

KIDS Delta House

Kids

5 Delta Business Park, Salterns Lane, Fareham, Hampshire PO16 0QS

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

This residential scheme for disabled children. is part of a charitable trust. The scheme provides weekend residential activity holidays throughout the year. Young people may have learning disabilities, physical disabilities and/or sensory needs.

Inspection dates: 6 and 7 October 2017

Overall experience and progress of children and young people, taking into account: **Good**

How well children, young people are helped and protected **Good**

The effectiveness of leaders and managers **Good**

The residential holiday scheme for disabled children provides effective services that meet the requirements for good.

Date of previous inspection: 3 March 2017

Overall judgement at last inspection: good

Enforcement action since last inspection:

None

Key findings from this inspection

This residential holiday scheme for children who have disabilities is good because:

- Young people enjoy their holiday and experience a new range of challenging activities and learn new social skills, such as sharing and building relationships.
- Holidays are well planned. Staff work well in partnership with parents to ensure that young people feel comfortable and safe.
- Young people benefit from high levels of staffing which allow for good amounts of supervision and support.
- Behavioural management is positive and staff intervene quickly and effectively when young people struggle.
- Young people benefit from established relationships with the staff, some of whom they have known since early childhood.
- Managers provide strong and effective leadership. They work alongside staff to ensure that young people's needs are met and to provide advice and encouragement to the staff team.

The areas for development for the residential holiday scheme for children who have disabilities:

- Management monitoring of the scheme is lacking, limiting the development of the scheme and the preparation for the inspection.

What does the residential holiday scheme for disabled children 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, Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
Regulation 29 Ensure that a copy of the written report prepared on the conduct of the scheme is supplied to HMCI. (Regulation 29 (4)(c)(5))	15/12/2017

Inspection judgement

Overall experiences and progress of children and young people: good

Young people enjoy their holiday. They benefit from long-standing relationships with an excellent staff team, and many of the staff are known from previous holiday weekends or attendance at a local youth club. One young person comments, 'I love coming here, it is great!'

Young people benefit from a well-equipped activity centre and a comfortable environment. They try new and exciting experiences such as the 'Jacob's ladder' climbing challenge, orienteering, or learning how to make 'bottle rockets'. These activities encourage young people to explore new horizons and develop their physical, cognitive and social skills. Activities are supported by the gentle encouragement and cajoling of the staff team. Completion of the activities gives young people a tremendous boost to their self-confidence and self-esteem.

Parental feedback is positive. One parent comments, 'The scheme provides an invaluable service to my family. I would be lost without them. I cannot fault them at all.' Parents report excellent levels of preparation and feedback before, during and after the weekend break. Parents are free to contact their children throughout the weekend and receive a written report on request at the conclusion of the weekend. Where young people are new to the scheme, staff conduct a home visit to clearly explain the objectives of the weekend and find out more about the likes, dislikes, physical capability and medication plan of the young person concerned. This helps staff to plan the programme of activities prior to the weekend.

Holidays are well planned and accessible. Staff arrange transportation to and from the activity weekend. Staff achieve a good balance between providing young people with activities and time for them to relax. Young people receive a programme of events, required clothing and details of staff attending the weekend. This information is presented to young people in the Picture Exchange Communication System (PECS) format where appropriate. This helps to alleviate any feelings of anxiety and nervousness the young people may have.

Contingency arrangements are good. Extra bedrooms are allocated for young people who may struggle to sleep in a dormitory environment and who may require their own room. Extra toys and activities are brought in the event that young people choose not to participate in the scheduled activity. Staff use a 'before and after pictorial board' to explain current and future activities for those young people who require an immediate reminder of the plan for the day, or to explain possible changes to the timetable.

The wishes and feelings of young people are actively sought. Young people also have access to the complaints process. This is clearly displayed and accessible in a range of communication modes. The scheme had not received any complaints at the time of this inspection. Staff use close relationships with young people to verbally 'check in' throughout the weekend, or perhaps help young people to draw a picture to express their feelings. Where complicated information needs to be communicated,

staff are skilled in using 'social story boards' or a collection of pictorial images to ensure that the information is understood. At the end of the weekend, this information, coupled with parental views, supports planning and activity choice for future weekends.

Medication is safely dispensed. Staff ensure that emergency medication is available during activities to treat young people who may be prone to seizure and require immediate assistance. Young people benefit from nutritious meals at the activity centre. Staff support young people by monitoring their food intake and emphasising the importance of limiting their consumption of sugary snacks.

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

All of the young people spoken to feel safe on their holiday weekend. Many have accessed services via the organisation for a number of years and feel a strong sense of identity and affection towards it and other young people using the service.

