

## **Residential holiday scheme for disabled children – Inspection**

<b>Name</b>	<b>Heswall Disabled Children's Holiday Fund</b>
<b>Inspection date</b>	<b>18/08/2016</b>
<b>Unique reference number</b>	<b>1027082</b>
<b>Registered provider</b>	<b>Heswall Disabled Children's Holiday Fund</b>
<b>Registered provider address</b>	<b>13 Pickering Road, Broughton Astley, Leicestershire. LE9 6WA</b>

<b>Responsible individual</b>	<b>Andrew Powell</b>
<b>Registered manager</b>	<b>Vincent Keating</b>
<b>Inspector</b>	<b>Michelle Edge</b>

<b>Inspection date</b>	18/08/2016
<b>Previous inspection judgement</b>	N/A
<b>Enforcement action since last inspection</b>	None
<b>This inspection</b>	
<b>The overall experiences of children and parents</b>	Outstanding
The residential holiday scheme provides highly effective services that consistently exceed the standards of good. The actions of the scheme, including provision of care, contribute to significantly improved outcomes for children and young people who need help, protection and care.	
<b>How well children and parents are helped and protected</b>	Outstanding
<b>The impact and effectiveness of leaders and managers</b>	Outstanding

**1027082**

## **Summary of findings**

### **The residential holiday scheme for disabled children is outstanding because:**

- It provides highly effective services that consistently exceed the standards of good.
- Young people benefit from high quality, individualised support and protection during their holiday.
- Leaders and helpers provide high-quality care that is responsive and tailored to young people's individual needs and interests.
- Excellent safeguarding practices ensure that vulnerable young people are safe from harm.
- Leaders and helpers work exceptionally well in promoting positive behaviour.
- Young people are provided with a wide range of leisure and community activities to promote their self-esteem and enhance their social skills.
- Leaders and managers regularly monitor and evaluate the quality of the care provided.
- Plans and records of young people's care and support are clear, up to date and stored securely.
- Leaders and managers ensure that safer recruitment is followed and all relevant checks are completed.

## **Full report**

### **Information about this residential holiday scheme for disabled children**

The residential holiday scheme for disabled children is a voluntary and charitable trust. It provides a residential holiday for one week only during the summer holidays for young people with complex needs, including learning and physical disabilities and complex health needs. The scheme operates from a residential activity centre.

# Inspection judgements

	Judgement grade
<b>The overall experiences of children and parents</b>	<b>Outstanding</b>
<p>Young people benefit from high quality, individualised support and protection during their holiday. Skilled helpers, who have an excellent understanding of all young people’s individual and diverse needs, provide this. Helpers promote strong and unconditional relationships with young people, enabling them to get the most out of their holiday. Young people really enjoy their holiday and have exceptionally positive experiences. They said, ‘I love coming here. I always have so much fun’, ‘(Name of helper) is always there to help me’ and ‘I loved making cocktails, guessing the clues in the spy games and having pizza for tea’. Other young people, when asked what was the best thing about their holiday, said ‘everything’ and ‘I don’t want to decide what’s best; it’s all been fantastic’. This clearly demonstrates the enjoyment that young people gain from attending the holiday scheme.</p> <p>This year, for the first time, the opportunity for girls to join the holiday scheme was part of the improvements that were considered. Leaders and managers spent time preparing for the changes. This included looking at the activities available and ensuring that they provided an equal opportunity for all young people. Careful consideration to both the sleeping arrangements and the ratios of male and female helpers were also part of the preparations undertaken. Despite the initial reservations of both leaders and helpers, they all reported that the integration had gone really well and that no concerns had arisen. One helper said, ‘it has actually been better than we could ever have expected. I am not really sure why we were so anxious.’ Leaders and helpers continue to encourage and support young people to join in, praise and celebrate their achievements. They provide high-quality care that is responsive and tailored to young people’s individual needs and interests. The extremely friendly and inclusive atmosphere has built a strong sense of community, irrespective of young people’s background, abilities or communication needs.</p> <p>Parents, carers and other professionals who are involved in young people’s lives confirm that the holiday scheme brings much enjoyment and fun into everybody’s life. One parent said, ‘I know he has really enjoyed himself, as he is smiling and relaxed when I collect him. I really look forward to reading his diary of the activities that he has taken part in. Looking at photographs and seeing the variety of day trips that he has been able to experience is great.’</p> <p>Before the holiday scheme begins, managers spend time carefully and thoughtfully planning the week’s events. They spend individual time with young people and their families within the home environment. This has provided an opportunity to develop a detailed understanding of each young person’s physical, social, emotional and psychological needs. One parent explained that they were very concerned about how their child, who becomes anxious if his routines are changed, would settle without his own bed. Leaders reassured parents and arranged for the bed to be transported to the residential venue. This enabled the young person to take part in</p>	

