

SC018241

Registered provider: Dove Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run children's home. The home can accommodate up to four children, regardless of gender, who may have emotional and/or social difficulties.

The manager was registered in October 2018. She holds a level 5 diploma in leadership and management.

There were three children living at the home at the time of the inspection.

Inspection dates: 6 and 7 March 2023

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: 9 February 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/02/2022	Full	Outstanding
21/01/2020	Full	Outstanding
07/08/2018	Full	Outstanding
08/08/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

As a result of living in this nurturing home, the children have made remarkable progress from their starting points. They are thriving and enjoying living together. All the children attend full-time education. They have improved health outcomes and have built positive self-esteem and independence skills. The progress that children make has a positive impact on their future life chances.

The children are happy and settled. They are making exceptional progress because of the high standard of warm, nurturing and supportive care they receive from staff who have high aspirations for them. This helps children to feel that staff care about their safety and well-being, and this provides them with a sense of security and stability.

Staff demonstrate an excellent awareness and understanding of child-centred practice. They understand the importance of building unconditional and trusting relationships with children to make them feel safe. The positive relationships between staff and children are at the heart of the care that the children experience. Children talk openly to staff about how they are feeling, which helps them to process any difficult emotions they may have. Staff respond sensitively and with aspiration. This is communicated to the children in an inclusive way, which helps them to have high expectations and aspirations for themselves.

The planning of children's care is remarkably strong at this home. Records show a multi-agency approach to the child's plan. Written documents are child-centred and clearly demonstrate the child's individual needs and the progress that the child is making.

The progress that children make in their education is exceptional. Children who have a history of disrupted education are now feeling more secure and they are achieving. Staff are aspirational about the children's education and committed to advocating for children to make sure that they are receiving the right support in school. This collaborative approach has led to improved attendance and attainment for some children.

Children have improved health. There is a strong multi-agency approach to supporting children with their mental and emotional health. When a child has an identified need for support, they are accessing specialist services. Staff understand how children's past experiences have an impact on their development and emotional well-being. A child mental health professional said, 'The [members of the] staff team are very educated and skilled in attachment and are trauma informed.'

Children are helped to spend time with the people who are important to them. Staff extend this help and support to families, which for some children has meant that the relationships they have with people who are important to them have flourished. The children have positive peer friendships, they enjoy spending time visiting their friends or welcoming them to their home.

Children take part in social and leisure activities that reflect their age, interests and hobbies, such as swimming lessons, the gym, art and crafts and bike riding. They are encouraged and supported to take part in activities that provide them with new experiences, such as go-karting, horse riding, days out to places of interest and going on holiday. This provides children with the same experiences as their peers.

There is a great importance given to consulting with children. Managers and staff place children's views, wishes and feelings at the centre of decision-making about the child. This means that children feel listened to and have a say about what happens in their lives.

Children's day-to-day experiences are captured in life-story journals and individual photo albums. This provides children with positive memories of their childhood and experiences during their stay at the home. One child was proud to show the inspector photographs and spoke fondly about their memories.

The home is maintained and decorated to a high standard. There is an array of photographs of the children, soft furnishings and pictures that make the home warm, welcoming and comfortable. The children are proud of their home and their personalities are reflected throughout.

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

Children who live at this home are happy and settled. They feel safe and secure because of the positive and trusting relationships that they have built with staff. The predictable and consistent care they receive provides them with stability and means that children feel cared about and have a sense of belonging.

The safeguarding arrangements at this home are effective. Children's safety and well-being are at the centre of staff practice. Staff demonstrate an excellent understanding of each child's individual vulnerabilities and needs. Risk assessments provide clear guidance to staff, are up to date and reviewed regularly.

Children who live at this home do not go missing. There is a clear plan of action in place to respond to children if they go missing. Staff are clear on their responsibilities and the steps that they must follow should this occur.

Incidents are rare, but when they do occur staff respond and manage them effectively. Restorative practice helps children to reflect and learn from their behaviours. This helps children to work things out for themselves and take

responsibility for their decision-making. Staff encourage children to talk about their feelings and they use praise and rewards to motivate positive behaviour. This helps children to become more equipped to manage difficult feelings.

Managers and staff place a great importance on preventing risks to children. There is a child-centred approach to the discussions staff have with children about risks. They use innovative and enjoyable ways to engage children in these discussions. This educational approach helps children to learn about how to keep themselves safe.

Managers and staff encourage a balanced approach to risk. Children are helped to gain independence and develop the confidence to be able to cope with challenging situations. This positive approach has helped children to make progress with online safety, relationships and independent travel using public transport.

The effectiveness of leaders and managers: outstanding

The management and senior staff have a wealth of experience in caring for children. The manager is ambitious about the quality of care children experience. She is committed to ensuring that children have positive outcomes and achieve their full potential. This aspirational vision is embedded in the goals for the whole staff team.

The manager supports and values her staff. The staff feel appreciated and listened to. Staffing levels are sufficient, and any shortfalls are covered by staff and the manager to ensure that there is consistency of care for the children.

Staff receive regular high-quality supervision. The manager ensures that staff reflect on their practice and discuss the children's needs and progress. The manager uses team meetings and supervision to disseminate information and training to promote safeguarding. The children benefit from the care they receive from a supported and well-informed staff team.

The manager shows professional curiosity when children's behaviour is not fully understood. She embraces a multi-agency approach and is proactive in seeking support from specialist services with expertise to inform planning for the child's care and managing the risks to children. This strong partnership working ensures that children are better protected, and they make exceptional progress because they are receiving the right support.

There are strong audit and monitoring tools in place to track and review the quality of care for children and the risks to children. The manager has excellent oversight of the progress the children are making. Records are exceptional in showing tracked changes in relation to the risks to children and to the progress children make. This means that identified shortfalls are swiftly addressed in order to maintain the high standard of care provided for the children.

The manager ensures that staff have the knowledge and skills to meet the needs of the children. She sets high expectations for staff practice and there is an importance placed on staff development. The manager ensures that staff have access to resources and training that help them to understand the theory that underpins their practice. However, the written document about the training staff have completed is not clear and does not always demonstrate that staff have completed training in line with the home's statement of purpose.

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

Recommendation

- The registered person should have a workforce plan which is updated to include any new training completed by staff while working at the home and used to record the ongoing training and continuing professional development needs of staff, including the home's manager. The record of the training that staff have completed should be clearly recorded. This should include all sources of training. The plan should record clearly where training has been completed within the timescales in line with the home's statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: SC018241

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: Dawn Jackson

Inspector

Rachel Webster, Social Care Inspector

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