

SC006294

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 provides care for up to four children who experience social and emotional difficulties. Two children were living at the home at the time of the inspection.

The home registered with Ofsted in May 1998. The manager has been registered since June 2009.

Inspection dates: 11 and 12 July 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 **good**

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

Date of last inspection: 2 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/11/2022	Full	Good
21/02/2022	Full	Good
03/03/2020	Full	Good
19/02/2019	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children are supported well when they move into this home, even if they move in at short notice. Children's plans are individualised and consider their important relationships and how staff can support them to maintain these, even when they are living a considerable distance away.

Children make progress while they live at the home. They experience stability and commitment from staff. This allows children to build positive relationships with the staff and set roots in the home. Staff know the children well and understand how to get the best out of them.

Children make progress in education from their individual starting points. One child engaged in their exams and has been supported to access the college course of their choice. Another child, who has been out of education, has been supported to enrol in a local school but has struggled to attend. A home tutor has been supporting the child while a suitable transition back into education can be agreed. Alternative short courses that can be accessed online have been put in place for over the summer.

Children's health and well-being are supported by the staff. Staff ensure that appropriate specialist support is available when this is required. Staff advocate for children to ensure that specialist support is timely and focused on their needs.

Staff have meaningful and focused conversations with children. The topics they cover include important life skills but are generally targeted on the individual needs of the children.

The home is large, spacious and homely. The kitchen has been refurbished and the decor has been updated. Photos of the children who live in the home are on display and provide snapshots of children's experiences and achievements.

Staff capture children's experiences in individual journals, which are written with care. These contain photos and sentimental items. They detail children's achievements and anecdotes, including some of the trickier elements of their lives. Children take their journals with them when they move on. This enables children to have a holistic account of their life and experiences while at the home.

When children move out of the home, they are supported by staff who advocate for them and promote positive endings. Staff take children to visit where they are moving to, and they support them when they move and afterwards. This shows children and young people that they are valued and teaches them to maintain positive relationships, even in challenging circumstances.

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

Risk assessments are clear, purposeful, individualised and kept up to date. When risks are no longer present, risk assessments are archived. This helps staff to remain focused on current risks and the actions they must take to keep children safe.

Staff are skilled at building positive relationships with the children. They use their good relationships, de-escalation techniques and co-regulation skills to support children when they experience strong emotions. This means that children feel heard and valued and have not needed to be held. Staff work hard to understand the driving factors behind children's behaviour and spend time with children once they are calm to reflect on incidents.

When children go missing, staff respond swiftly in line with children's plans. Staff follow children and make every effort to locate them and encourage them to return home. Staff contact the police when it is appropriate. Concerns about the safety of children who go missing are addressed through appropriate multi-agency plans.

Allegations about staff are responded to quickly. Children's safety is prioritised while investigations take place. Children are treated fairly, and their emotional well-being is considered during investigations. This supports children to feel able to share concerns and know that they will be treated with dignity and respect.

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 manager has not informed Ofsted about a notifiable event. This involved the start and conclusion of a child protection enquiry. This prevents Ofsted having oversight of safeguarding concerns, the actions from the home and partner agencies.

The effectiveness of leaders and managers: good

The manager is suitably qualified and experienced. She knows the children who live in the home well and understands how their journeys may have led them to have specific needs. She encourages staff to be curious about the driving factors behind children's behaviours and promotes a home environment where children make positive relationships.

Staff receive regular and reflective supervision. This considers their needs in terms of their learning and development as well as the progress children are making.

Team meetings are well attended and prioritised by the team. They offer staff opportunities to reflect and to learn from colleagues and the manager. The regularity and training element of the meetings drives a learning culture in the home and ensures that staff feel skilled and supported to meet children's needs.

The manager has a good understanding of the wider network of agencies involved with children and is proactive at seeking out support and services. She builds effective working relationships with these agencies, such as virtual schools and social workers, which supports positive progress of the plans for children.

Some staff have not completed their requisite level 3 qualification within the time frame specified in the children's homes regulations.

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, 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
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry).</p> <p>(Regulation 40 (4)(d)(i)(ii))</p>	13 July 2023

Recommendation

- The registered person should ensure that all staff in a care role, including external agency or bank staff, attain the relevant qualification in regulation 32(4) within the relevant time frame. The registered person may extend the time frame if the member of staff has not worked in the role for a prolonged period, such as sick leave or maternity leave, or if it is not reasonable to expect the member of staff to complete the qualification in this time frame due to the nature of the hours they work. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.12)

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 Home's Regulations, including the quality standards'.

Children's home details

Unique reference number: SC006294

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: Amanda Farnaby

Inspectors

Joanna Beal, Social Care Inspector

Honor Hamshaw, Social Care Inspector

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