all activities and remain overnight in his own bed. This provided him with the same opportunities as his peer group, while recognising his own individual care needs.

Exceptional, consistent care adds considerably to the experiences of the young people. This is achieved through the provision of a wide variety of new, exciting and fun experiences which enrich young people's lives. The activities are interesting, stimulating, creative and meticulously planned. This enables all young people, irrespective of their abilities, to take part. Activities include swimming, arts and crafts, and water fights, and trips to the local zoo, cinema and museums. There were also further opportunities for young people to develop their social skills by going to restaurants for meals. For some young people, this was the first time that they have had the opportunity to enjoy meals out with their friends. Young people, when asked about the activity, signed 'thumbs up', and others said 'I loved it' and 'it was amazing'.

Leaders and helpers consistently and effectively continue to challenge any potential barriers to young people being able to participate fully within the local community. For example, during a pre-visit to a small local farm, leaders recognised that young people within the group, who may use a wheelchair, would be unable to gain access to some of the farm's activities. They held discussions with the owners of the site, looking creatively at how all young people could be included. Consequently, the farm brought the animals to the holiday scheme, and this was adapted to be 'the farm environment'. In addition, staff from an Outward Bound activity centre visited and engaged young people in building their own dens in the forest area. Young people had the opportunity to take part in 'bush tucker' trails, eating bugs and insects. Young people thoroughly enjoyed both activities. Working proactively to promote and develop positive relationships with the local community ensured that all young people had the same opportunities as their peer group.

The holiday scheme also plans a theme for the week. This week's adventure was known as the 'spy camp'. Young people had the opportunity to learn all about spies, what types of meals they liked, how they dressed and how they solved puzzles and clues. Throughout the week, all young people had the chance to take part in different 'spy' activities, including going on 'spy missions', solving puzzles, and designing and making 'spy' non-alcoholic cocktails. On one of the last nights, helpers planned a themed 'spy' meal. They dressed as spies and decorated the dining room to enable young people to enjoy the whole experience. The activities on offer encouraged young people to experience new interests that they may not normally have at home. This is fully inclusive of all young people, irrespective of their disability and communication needs.

Many of the young people who use the service have significant barriers to communication. This means that they have limited capacity to express their wishes and feelings. The helpers are able to use a variety of communication methods to help young people to make choices. These include sign language or using pictures as prompts to explain things and to help them to indicate how they are feeling. When these methods cannot be used, helpers are alert to the subtle expressions that each young person may display to indicate their feelings. In one example, a helper described how he would help a young person to choose which animals he

would like to visit on the planned activity to the zoo. He did this by slowly showing the young person individual pictures of the animals. He watched the young person's eye movements and facial expressions. He explained that it was important to show pictures of the animals individually over a couple of days. This ensured that the young person had the best opportunity to decide which animals he wanted to visit. This means that all young people, irrespective of their abilities, can contribute to the holiday experience and influence the care that they receive. This helps them to feel valued and to enjoy their stay.

