

SC064934

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

One child was living in the home at the time of this inspection, and they were spoken with by the inspector. Two children had also moved on from this home.

The manager registered with Ofsted in August 2019.

Inspection dates: 4 and 5 November 2025

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: 12 November 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2024	Full	Outstanding
03/10/2023	Full	Outstanding
11/01/2023	Full	Outstanding
15/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Exceptionally thoughtful planning helps children to move in and out of this home positively. When children move on, every step is thought about to make sure the child's move goes smoothly. When children move back to their families, the staff ensure that everyone is well prepared. Staff put extra support in place to ensure that families are confident and prepared before the final move. This attention to detail ensures that children are well prepared for the next stage of their lives. One parent said, 'Staff have been amazing, it has been a home-from-home. They stuck with us, and our relationship and bond will continue.'

Staff are extremely committed to understanding children's complex needs. They invest time getting to know children well. They then tailor children's care around their favourite things. This investment in children helps them to feel a sense of value and belonging. The quality time staff and children spend together helps them to build relationships built on trust. For some children, trusting adults in their life is a first-time experience.

Children's emotional well-being improves due to the unwavering support from staff. Access to specialist services further enhances the support children receive. An external therapist and the provider's in-house therapist help staff find innovative ways to support children through very challenging times. In addition, specialist crisis mental health professionals are drafted in to provide additional support to help children through difficult periods of their life.

Staff help children to focus on learning. For those children who cannot access education, staff work very closely with school staff to make sure children are preparing for their return to education. One education professional said, 'The manager has worked alongside us so well. They work seamlessly to support [child's name] in education.' Small steps are big achievements for children. In-home tutors are gradually introduced alongside individualised daily timetables and innovative activities that are delivered by staff. This provides structure and routine to children's day, preparing them for their return to school.

Children take part in a range of activities that enhance their social skills and confidence. For some children who struggle to access the community, this is a big step. Favourite activities for children include trips to the local wildlife park and cinema. Staff celebrate the children's achievements, which helps children to feel proud of themselves. Children's happy memories are captured in personalised journey books that provide a reminder of all their positive memories and achievements.

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

Staff use their positive relationships with children to support them during challenging times. The manager is constantly researching positive ways to support individual

children's needs. The strategies she identifies, alongside the therapist's advice, feed into children's risk assessment and plans. The staff follow the positive and unique strategies to help children in crisis. Due to the consistent approaches, children feel safe and incidents are reducing. On the rare occasion that physical intervention is needed, it is used at the lowest level for the shortest time necessary. Following these incidents, there is a thorough review of practice. This reflection helps staff to learn from events, and it reduces future risks.

Focused-work discussions with the children help them to recognise risk. The work is very carefully delivered by the staff at a level the children understand. The children learn how to keep themselves safe at home and in the community. Topics they learn about include fire safety, staying safe online and road safety.

The staff carry out a range of training that helps them to understand the risks to children. This training covers wider risks to children in the community, such as exploitation, bullying, cyber security and knife crime. Staff know how to report safeguarding concerns and feel confident to do this to keep the children safe.

Children have occasionally gone missing from the home. Staff are quick to follow missing-from-care protocols. They make constant efforts to go out looking for the child. The staff ring family and friends to try and locate the child as quickly as possible. The staff understand the importance of sharing information with professionals, such as the police, to help locate the child to keep them safe.

The effectiveness of leaders and managers: outstanding

The registered manager actively leads by example. She has high expectations of staff to ensure that they provide the very best and consistent care for the children. She shows drive and commitment to supporting children through the most challenging times. The registered manager is well supported by a deputy manager, who mirrors this approach. One professional said, 'They have committed to children from the start, they are not giving up. They go above and beyond to put children first.'

The registered manager is a strong advocate for the children. She voices her concerns and, where needed, she escalates challenges to senior leaders and other involved professionals to make sure children's views are heard. The registered manager ensures that children have access to independent advocacy services to make sure professionals listen to children's wishes. As a result of this action, children's views shape their future.

The staff carry out a range of training to ensure that they understand the children's needs. The registered manager continually seeks new and inventive ways to help staff to support the children. The registered manager uses team meetings to further enhance staff's knowledge. She uses research to help staff understand what the children require. In addition, this provides a discussion space for staff where they take the opportunity to explore deeper learning. The strategies they develop feed into children's care and plans.

The staff feel exceptionally well supported by the registered manager. One staff said, 'I am really well supported, personally and at work. They are brilliant. I can talk to them anytime.' The staff receive regular and reflective supervision sessions that focus on children's needs and plans. Yearly appraisals celebrate staff's work. They provide a space to help staff reflect on their year and set targets for their future.

There are established and detailed managers' auditing processes in place. The processes pay attention to detail and ensure that the managers are aware of the strengths of the service, and they help them identify future developments. Where development is identified, there is no delay in making change.

The service is operating in line with its statement of purpose. Children are provided with high-quality individualised care. The care is delivered by a committed management team that supports staff, so they are not fazed by challenges and strive for the best outcomes for children.

No requirements or recommendations were raised at this inspection.

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: SC064934

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: Stacy Cooper

Registered manager: Lisa Sykes

Inspectors

Jamie Richardson, Social Care Inspector

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