

SC064934

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

Two children were living in the home at the time of this inspection.

The manager registered with Ofsted in August 2019.

Inspection dates: 12 and 13 November 2024

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

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

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: 3 October 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/10/2023	Full	Outstanding
11/01/2023	Full	Outstanding
15/03/2022	Full	Good
18/02/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

The experience of living in this home enhances the life chances of children. Children flourish because they are provided with nurturing care from dedicated staff who know them well. The well-being of children is at the centre of staff practice. Professionals described an ethos of aspiration, hope, and positivity in the home.

Children's views and wishes are paramount. There are processes in place that make sure they are sought and understood by staff, who prioritise actively listening to children. Children said that staff were 'nice, chilled and kind.' They said staff were the best thing about the home. One child said, 'I love it here.' Staff use research and the principles of 'hygge' to create a warm, comfortable, and stable home.

Children are supported by people who help them to succeed. The achievements of children are celebrated and valued. Staff advocate for children at every stage of their development. When necessary, staff make sure that external advocacy support is in place, so that the voice of the child is heard. The manager has also challenged decisions that have been made by others when they negatively affect children. For example, the intervention and professional challenge from the manager meant that a child was able to attend an event that was significant to them. Photographs of the event show a happy and smiling child. Children benefit from living in this supportive home.

Children develop the skills to make relationships, sustain attachments and build emotional resilience in a loving home. Regular focus work, supported by research, reflects the needs of children. Children are empowered to build excellent relationships with staff that help them to talk about their feelings and worries. Staff reply sensitively and make time to talk or provide children with resources to help them share their concerns. Children know that they are not alone and can share their feelings.

Children make exceptional progress in their education. There is significant and sustained improvement in the learning journey of children. Feedback from education providers is overwhelmingly positive, as they recognise that children at this home thrive.

The staff support children to have meaningful and regular time with their families. When relationships have broken down, staff have worked with families and children to rebuild these. There are no unnecessary restrictions in place, and family and friends are welcomed into the home. Staff make sure that distance is not a barrier to children seeing people who are important to them. A family member said, 'Staff are amazing and like a second family to us.'

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

Children's safety is a priority for managers and staff. Children said that they felt safe, and they display a sense of security, fun and safety when spending time with staff. Children seek staff out for comfort.

Children have a trusted adult who they can talk to about any concerns. They are helped to communicate their feelings and understand and manage their emotions. Staff are consistently responsive to the children's needs. When children are distressed, staff successfully use de-escalation and distraction techniques. Children do not need to be physically restrained to keep them safe.

Children are helped by staff who understand trauma and how adverse childhood experiences can affect them. Staff are well trained. External professionals attend staff meetings to share information and deliver training to further improve staff knowledge. Research-informed practice is embedded into the home and staff use this in an age-appropriate and sensitive way to support focus work with children. This helps children to learn and develop their own personal safety skills.

Before children come to live in the home, risks are explored and understood. Children's risk assessments are clear and detailed, and research-based care plans reflect good practice and kind and sensitive strategies. Risk assessments and plans are reviewed each month during staff meetings. This ensures that staff continue to understand the risks posed to children. Risks inside and outside the home are minimised, and children do not go missing from this home. This is a calm and safe place to live.

Staff have strong and extensive links with a wide range of external professionals. They work closely with them to promote the safety and well-being of children. Staff have professional curiosity and are alert to emerging concerns about children. When concerns are identified, staff act quickly to highlight these to the appropriate people and attend multi-agency meetings to devise safeguarding strategies. The support that is in place helps to keep children safe.

The effectiveness of leaders and managers: outstanding

The registered manager is inspirational and influential and is creating positive change for children. She is highly ambitious for the children and is successful in encouraging staff to have the same high aspirations. She expects an excellent standard of care. The manager inspires staff to be creative in their support for children and is described as a role model.

Supportive supervisions are an integral part of ensuring that the staff fulfil their roles and responsibilities. Supervisions are received regularly and are detailed and comprehensive, with focused discussions about the children's progress and safeguarding. Supervisions give the manager excellent oversight of the staff, their goals, and actions. Staff feel valued and appreciated and say that supervisions are helpful to them professionally and personally.

The management team consistently challenges other professionals and agencies to ensure that the needs of the children are met, and they receive the best possible care. This is of paramount importance to the team. Challenge is positive and leads to better outcomes for children. Professionals said that there is never any miscommunication from the staff and the manager 'really cares' about what happens for the children.

The management team has oversight of the home and completes regular audits to ensure that the home remains safe and in good condition. The manager responds to feedback about the home and the quality of care provided to children. She has supported the independent person to obtain feedback from others when this has been difficult, as lessons can be learned from the feedback of others.

The induction process for newly appointed staff is strong and enables them to learn about all aspects of the home. They are provided with learning, guidance and help throughout the induction period. The manager ensures that safer recruitment processes are fulfilled to ensure that the appointed staff are suitable to care for the children. She completes additional recruitment checks to assure herself that the best people are recruited to work in the home.

Staff speak very positively about the manager and the deputy manager. They speak positively about the team and said that they provide high levels of care. Staff describe a positive 'vibe' and said that managers are honest and always ready to listen. They said that the manager helps them to be better in their role.

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: SC064934

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: Lisa Sykes

Inspector

Jo Cansfield, Social Care Inspector

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