

SC355755

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 company. It provides care for up to two children who may experience social and emotional difficulties.

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

The manager registered with Ofsted in September 2024.

Inspection dates: 1 and 2 September 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: 22 October 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/10/2024	Full	Good
01/08/2023	Full	Good
21/09/2022	Full	Good
19/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children are thriving because of the consistently high quality care that they receive. Children are progressing in all areas of their lives because of the structure, routine and nurture that they receive from staff. Staff have been effective in guiding children away from offending behaviours and children's involvement with the youth offending team is being stepped down.

The registered manager provides oversight of children's care and education. Her frequent and clear communication with staff and education professionals results in seamless transitions for children between home and school or college. Children invest in their education and are proud of their achievements. The registered manager has high aspirations and children are achieving well, including having exceptional attendance, sitting GCSEs and transitioning to college.

Children develop trusting relationships with the staff. Through patience, consistency and genuine care, staff are able to build positive and nurturing relationships with children, overcoming the barriers created by previous negative adult relationships. Staff benefit from research-informed guidance that informs their assessments of children and their approach to their care. Children receive individualised care from staff, who work tirelessly in the home to respond to children's changing needs.

Children live in a welcoming home where their individual needs are continually considered by staff in the creation of a well-maintained home. Children have access to toys and games and outdoor space that encourage their engagement and play. The registered manager is dedicated to helping children develop and maintain their identities. For example, she ensures that festivities that are important to children are celebrated and that the home is decorated accordingly.

The registered manager overcomes obstacles for children who live a distance from their family home. Families are supported to maintain contact when it is in the child's best interest. Families are made to feel welcome when they visit their children in the home.

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

Children are helped and protected effectively. The registered manager works collaboratively with the home's therapist to comprehensively understand the vulnerabilities and risks for children. She is involved in strong multi-agency partnership working which ensures that the right services are in place to support children to progress from their starting points.

The registered manager oversees therapeutic practice that is well embedded in the home. Staff carry out responsive and focus-work sessions with the children. They use their relationships to have child-focused, detailed, and at times difficult conversations.

Children describe being helped by these focused discussions, because they help them to develop greater self-awareness.

When children are planning to move into the home, the registered manager completes a detailed review. The registered manager assesses and evaluates the appropriateness of the placement for the child and the potential impact for other children living in the home. Furthermore, the registered manager reviews this after the child moves in to ensure that children continue to be helped and protected effectively. This results in children moving successfully into and on from the home.

Children's assessments and plans provide staff with comprehensive strategies and guidance to protect children and others. Children's plans are reviewed in line with their circumstances and needs. Staff educate children about risk and help them in finding alternative strategies to de-escalate situations. This significantly reduces risk and improves children's ability to keep themselves safe. Children do not go missing from the home, but staff spoke confidently about the home's safeguarding and missing-from-home policies and how they would respond to concerns if a child was missing.

Children rarely receive a consequence following inappropriate behaviour. The registered manager encourages restorative practice, helping children to learn how to repair relationships with each other and staff.

Children are supported by staff to develop skills to use public transport, the internet and mobile phones safely and confidently. This prepares children to be independent, responsible, knowledgeable and equipped to manage these freedoms safely.

The effectiveness of leaders and managers: outstanding

The registered manager and deputy manager are confident leaders who have the highest ambitions for the children. They lead by example, modelling focused and nurturing interactions with staff and children. The registered manager communicates effectively with her senior leaders, and this provides an additional layer of management oversight. As a result, the operation of the home and quality of care provided to the children are exceptional.

The registered manager knows the staff's strengths and areas for development. She welcomes feedback when reviewing the development of the home and promptly addresses any shortfalls identified through internal and external audits or inspections. The registered manager embraces every opportunity to further develop childcare practice.

The unanimous feedback from staff was that they feel 'supported' and 'inspired' by the managers. Staff said that the home is a lovely place to work. The registered manager encourages opportunities for reflection, including during staff handovers and team meetings. The therapist also provides group and individual support to staff. As a result, staff feel valued and able to manage the role, which can be emotionally challenging at

times. Children benefit from the staffing stability and sufficiency that supports consistency in their care.

The registered manager has high aspirations for all staff. She encourages internal progression and leadership development opportunities. The registered manager oversees staff performance through carrying out regular supervision sessions and performance appraisals.

The provider's model of care is embedded through children's care plans, as well as individual sessions and discussions with staff. Staff training is enhanced by activities that allow them to build on their learning in areas such as contextual safeguarding and exploring practical ways to build relationships, trust and resilience with children.

The registered manager develops secure partner relationships. Children's social workers, schools and the therapist all confirm that there are strong working relationships based on regular and effective communication and information-sharing. The registered manager promotes working together to ensure that children are getting the best care and opportunities for their futures. This provides the registered manager with the confidence and credibility to advocate for children and challenge the decision-making of others. The registered manager has been instrumental in improving children's experiences.

No requirements or recommendations have been 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: 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: Leanne Smith

Registered manager: Lisa Sykes

Inspector

Rachael Lewis, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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