The holiday scheme has attracted a range of enthusiastic, energetic, skilled and talented helpers. They have volunteered their time to make a marked difference to the lives of young people during the holiday scheme. Helpers are extremely positive about their role and responsibilities, and a number of them have returned in consecutive years. Helpers said, 'I learn so much by coming here and it helps to keep me grounded' and 'I absolutely love seeing the delight on young people's faces when they try something new for the first time'. Their high aspirations and expectations filter through into practice, and make for a thoroughly enjoyable and memorable time in young people's lives.

	Judgement grade
<b>How well children and parents are helped and protected</b>	<b>Outstanding</b>
<p>Young people's welfare is paramount and central to the practices of leaders and helpers. Prior to the holiday scheme starting, all helpers attended a full training day that includes safeguarding, first aid and medication, with the roles and responsibilities of both leaders and helpers. This proactive approach to safeguarding ensures that young people's welfare and safety are maintained during the holiday scheme. A number of the young people who attend the holiday scheme have limited mobility and communication. Therefore, they are dependent on the helpers for their care needs. Helpers demonstrate a high level of competence when delivering intimate care practice. This ensures that the dignity and privacy of young people are maintained all times.</p> <p>Young people benefit from extremely detailed and comprehensive risk assessments. Highly effective planning manages and minimises risks during their holiday stay. Effective strategies and a high ratio of helpers ensures that young people do not go missing. Leaders receive detailed information from parents and carers about their child's emotional, personal and health needs prior to their holiday. This gives them an excellent understanding of any specific needs and ensures that all young people are appropriately cared for.</p> <p>There are robust and effective systems in place for managing young people's health needs, including the arrangements for administering and recording medication. When young people arrive for the start of their holiday, leaders and managers spend time checking all medication with parents and carers. This ensures that the medication provided is correct, including the amounts. Medication is not accepted if</p>	

it is not appropriately labelled or packaged. Medically trained helpers take responsibility for the storage and dispensing of all medication. Detailed records and daily audits are in place to ensure that there are no errors in either recording or administration. In addition, care and support plans clearly identify the specific health needs of young people and the support that they require to keep them safe and healthy.

Leaders and helpers have a detailed awareness and understanding of the emergency medical protocols for young people and what action to take when accidents occur. Although records are kept, these are not always detailed and do not always clearly identify how the accident happened. During discussions with the registered manager, he agreed that a new accident book would provide helpers with space to include more details. Furthermore, helpers ensure that direct communication with parents and carers takes place if there are any medical concerns. One parent said, 'the helpers are brilliant'. Another commented, 'I can contact them if I need to, but I try not to, but to let them get on with their week.' This promotes positive and constructive working relationships with parents and carers.

Leaders and helpers work exceptionally well in promoting positive behaviour. Observations confirmed that helpers are adept at recognising when young people are becoming upset and need additional support. They remain calm and offer plenty of reassurance to prevent young people becoming too distressed. At the end of every day, leaders and helpers attend a full debriefing session. This is an opportunity to focus on the events of the day, including what worked well. It also identifies and considers any concerns around safeguarding, young people's behaviours or any other care needs that may need to be adapted. For example, one young person was becoming challenging in the mornings and upsetting the other young people around them. Helpers devised a more structured morning routine. This enabled the young person to get up later, after the other young people had left the accommodation area. This was very effective and the young person responded well to the quieter environment and individual adult time. This demonstrates that helpers are adaptable in their approach and remain child focused at all times.

The holiday takes place at a suitable location with comfortable accommodation and good facilities. It also provides a safe and secure environment where young people can enjoy a relaxing, happy and, most of all, fun experience.



