

SC057703

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 is owned by a private company. The home provides care and accommodation for up to two children or young people who have emotional and/or behavioural difficulties. The home can accommodate children and young people of any age; normally they are aged between 12 and 18 years old. The admission process is robust and the children and young people's needs are carefully matched with co-residents through shared living risk assessments. This ensures that the placement is in the best interests of the children or young people.

The manager has been registered since March 2019 but has worked at the home for a number of years. The manager is in the process of completing his level 5 diploma in leadership and management.

Inspection dates: 26 to 27 November 2019

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: 31 July 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/07/2018	Full	Good
03/10/2017	Full	Outstanding
23/03/2017	Interim	Improved effectiveness
31/01/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

The young people who currently live at the home are making steady progress, in most aspects of their lives, relative to their starting points and length of time in placement. This is because they are benefiting from clear boundaries, consistency of care and stability in their lives.

The staff work hard at building purposeful and sustainable relationships with the young people. The young people can rely and depend on the staff in supporting them in all aspects of their lives. Where disruption and change are often a feature for the young people, at this home they benefit from having 'grown up' in the care of the same staff team.

Young people have the capacity to engage well in education and vocational training. For one young person, taking that next step has been a challenge. Staff make every effort to understand the barriers and have offered support in writing a curriculum vitae, filling out application forms, giving interview guidance and help to complete online training to complement their existing qualifications. Equally, staff continue to work tirelessly with one young person's school to improve their attendance.

Staff support young people to keep in touch with family members and significant others. Parents are made to feel welcome and included in day-to-day decisions. Family relationships are nurtured, and parents reported excellent communication from staff. They have helped young people to strengthen relationships and improve the quality of contact they have with the key people in their lives.

Young people have a voice in the home. Their views matter and young people are listened to and supported to attend all relevant meetings. Young people feel they can influence decision making in their day-to-day lives. One young person will be moving on soon, and despite some 'teething problems' has successfully engaged in a housing project and developed independence skills.

The culture and atmosphere in the home is very warm and nurturing. Both young people are relaxed in their surroundings and do enjoy one-on-one time with staff. Motivating the young people at this current time is an area of challenge and the staff are using incentives to good effect.

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

Young people are safe at this home. Staff recognise the risks that young people are vulnerable to and take sufficient steps to prevent unsuitable people, or people who would seek to exploit them, from contacting them. All friends, associates and boyfriends are vetted, and checks are undertaken. If necessary, staff follow young people to ensure that they remain safe.

Staff recognise the triggers which cause young people to engage in self-harm. They are skilled and experienced in direct work with the young people and, if necessary, referrals have been made for therapeutic support. This means that incidents have reduced in frequency and intensity.

The two young people living at the home do not have a history of going missing and this continues to be the case. The manager and staff are mindful that this could change. In preparation, they have well-established links with the local police officer who visits the home every week.

All staff are trained in physical intervention, but such methods have only been used on one occasion since the last inspection. This is as a direct result of consistent early intervention to defuse challenging situations. The use of negotiation and consistent messages and deflection has helped young people to learn appropriate ways of expressing themselves.

Staff have an excellent understanding of the complex needs of the young people, their physical and emotional health and how these are interrelated. They are skilled at managing and knowing the difference between non-epileptic and epileptic seizures. This ensures that the young people receive the correct response and the most appropriate care. The manager has gone above and beyond in accessing specialist advice and support for the young people.

The effectiveness of leaders and managers: good

The manager is an effective leader who is supported by a committed staff team. He is child focused. Staff feel valued and share the manager's vision to improve the life experiences of young people.

The staff team benefits from regular supervisions and team meetings, and for any new staff there is a thorough induction process in place. Staff are exposed to a range of training and development opportunities. This ensures that they are well equipped to meet the individual needs of the young people.

The home has a sufficient number of staff. Staff retention is a key strength, with some having over 20 years of experience. Staff have a broad range of experiences and skills to meet the everyday challenges of caring for young people.

Procedures are in place to ensure that relevant professionals and agencies are kept updated and informed. The manager has good links with community resources, schools, colleges and specialist services. These connections not only provide the young people with a range of opportunities, they also support inclusion and acceptance.

There is effective multi-agency working and communication. Recording activity is up to date and relevant. It underpins the strategies in place to safeguard the young people and the work being done to promote positive outcomes.

The manager uses a range of monitoring systems to strengthen and improve practice. These systems include independent reviews on the quality of care, stakeholder and professional feedback and consultation with the young people. This contributes to and complements the manager's internal auditing processes.

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: SC057703

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: Anthony Haigh

Inspector

Cath Sikakana: social care inspector

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