One-to-one staffing levels help to keep young people safe. This enables staff to allow young people to leave an activity and enjoy some 'chill out time' under staff supervision, away from the main group if they wish. Staff alternate supervision well among themselves to ensure that young people are consistently supported and engaged. Supervision is not intrusive and staff are alert to young people's behaviour and adjust their support accordingly. One-to-one supervision also provides an important safety net given the high level of activity and stimulation offered by the weekend. High levels of staff supervision ensure that young people do not go missing. In the unlikely event that this may happen, staff are very familiar with relevant policy and procedures.

Risk assessments are good. They offer a real and tangible picture of the needs of young people, such as their ability to cross a road or any allergies that they may have to certain foods. Assessments carefully consider the impact of a new environment, new social relationships and new activity experiences. Staff are familiar with the contents of assessments and speak with confidence of safeguarding processes and their role within them. Parents feed into risk assessments and this gives them the confidence to allow their children to go away from home overnight; for some, it is for the first time. Robust risk assessments allow young people to take safe, managed risks and to 'stretch themselves' within an appropriate environment. Staff are alert to key behaviours such as tiredness. Young people are able to tell staff when they feel that they may be at risk of a seizure, or becoming overly stimulated. This ensures that protective action is taken.

Behavioural management is effective. Expectations around behaviour, pocket money and the use of mobile phones are clearly explained in the children's guide, which is passed to parents prior to the weekend. Staff intervene quickly when young people struggle. Interventions consist of key phrases and verbal prompts delivered with sensitivity and compassion. Other strategies include offering an impromptu board game or a game of cards. Interventions are consistent and calmly delivered by staff to support good levels of behaviour.

Staff understand the behavioural and development goals for each young person. These are specific and achievable for each weekend. Goals include young people performing basic self-care tasks, or informing staff when they are feeling anxious or upset. Staff warmly celebrate the achievement of these goals and offer persistent praise. Progress is reviewed each evening and behavioural management strategies are discussed for the next day.

Staff work well in partnership with schools and allocated social workers. They attend reviews of educational support plans to share feedback from weekends and behavioural management strategies. This helps to ensure consistency and regular communication with key professionals working with the young person concerned.

The effectiveness of leaders and managers: good

The scheme benefits from a strong management team. The registered manager has over 16 years' experience of working with young people who have a disability. She is due to complete her management qualification in August 2018. The registered manager has known many of the young people since their early childhood and enjoys a deep-rooted understanding of their individual and family needs. Both the registered manager and area manager actively participate in the activities, to the great amusement of all of the young people present. This acts as a good source of motivation to the staff team.

Managers ensure good preparation for the weekend. Staff contact each activity venue prior to young people arriving to confirm that all of the requested facilities are available. Staff are provided with 'walkie-talkie' devices to allow them to speak with each other throughout the wide expanse of the activity centre. A meeting is arranged with centre staff prior to the arrival of young people to ensure that staff are aware of the specific needs of the group and possible behaviours that they may present.

Managers are proactive and eager to develop the service. The statement of purpose is now updated to include all of the required information. Extra funding has been obtained to support weekends and ensure that the scheme is accessible to young people who meet the criteria. Despite an exciting development plan, Ofsted has not received any evidence of formal management monitoring. This limits preparation for this inspection and Ofsted's capacity to regulate the service.

Managers advocate strongly for young people. Managers challenge activity staff when the schedule is changed and outline the possible difficulties this will present to young people. This supports good levels of consistency.

The admissions process is rigorous. Managers ensure that places on the holiday scheme are fairly allocated so that young people have a chance to spend the weekend with friends and with staff members that they know.

Managers oversee a strong safeguarding culture. Recruitment processes are extremely safe and well managed. Managers coordinate the development and implementation of all safeguarding policies and systems. These are reviewed regularly and incorporate all areas of practice, such as the risk of sexual exploitation of young people. The registered manager also gains learning from any incidents and

uses this to reflect on practice and make improvements across the organisation.

Case recordings, care plans and key policies show a good level of management oversight. Managers understand the key ethos of the organisation and promote this consistently and effectively.

Staff morale is positive with good levels of retention and development. Staff report excellent levels of training and support from managers. Staff are committed to the organisation. Three members of staff have recently been promoted to senior positions. One staff member comments, 'I love my job here, we have so much fun.'

Staff are skilled and well trained. The team benefits from a young and committed staff group with a number of varied skills, including a student nurse and qualified youth worker. Managers ensure that specific training is evidenced and matched with the needs of the young people attending the weekend. For example, managers ensure that, if the need arises, a Makaton-trained worker is present.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of the help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the residential holiday scheme for disabled children knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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 Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards.

Residential holiday scheme for disabled children details

Unique reference number: 1231454

Registered provider: Kids

Registered provider address: 5 Delta Business Park, Salterns Lane, Fareham, Hampshire PO16 0QS

Responsible individual: Mrs Caroline Stevens

Registered manager: Mrs Clare Turner

Telephone number: 01329 312312

Email address: southeastadmin@kids.org.uk

Inspector

Barnaby Dowell, social care inspector



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