

SC471178

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. It offers care for up to five children who may experience social and emotional difficulties.

Two children were living in the home at the time of this inspection. Both children were spoken with during the inspection.

Inspection dates: 6 and 7 August 2024

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

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

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: 12 June 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2023	Full	Good
13/09/2022	Full	Good
01/02/2022	Full	Good
05/11/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children live in a fun-filled, creative home where they are supported to build trusting and warm relationships with staff. One child said, 'There is no better place for me to be right now. Staff listen to me a lot. They respect me 100%.'

Children experience individualised and sensitive care, which enables them to make significant progress. Research-informed practice is threaded throughout the home, which informs staff practice and benefits the lives of the children. Staff are always available to children to ensure that their needs are met. Additionally, there are numerous tools to support children to understand their journey. This includes easy-read versions of care plans and colourful monthly progress updates. Children in this home are partners in their care.

Staff are aspirational and nurturing. They help children to make excellent, sustained progress with their social, emotional, and mental health needs. Support and learning is imaginative and meets the children's individual needs. One child, for whom communication can be challenging, composes songs and rhymes with the staff. These songs aid the child's understanding and learning. Social stories are also used to empower children. Children are flourishing, happy and confident in the home.

Children make good progress with their education. Staff advocate for children and offer guidance, support, and incentives. As a result, children make excellent progress from their original starting points. One child, who found school distressing, would often decline to attend. With consistent support from staff, they are now achieving full attendance. Staff work very closely with professionals to share concerns and achievements. The experience of living in the home significantly enhances children's life chances.

Children are supported to take risks appropriate to their age and level of understanding as part of their development. Staff have used a stepped approach to enable one child, who became quickly frustrated with technology, to manage their emotions. This progress has meant the child now has their own mobile phone. This offers the child an additional way to communicate with others and speak with their family independently.

Feedback from professionals is overwhelmingly positive. Staff were described as consistent, positive, and thoughtful. For one child, who had recently experienced a significant life event, the support from the staff was described as amazing. The child described the staff support as 'really, really good.' The child also said, 'It was unconditional; I was never judged.' Another child commented on how well staff support distressed or emotional peers in the home.

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

Children have a trusted adult they can talk to about any concerns. Staff have meaningful conversations with children. They are helped to communicate their feelings and understand and manage their emotions. Staff are consistently responsive to the children's needs. They quickly adapt their approach to reduce the impact of change and alleviate anxiety. Staff successfully use de-escalation and distraction techniques and very rarely need to physically intervene to keep everyone safe. Children show a sense of security and safety in their discussions with staff and seek them out for comfort. One child said, 'I always feel safe here.'

Children at this home very rarely go missing from the home. Missing-from-home protocols are clear and detailed, and direct staff to the right course of action. Responsive and attentive staff support, and a homely environment, reduces the likelihood of children going missing. However, staff understand the risks posed to children should this occur.

The home is a calm and safe environment for children to live. Risk assessments are regularly reviewed. Care plans and strategies are in place to keep children safe. The careful recruitment of new staff prevents unsuitable people from being recruited. Children are kept safe from harm.

When children make allegations, the right action is taken. The right people are spoken with, and information is shared with the appropriate authorities. Children are supported with any concerns by professionals. However, the outcome of one allegation was not recorded and the child had not received any feedback.

The effectiveness of leaders and managers: outstanding

The manager of the home is highly ambitious for the children in his care. He advocates strongly for children and ensures that the right people are involved in their lives, including family and friends when appropriate. There is a drive and expectation that children will achieve their full potential and the support that is in place enables children to have fun, is nurturing and highly individual.

The manager is a strong role model and has high expectations of himself and the team. Regular research-based staff meetings and supervision sessions that enable staff to develop and learn are valued. Children are the focus of the meetings. One member of staff emphatically described the personalised support they have received from the manager. Staff speak very positively about the manager and the deputy manager. Staff said they work very well together and have a wide range of skills and strengths. Staff are supportive of each other. The culture in the home is one of support and learning and staff are happy in their roles.

Leaders and managers have excellent working relationships with partner agencies and schools. These relationships ensure the best possible care, experiences, and futures for children. There is strong liaison with schools, and strategies and good practice are shared. The manager is creative and innovative in his approach to meeting children's needs. Children are given every opportunity to communicate their needs, wishes and feelings. Children at this home are heard.

Children are supported by highly skilled and effective staff. The training, skills and experience of the staff are comprehensive, and reflect the needs of the children. When new risks or concerns are identified, the manager ensures that staff have the support, knowledge, and skills to respond. When children may benefit from additional information on topics such as sexual health, they are included in team training sessions, where appropriate.

Close working links to external support agencies and resources aid staff knowledge and their continual learning. A significant person in the life of one child said, 'The staff are doing everything they can to support my child.'

The home is welcoming, homely, and calm. The decorations and furnishings are reflective of a comfortable family home. The manager has ongoing development plans for the environment, which is safe and well-maintained. The management monitoring of the home is thorough and organised, and any issues are dealt with immediately. Management audits and reviews are used effectively to enable the manager and staff to make ongoing improvements to further enhance the lives of children in their care.

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

Recommendation

- The registered person should ensure that any allegation of abuse is addressed in line with the home's child protection policy. ('Guide to the Children's Homes Regulations, including the quality standards,' page 44, paragraph 9.17)

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: SC471178

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: Ryan Lauder

Inspector

Jo Cansfield, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024