

# SC018241

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 operated by a private company. It provides care for up to 4 children who may experience social and emotional difficulties.

The manager registered with Ofsted in October 2018.

Two children were living in the home at the time of this inspection, and the inspector spoke with them both.

### Inspection dates: 27 and 28 January 2026

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| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>outstanding</b> |
|-------------------------------------------------------------------------------------------|--------------------|

|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

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:** 11 March 2025

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 11/03/2025      | Full            | Outstanding          |
| 07/02/2024      | Full            | Outstanding          |
| 06/03/2023      | Full            | Outstanding          |
| 09/02/2022      | Full            | Outstanding          |

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

The staff show unwavering support and dedication to caring for children through the most challenging times. Professional comments about the children's care included: 'We were both incredibly impressed with the level of compassion and care offered by those working at the home. They would go above and beyond in their support to [child's name].'

Staff spend quality time with children, helping children to form excellent relationships with them. This time together helps the children to share their wishes and feelings. Staff take the time to listen to children's views and help them to achieve their future goals. This investment in children helps them to feel a sense of belonging and respect.

Children make excellent progress in managing personal health issues. Staff work with medical professionals to ensure that the right care strategies are in place. The progress helps children to feel confident, and it improves their physical and emotional wellbeing.

Staff work closely with a range of specialist professionals to support the children's emotional wellbeing. The organisation's therapist provides staff with valuable support. This support allows staff to reflect on their practice and identify new and individualised ways to support the children. When children experience extreme crisis, the staff work with external specialists to ensure that they are delivering care to meet children's changing needs.

Children enjoy an extensive range of activities. Staff are committed and proud to provide new and exciting opportunities that broaden and enhance children's life experiences. Trips include caravan holidays, special celebrations, trips out for meals and desserts, and visits to flight simulators.

Children's moves on from the home are thoroughly planned. Children receive individualised support, encouragement and reflective discussions to help ensure they that they are well prepared for their move. Children are helped to develop safe support networks beyond the home. As a result, they know how to access help and services when needed. In the rare event of an unexpected move-on for a child, staff do all they can to help the child's move go as smoothly as possible. When children are leaving, they benefit from personalised letters and a well-crafted memory book that celebrates their achievements and helps them to remember their special memories here.

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

The staff follow children's risk assessments and safety plans. They are quick to take action to manage and reduce risks. Staff use a range of strategies to try and redirect behaviours before a crisis starts. Physical intervention is used as a last resort. When it is used, it is only low-level guidance for the minimum time necessary.

To promote positive behaviour, some children choose to have personal goals to work towards. Staff help children to take small steps that lead to big achievements. When children succeed in everyday events, for example having a positive week at school, children are naturally rewarded to celebrate their success. Other incentive schemes, such as 'Wow Moments', also help to promote positive choices and achievements.

The children learn how to keep themselves safe. The staff create personalised sessions, and they devise innovative packages of child-friendly information that help children to learn. The sessions children benefit from include work about safe relationships, stranger danger and online safety. Children make excellent progress and learn how to recognise risks, which helps to promote their independence.

Children rarely go missing from the home. When they do, the staff are quick to follow missing-from-home plans to help them find children as quickly as possible. The staff make calls to the children's friends and family; they go out looking for children and they work with the police to try and locate them. After a missing event, children benefit from return home interviews. The interview helps to gain information to reduce future risks.

Staff take immediate action when they become aware of risk to children, for example risks and concerns in the local area. They research the risks and work with specialist police professionals to help them gather information. If they think children may be visiting the area, they go the extra mile to regularly visit the area themselves. They put additional safety measures in place to make sure that children are safe.

### **The effectiveness of leaders and managers: outstanding**

The registered manager and deputy manager work closely together. They are positive role models who lead the team by example. They are extremely dedicated to achieving the best outcomes for children. No matter how hard things get, even in times of crisis, they stick by children and make sure their best interests are promoted. The staff team mirrors this approach. One professional said: 'The managers were clearly pivotal to the level of resilience displayed by their staff during a very tricky time. Their calm steadfastness and warm presence offer their team a supportive foundation with which they are empowered to do their very best by the children in their care.'

The registered manager is extremely reflective. She knows the strengths of this service and the areas she wishes to develop. When situations do not go to plan, she creates a review to analyse events and practice to see where improvements can be made to help the children moving forward.

The staff feel extremely well supported by the managers. They report feeling that they can talk to them any time. The staff have regular, reflective supervision sessions. The sessions ensure that they are confident to carry out their role, and the sessions help to identify any support the staff may need.

Staff receive an excellent range of training. They also benefit from research-based learning around children's specialist needs. This research provides staff with a deeper understanding of individual children's needs, and it helps to provide innovative strategies to support them. As children's needs change, staff training is routinely developed. However, despite staff receiving initial ligature training, the provider has not routinely updated their training offer, or protocols, for the management of ligatures and ligature cutters. Staff were knowledgeable about the children's current self-harm risk and managed incidents effectively.

The managers have an excellent network of professionals they work with. This ensures that children get the support they need, when they need it. Agencies they work alongside include the youth offending team, specialist mental health services, medical professionals and schools. One professional commented, 'The managers attended every external professional meeting as active participants, with the best interests of the children at the heart of what they offered. They have a passion that I have rarely experienced from other settings.'

Managers' monitoring systems provide an effective tool to help them to monitor all aspects of children's progress and the overall running of the home. Clear evaluation outlines next steps to make sure that children continue to make excellent progress in all areas of their development.

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

### **Recommendation**

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. In particular, the registered person should ensure that there are clear plans in place for the management of ligature risks. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

### **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, Hanbury Road, Stoke Prior, Bromsgrove, Worcestershire B60 4AD

**Responsible individual:** Leanne Smith

**Registered manager:** Dawn Jackson

## Inspectors

Jamie Richardson, Social Care Inspector

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