

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 by a private company. It provides care for up to five children who may experience social and emotional difficulties. Three children were living in the home at the time of this inspection, and two children were spoken with.

The manager registered with Ofsted in March 2024.

Inspection dates: 24 and 25 June 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: 6 August 2024

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/08/2024	Full	Outstanding
12/06/2023	Full	Good
13/09/2022	Full	Good
01/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children benefit from being cared for by staff who are committed, child centred and demand the very best for children. Staff provide exceptional care to children in a warm and nurturing environment. Children continue to flourish, be confident and make excellent progress. One staff member said, 'We shower children with positivity to help improve their self-worth.'

Children continue to make exceptional progress in all aspects of their lives. Children have made remarkable progress in their ability to manage their own emotions and mental health. Children also make sustained progress in their education, and their success is celebrated and incentivised. Staff naturally use words to describe the children such as 'brilliant' and 'special.'

Children experience warm, trusting relationships with staff. There is music and laughter in the home. Staff show positive regard for the children's needs and wishes, and the interactions between children and staff are fun-filled. Children's rights are respected and promoted, irrespective of the complexity around the child's wishes. Children choose a wide range of creative social and recreational activities, including singing lessons, bike rides and other social activities that the children thoroughly enjoy, such as escape rooms. These experiences help to build the children's confidence and skills.

Staff support and encourage children to fully participate in meetings, where their views and wishes are paramount. Individual discussions show how staff continue to talk to children about relevant issues and concerns. There is substantial evidence that these chats are influential in contributing to changes in children's behaviour. Children are making positive choices regarding their futures because they are encouraged to succeed and be ambitious.

Staff are aware and understand the vulnerabilities and needs of each child. Excellent collaboration between internal and external professionals ensures that bespoke care is provided effectively to each child. At this home, one size does not fit all. Staff apply their learning from research and use their model of care to provide outstanding experiences for children. One child talked about not wanting to live in a children's home, but they were able to describe their experience of receiving kind, individualised care, choices, and freedoms.

Children's moves into the home are planned very well. Professionals praised the staff and managers for their commitment in ensuring children experience a positive and supportive move. Their approach has helped children and families to feel assured that they, the child, will be living in a welcoming, caring, and safe home. The home is committed to offering stability for children and it is invested in their future.

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

Children benefit immensely from receiving consistent high-quality care in a safe and secure home. Staff have an excellent understanding of the needs of the children. When children are sad or anxious, staff respond sensitively. Documented chronologies assist staff to identify patterns and trends in the behaviour of children. Emerging concerns are reviewed closely with the in-house psychologist and external professionals. There is a clear use of research and psychology support to formulate up-to-date care plans and respond to needs and risks.

Warm and reciprocal relationships between children and staff contribute to keeping children safe. Staff are skilled in the observation of the children and proactively and creatively engage children in activities that hold their interest. Staff ensure that the right people engage in supporting children, and if children decline external help, this is revisited regularly. One professional described the staff's commitment to safeguarding children as 'great.' Children's risks and episodes of conflict and distress are reducing.

Children very rarely go missing from the home or require staff to physically intervene to keep them safe. Highly attentive staff have the skills to adapt quickly to the changing needs of children. If incidents occur, there is clear and thorough management oversight. Children are helped to understand their day and their routines, and this reduces the likelihood of incidents happening. Children have numerous opportunities to share any concerns. This helps to alleviate any anxieties children may have and helps them to continue to develop a sense of safety.

Recruitment practices are safe, clear, well managed and organised. Management processes allow for professional curiosity regarding newly appointed employees. Additional questions and enquiries are asked and made when needed. Children are cared for by skilled staff who provide stability to children.

The effectiveness of leaders and managers: outstanding

Children benefit from the care and support of an exceptionally strong management team that is confident and ambitious for children. Managers are role models who inspire the staff to provide a very high standard of care for children. Managers provide consistent challenge to ensure that high-quality nurturing care is provided and are influential in making a positive change to children's lives.

The culture of the home is one of consistent positivity. Staff describe the management as 'nurturing' and 'fantastic.' The manager leads by example and plays an active part in the children's daily lives. This ensures that the best interests of the children are at the centre of staff practice. Staff said, 'Our manager's leadership enables us to provide amazing, holistic and creative care.'

The manager maintains an excellent working relationship with partner agencies. Without exception, feedback from professionals is outstanding. Professionals recognise that children receive a consistent high standard of care that is provided by staff who have an exceptional knowledge of each child. They used words such as 'amazing' and 'go above and beyond' to describe staff. Professionals said the staff speak with genuine warmth and affection about the children.

The manager's oversight of the home and the children's care is highly effective and ensures quality and improvement. They welcome and learn from external and internal monitoring and from the feedback from children, professionals, and families.

No requirements or recommendations have been made following 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: 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

Inspectors

Jo Cansfield, Social Care Inspector
Rachael Lewis, Social Care Inspector

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