

SC018241

Registered provider: Dove Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home accommodates up to four children or young people of either gender who may have emotional and/or behavioural difficulties. The home can accommodate children or young people of any age; normally they are between 12- and 18-years-old. The admission process is robust and includes the completion of a shared-living risk assessment, which allows the children and young people's needs to be carefully matched with co-residents. The home endeavours to ensure that a warm homely environment is created to inspire children and young people to feel safe and secure.

The manager was registered in October 2018; she has a great deal of experience and holds level 4 and 5 diplomas in leadership and management.

Inspection dates: 21 to 22 January 2020

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: 7 August 2018

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/08/2018	Full	Outstanding
08/08/2017	Full	Outstanding
06/03/2017	Interim	Improved effectiveness
20/12/2016	Full	Outstanding

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

Statutory requirements

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

Requirement	Due date
The registered person must compile in relation to the children's home a statement ('the statement of purpose') which covers the matters listed in Schedule 1. (Regulation 16 (1)) Schedule 1 – Matters to be included in the statement of purpose Protection of children a description of the home's approach and surveillance of children and details of the home's approach to behavioural support, including information about— the home's approach to restraint in relation to children; and how persons working in the home are trained in restraint and how their competence is assessed. (Schedule 1, 16 and 17)	31/01/2020

Recommendations

- As part of reviewing and revising where appropriate the Statement of Purpose (regulation 16(3)(a)), the registered person should review and update the children's guide as necessary, and make sure children are given an explanation of any changes. ('Guide to the children's home regulations including the quality standards', page 23, paragraph 4.23)

In particular, amend the children's guide to reflect the current children's commissioner and that the format of the children's guide is reviewed and amended.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people receive consistently high-quality care from a committed and dedicated staff team. The young people have grown up and been cared for by the same staff throughout their time at this home. This has enabled the young people to form positive attachments, which for some have been life-changing. The young people have made sustained improvements in many aspects of their lives relative to their starting points.

The staff and manager work as a team and have ensured that young people have stability of care based on their individual needs and vulnerabilities. Placement disruption is very rare. Young people start and end their time at this home positively with many remaining in regular contact. The manager said: 'Sometimes you only see the positive impact you have had on the young person's life after they have left the home. Seeing them make a success of their lives is such a joy.'

Education is given high priority. The staff and manager have a clear understanding of the barriers to learning that face the young people in their care. They have worked very closely with education providers and the virtual school service to break down those barriers. Staff make special efforts to ensure that young people attend school and have the appropriate support to achieve academically relative to their starting points. One young person who previously did not attend school regularly has, since living at the home, attended the company school, achieved 100% attendance and acquired certificates in maths, English and information technology.

Young people engage in a range of activities that meet their health, social and educational needs. They go on holiday abroad, attend their school proms, have regular day trips and spend weekends at the home's caravan. Fundamentally, they have the same opportunities and experiences that are available to all young people. One young person said: 'They have done so much for me and I can't thank them enough. I have not been easy at times.'

Consultation and engagement with the young people is ongoing and the approach is relaxed, open and informal. The home's environment reflects warmth and engagement; having fun and lots of laughter is a shared experience.

Young people's contact with family is promoted and encouraged. Relationships have been developed and nurtured and parents feel well supported by the staff and the manager. This has resulted in two young people returning home. Staff have continued to offer well-structured outreach and support that promote and continue to monitor the well-being of the young people. A parent said: 'All the staff have been brilliant, very helpful and supportive, and they give us lots of advice.'

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

Matching and shared-living risk assessments are impressive and really capture the individual risks and vulnerabilities of the young people when considering new admissions. The staff and manager are acutely aware of the effect that new admissions have on one young person and have taken advice and support about managing this. This has resulted in improvements in behaviour but, more importantly, a greater understanding of the potential triggers. Strategies to reduce negative and aggressive behaviour have seen a much better equilibrium in the home.

Individual behaviour management plans and risk assessments underpin the high-quality and innovative practice that takes place. Focused sessions and records of communication are both pre-emptive and address issues as and when they arise. The young people are better protected as a result. One young person who came to live at the home with a history of going missing and criminal exploitation has since turned his life around.

Close working relationships are a key strength and have been developed with professionals from a range of services and statutory agencies. The manager and staff are quick to challenge when information is lacking or when decisions are made that are not in the young people's best interests. This advocacy approach clearly drives a message to the young people that staff want the best for them.

The reduction in physical interventions since the last inspection is testament to the progress the young people have made in managing their aggression. The work undertaken by staff and the engagement with specialist support have helped the young people to regulate their emotions in a much more positive way.

The effectiveness of leaders and managers: outstanding

There have been no staff changes since the last inspection. Movement of staff has been infrequent, and staff report that they enjoy working at the home. This indicates the loyalty and steadfastness of the staff and contributes to the stability of the home, giving the young people a real sense of belonging.

Staff and the young people have the added advantage of being led by an inspirational and highly motivated manager and deputy manager. They complement each other in their style of working. The manager is very hands-on, skilled and experienced. She has a nurturing approach and her rapport with the young people has a calming influence.

Research and good practice guidance, in areas such as attachment, self-harm and restorative practice, upskill the staff and in turn lead to better outcomes for the young people. The young people are more able to take responsibility for their actions and learn from this, helping them to behave in a more socially acceptable way.

Staff are exposed to a range of training opportunities through a combination of online and face-to-face learning. Staff receive high-quality, reflective and regular individual and peer supervision. They are given additional roles and responsibilities as champions that

enhance their professional development. As a result, staff are well supported and confident in meeting their responsibilities.

The oversight of the manager and her deputy is explicit throughout the home. The comprehensive and child-centred records and quality-assurance processes give a clear insight into the smooth running of the home. The manager is well respected by her staff team, and morale is high.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 170 Southgate, Pontefract, West Yorkshire WF8 1QJ

Responsible individual: Barbara Whittaker

Registered manager: Dawn Jackson

Inspector

Cath Sikakana: social care inspector

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