

SC064454

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 privately owned and run. It provides care for up to two children. The home cares for children of any age, irrespective of gender. However, the children are normally between 12 and 18 years old.

The manager has been registered since 13 September 2021 and is in the process of completing his level 5 in leadership and management.

Inspection dates: 14 and 15 March 2023

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	good
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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: 15 February 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/02/2022	Full	Outstanding
24/09/2019	Full	Good
09/10/2018	Full	Good
01/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children receive the very best of care that is individually tailored to their needs. The manager and his staff succeed in keeping the children at the heart of everything they do. Children living at this home experience high levels of nurture and are thriving. They are making and sustaining excellent progress because of the care they receive.

The home follows a therapeutic model of care. This approach is woven into all aspects of care and applied consistently by staff. Staff demonstrate an excellent understanding of the approach and why it works for children. As a result, children receive consistent care from staff who fully understand their needs and vulnerabilities.

Staff genuinely collaborate with children and support them to understand the impact of their decisions, such as when a child is choosing between remaining locally in independence or moving back nearer to family. Children's wishes are then used to inform how they are cared for. This has helped to ensure that children feel empowered and have ownership over decisions that are made about their lives.

Children are helped to follow their hobbies and explore new interests. One child has a loan pony who they spend their weekends with. The manager is helping the child to find another pony so that they can progress with their riding and have the opportunity to compete in equestrian events. Every effort is made by staff to ensure that children are fulfilling their dreams and ambitions.

Children are well matched before they come to live at the home. They forge meaningful sibling-style relationships with each other. During the inspection, the children were observed to be nurturing towards each other, and they clearly enjoyed spending time with each other. Activities such as board games are regularly played at the dining table, which promotes fun and togetherness. Children learn to live in harmony.

Staff place great importance on maintaining their relationships with the children. These relationships are based on respect and mutual trust. Staff are able to positively influence children through conversations and focused work. Children feel able to approach staff for advice and do so regularly for matters including family, independence and personal relationships. Children are learning how to overcome challenges because they have grown in confidence and feel valued.

Staff understand the importance of learning. One child has been given the opportunity to attend a local mainstream school because the manager and staff strongly advocated for them. The child has made positive friendships in the local area and is planning for their future in the beauty industry. One professional

described how staff and the manager were 'thinking outside the box' when it came to helping one child to have a more positive attitude to school and increase their attendance. There is clear evidence that children are being helped to succeed and are meeting their personal goals.

The manager and staff team strive to develop effective relationships with the children's close and extended family members. The complexities of family history are explored, and children are helped to make sense of their past. One child has been helped to establish a relationship with a sibling they have not seen in many years. Children are helped to have a strong sense of identity.

Staff are highly creative when deciding how to capture the children's memories. For one child, staff made a video with a soundtrack that followed their relationship with their pony and the experiences they shared together. Staff make sure that children are helped to have positive memories of their time at the home.

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

Children living at this home say they feel safe. The relationships they enjoy with staff are consistent and based on mutual trust. Children are supported by staff to take age-appropriate risks. As a result, children are learning how to keep themselves safe.

Boundaries are well established in this home, and children respond well to these. Staff remain curious about what children may be trying to communicate through their behaviour. Alliances are formed between children and staff that allow for exploration into the causes of the behaviour. Children are becoming self-aware and more confident in every aspect of their lives.

Children rarely go missing from home and when they do, they stay close by and return very quickly. Children's plans for when they go missing are updated following consultation with relevant social workers. Following the first missing-from-home incident in over a year, the manager put on refresher training to ensure that all staff were up to date on what they need to do should the situation reoccur. This has helped to ensure that children who go missing receive a well-coordinated response.

The manager is reflective and takes a systemic approach. He considers the wider issues when trying to understand children's behaviours. For example, he supports staff to contemplate their own behaviours and responses and how these impact on children. Staff are mindful, and children receive high levels of connection.

Children regularly approach staff for advice and support on issues such as personal relationships. Staff respond in a factual manner supporting the child to reflect and come up with their own conclusions. Children are learning what healthy personal relationships look like because of this.

When incidents occur, they are well managed. Staff use their knowledge and their relationships with the children to positively influence them. Staff are reading

children's behaviour and acting quickly. Staff will make use of appropriate humour to help children calm. This means that situations are de-escalated. Incidents are decreasing.

When serious incidents do occur, the manager has effective oversight and makes good decisions that keep children safe. However, one serious incident was not reported to Ofsted in line with the Children's Homes Regulations 2015. This undermines the ability of the regulator to carry out its monitoring function effectively.

The effectiveness of leaders and managers: outstanding

The manager is ambitious and consistently demonstrates his passion for improving the lives of children. He is confident in his own abilities and in that of his staff team. He knows his home inside out. The home is in continual development, and the care of children is continually improving.

The manager leads from the front. Staff are inspired by the manager and his leadership style. Staff are encouraged to share their views and develop their own areas of interest. One staff member said, 'name of manager] is the best manager ever. He is supportive and pushes us to do better for the children.' Staff morale is high.

The home provides a warm and cosy environment that reflects that of a family home. The home is beautifully decorated, and photos of the children are on display. The children's rooms are very much a reflection of them as individuals. Children experience a high standard of living.

Team meetings are regular and focus on the right things. They offer staff the opportunity to explore their professional curiosity, reflect and share ideas about the children. In one meeting, staff were creative and used brainstorming to consider what a good independence programme looks like. This was then shared with the child and a child-centred plan was formed. The staff work as an effective team to help children achieve their goals.

Staff are provided with quality learning opportunities on relevant issues. The manager has considered recent media interest in one particular social influencer and how they are negatively affecting how children view others. He researched, developed and delivered a bespoke training session to help staff understand the impact of social media on identity. The staff then completed work that helped the children to understand the issues. Children are being supported to be independent, critical thinkers. There is a supportive learning culture in this home.

Supervision gives staff time to reflect about the children and their needs. Staff are supported with any personal issues they are facing. One staff member said, 'supervision is excellent' and 'I have come on leaps and bounds.' Practice issues are dealt with openly and reviewed. Practice is improving.

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

Recommendation

- The registered person should ensure that safeguarding notifications are made within 24 hours of a significant event occurring. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

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: SC064454

Provision sub-type: Children's home

Registered provider: Dove Adolescent Services Limited

Registered provider address: Malvern View, Saxon Business Park, Hanbury Road,
Stoke Prior, Bromsgrove B60 4AD

Responsible individual: Stacy Cooper

Registered manager: Ryan Lauder

Inspector

Rachel Walker, Social Care Inspector

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