	Judgement grade
<b>The impact and effectiveness of leaders and managers</b>	<b>Outstanding</b>
<p>A suitably experienced and qualified registered manager effectively and efficiently manages the residential holiday scheme. Both the responsible individual and the registered manager lead by example and provide strong, inspirational, confident and effective leadership. They are committed to providing young people with an enjoyable and rewarding holiday experience. During the holiday scheme, both leaders and managers work alongside the helpers as part of the team. They continually monitor and evaluate the progress that young people are making and adapt routines when required.</p> <p>Leaders and managers ensure that, prior to the holiday starting, they spend plenty of time in preparation. Careful consideration is given to the needs of each young person and the compatibility of the group. The safety and welfare of all young people is prioritised. Managers spend time undertaking individual visits to the young people who are planning to attend the holiday scheme. A comprehensive session plan is also compiled. This identifies the aims and objectives of the holiday, the purpose of the planned activities, the resources required and collaboration with partner organisations. Pre-planning is vital to ensure that young people’s needs are met and that resources are readily available to ensure the safety of all young people.</p> <p>The holiday scheme has adequate resources and high ratios of helpers to meet the individual and diverse needs of all young people. The registered manager provides effective management for the team. Feedback from all the helpers confirmed the enthusiasm and commitment of both the registered manager and the responsible individual to ensuring that the holiday experience is a success for the young people. Helpers said, ‘we recognise each other’s strengths and work together as a team’, ‘we are supported by (name of manager) to think of any new ideas, different experiences or activities for young people’ and ‘although we may have a role assigned for the day, we can ask for help and support from others and it’s always readily available’. As a result, a motivated, supportive and consistent team cares for young people during their holiday.</p> <p>The statement of purpose clearly sets out the ethos and objectives of the holiday scheme. Young people, parents, carers and helpers have a clear understanding of the aims and objectives of the holiday scheme and the services provided. During discussions with one helper, he confirmed that the vision for the service is ‘an opportunity for young people to grow and develop as individuals, have fun, try new things and develop their own confidence and self-esteem, as well as gaining an exciting positive experience.’</p> <p>Young people’s written records and plans are clear, up to date and securely stored. The records provide sufficient detail and information to understand each young person’s individual needs and the support provided to them. The information</p>	

contained in the records contributes to a clear understanding of the experiences that the young person has had while at the holiday scheme. Young people keep a daily diary during their holiday. The young person or the helpers update this. It provides an opportunity for parents and carers to see what their child has done while on holiday. Diaries contain photographs, and copies of any arts and crafts activities. It is also a memory book for young people about the new experiences that they have had and any new skills that they may have learned.

The well-established and stringent recruitment and selection process is further enhancing young people's safety by ensuring that safe and competent helpers provide care. All helpers are supported, supervised and receive training to fulfil their roles. At the end of the holiday, all helpers receive an informal appraisal about their performance. This provides an opportunity for constructive feedback from both parties. In addition, it is a time of reflection to consider what worked well and any changes that are needed for next year's holiday scheme. There is also an opportunity to consider the internal inspection report compiled by the visiting trustee. Appraisals are an opportunity for learning and the development of the approaches of both the individual helpers and the team.

Leaders and managers know their strengths and weaknesses. They continually consider any improvements that they can make, including any learning from research, to ensure that the holiday scheme maintains the highest standards. They undertake an annual review which takes into consideration constructive feedback from young people, parents, carers and professionals. This ensures that any improvements will continue to benefit the overall experiences of young people who attend the holiday scheme.

## **What the inspection judgements mean**

The experiences of children are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against 'Inspection of residential holiday schemes for disabled children: framework for inspection'.

The inspection judgements:

**Outstanding**

**Good**

**Requires improvement**

**Inadequate**

## **Information about this inspection**

Inspectors have looked closely at the experiences of children attending the residential holiday scheme. Inspectors considered whether the work of residential holiday scheme is founded on safe care and individualised support. They read case files, watched how professional staff work with children and each other, and discussed the effectiveness of care given to children. Wherever possible, they talked to children and parents. In addition the inspectors have tried to understand what the residential holiday scheme knows about how well it is performing, how well it is doing and what difference it is making for the children.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards.

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