff work with the child to help them understand appropriate relationships with others. Staff work in a positive way to help the child to understand a range of boundaries and behavioural expectations. This is done in a sensitive manner.

Staff work sensitively in partnership with the child to understand things such as their beliefs and views, for example about sexuality. Staff support with care, empathy and understanding.

Risk assessments are up to date and regularly reviewed by the manager. These are reflective of the current concerns and worries about the child, but staff do not always sign to say that they have read them. However, the staff spoken to were able to explain the risks and what they would do in situations such as if the child went missing.

There have been no occasions when the staff have had to physically hold the child to keep them and others safe. There have also been no recent missing from care episodes. When the child was missing, the manager ensured that the child had the opportunity to speak to someone independently about why they felt the need to go missing.

There has been a reduction in the times that the child struggles to manage their emotions that may lead to self-harming behaviours. Staff developed a system of using an emoji timeline via a mobile phone, which gives the child the means to request support from staff. The child responded well to this method, but now finds it easier to communicate openly with staff.

There has been progress in respect of the child's risks and vulnerabilities. This is reflected in the child's plan. For example, unsupervised time in the community has increased. Monitoring checks have also reduced, such as mobile phone checks.

The effectiveness of leaders and managers: good

The manager is new in post and is still to register with Ofsted. She has worked hard to build relationships with the staff and the child. The manager is a strong advocate for the child and advocates on their behalf.

Team meetings are regularly held, and staff discuss a range of topics relevant to the child living in the home. Team meetings are an important channel of communication and idea sharing for staff to continually promote the welfare of the child.

Staff receive regular supervisions and appraisals in line with the home's policy. Staff feel that the supervision and appraisal processes are useful to them and staff are given the opportunity to raise any issues.

Staff have access to a range of training, including bespoke training specific to the child's needs. However, this is not always accessed in a timely manner and not always kept up to date.

The manager understands the importance of promoting independence for the child. She is proactive in adopting different learning opportunities such as cooking skills. This then promotes planning, budgeting and cooking skills in a fun way.

There are some shortfalls in management oversight, which have allowed staff training to lapse. Furthermore, the manager's lack of oversight means that she does not have a proper understanding of the child's day-to-day lived experiences.

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

Recommendations

- The registered person should ensure that any consequences used to address poor behaviour are restorative in nature and help the child to recognise the impact of their behaviour on themselves and others. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)
- The registered person should ensure that staff complete training specific to the child's risks and that they are familiar with the child's risk assessments and can recognise and respond to risk. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recoding. In addition, they should ensure there that is appropriate management oversight of these records. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: Leviena Roets

Inspectors

Angela Ross, Social Care Inspector
Ladean Wilson, 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 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: www.gov.uk/ofsted

© Crown copyright 2025

