

SC355755

Registered provider: Dove Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. The home is registered to care for up to two children who may experience social and emotional difficulties. There is currently one child living at the home.

The home was registered with Ofsted on the 14 June 2007. The manager has been registered with Ofsted since 29 July 2020.

Inspection dates: 1 and 2 August 2023

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 **requires improvement to be good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 21 September 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2022	Full	Good
19/05/2021	Full	Good
24/04/2019	Full	Good
23/10/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make progress here. They experience stability from staff, which allows positive relationships to flourish. Staff know the children well and have a good understanding of their needs and most of the time deliver the care that children need.

Education is prioritised, children are encouraged to have high aspirations. One child achieved 93% attendance in school, despite moving schools mid-term and facing other challenges. Both children were supported to complete their exams and are looking forward to college in September. These achievements are celebrated, which helps children to feel proud and improve their self-esteem.

Children are encouraged to be healthy. One child's dental health has significantly improved since they moved into the home. Positive self-care routines are implemented and maintained, which supports children to increase their independence. However, some actions arising from children's health assessments have not been actioned.

Staff identify and advocate for specialist support in line with children's arising needs. Children are supported to develop healthy ways to manage feelings of distress and seek staff support when in crisis.

Children are supported to maintain meaningful relationships with their families. Staff work closely with social workers to make sure that children can see and be in contact with people who are important to them.

The home is modern, welcoming and homely. The communal areas are personalised with photos. This supports a homely atmosphere.

When children move out, they are supported by staff in a way that promotes a positive ending. Staff take children to visit where they are moving to. This ensures that children feel valued, and it models the importance of maintaining positive relationships.

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

Staff use therapeutic support from external agencies effectively. When children have behaviours that worry staff, these are reflected on and actions ensure that children are supported and not negatively labelled.

Staff utilise their relationships with the children to help de-escalate situations and support them with their feelings. This promotes positive behaviours and means that physical intervention is not used.

Information in risk assessments is repetitive. This means it is not always clear what actions staff should take to keep children safe. Risk assessments are not reviewed regularly in order to consider if risks have reduced. This has led to risk-averse practice.

Children feel safe in the home and can identify trusted adults they can talk to if they are worried. Children do not go missing from care often. When they do go missing, staff follow plans to ensure that action is taken to keep them safe. Children are offered independent return home interviews to follow up on any actions that may arise.

Staff are employed following a safe recruitment process. Only one staff member has left and one started. Agency staff are not used. This ensures consistency in the support provided to children and helps with positive relationships.

Staff understand their roles and responsibilities in recognising and responding to safeguarding concerns. Staff feel confident in raising concerns and understand whistle-blowing procedures.

The effectiveness of leaders and managers: requires improvement to be good

The manager is suitably qualified and experienced. She has good relationships with the children and staff.

Staff feel supported by the manager. They receive regular supervision. However, it is not consistently reflective and does not offer challenge when needed. This does not promote growth and development of staff.

The manager does not yet have good oversight of children's records. This prevents her noticing issues with staff practice and means she misses opportunities to embed therapeutic parenting within the team. This results in inconsistent parenting by staff.

Some staff have still not completed their requisite level 3 qualification within the time frame specified in the children's home regulations, despite this being a requirement from the last inspection.

Team meetings are regular and well attended. However, the minutes do not accurately reflect the meeting. Actions arising from the meetings are not allocated to specific staff, and the manager does not review them to ensure that agreed actions take place.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(e)(f)(h)) In particular, the registered person must ensure that they have relevant oversight of the day-to-day workings of the children's home and form an evaluation of staff practice which informs staff development and they must ensure that actions arising from team meetings are followed through. In addition, they must ensure that staff are appropriately supported through supervision in order to reflect on their practice, and that they are appropriately challenged when needed.	2 October 2023
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—	1 March 2024

the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or

a qualification which the registered person considers to be equivalent to the Level 3 Diploma.

The relevant date is—

in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or

in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4) (a)(b) (5)(a))

In particular, the registered person must ensure appropriate progress of staff who are yet to achieve the qualification. This is to be achieved by the date set out in the registered person's action plan.

Recommendations

- The registered person should make sure risk assessments for children are reviewed regularly and amended when risks change so as not to become risk averse. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.7)
- The registered person should ensure that where children have specific health needs identified within their health assessment, this is addressed within their care plan. This includes taking relevant vitamins. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.10)

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: SC355755

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: Vicky Cawthorne

Inspectors

Joanna Beal, Social Care Inspector

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