

Heswall Disabled Children's Holiday Fund

Inspected under the social care common inspection framework

Information about this residential holiday scheme for disabled children

This residential holiday scheme for children who have a disability is provided by a voluntary and charitable trust. It provides a residential holiday of one week for children with complex needs, including learning and physical disabilities and complex health needs. The scheme operates from a residential activity centre.

Inspection dates: 14 to 16 August 2017

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 residential holiday scheme for disabled children provides highly effective services that consistently exceed the standards of good. The actions of the residential holiday scheme contribute to significantly improved outcomes and positive experiences for children and young people.

Date of previous inspection: 18 August 2016

Overall judgement at last inspection: outstanding

Enforcement action since last inspection:

None

Key findings from this inspection

This residential holiday scheme for disabled children is outstanding because:

- Children build trusting relationships with the helpers within an incredibly short period of acquaintance.
- The helpers are well informed about each child's needs, so that each child receives the right level of help and support during their stay.
- Children thoroughly enjoy their holiday. They take part in a wide range of activities that enhance their overall experience.
- Leaders and managers are inspirational, confident and ambitious for the children. They are influential in improving the experiences of the children in their care.
- Leaders and managers create a culture of high aspiration and positivity, and have high expectations of the helpers.
- All the children are offered the same opportunities, regardless of their disability. Disability is no barrier to the children's achievements and experience.
- Children of differing abilities are able to integrate and share ideas, and enjoy friendships and activities while being sensitively supported and supervised by the helpers.
- Parents are confident that their children are well cared for.

The areas for development for the residential holiday scheme for disabled children:

- The statement of purpose on the website needs updating.
- The registered person should ensure that all medication administration follows guidance from the National Institute for Health and Care Excellence (NICE) when using covert medication practice.

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
The registered person must keep the statement of purpose under review and notify HMCI of a revision to the statement within 28 days of the date on which the revision is made. (Regulation 4(a)(b))	29/09/2017

Recommendations

- The registered person should ensure that all medication administration follows NICE guidance; particularly with regard to the need for covert medication practice. (NMS 5.6)

Inspection judgement

Overall experiences and progress of children and young people: outstanding

The leaders and managers ensure that this holiday scheme provides children with excellent care and positive experiences during their holiday. The children take part in a wide range of activities that enrich their lives. These include playing games, making new friends and flying in an aeroplane. The helpers are universally supportive of the children, and their approach is to treasure and value diversity. Disability is no barrier to achievement and experience.

The helpers are recruited for their particular aptitude for supporting children who have a disability on a wide spectrum of need. Acceptance and enjoyment of the children as individuals are evident in the warm relationships fostered by the helpers within an incredibly short period of acquaintance. This brings a number of the children back to the holiday camp year after year, because they are confident that they will have a really enjoyable holiday.

All the children have the opportunity to shine during their holiday. During a parachute game, the helpers ensured that they matched the speed and pace to the mobility of the children, and wheelchair users were included. The children were seen to be thoroughly enjoying themselves, and freely expressed their pleasure with huge smiles and excited, expansive gestures. The helpers were observed to be constantly encouraging, cheering and acknowledging the children's achievements. This increased the feelings of self-esteem and confidence in the group.

Each year, the camp has a theme for the week, and this year's theme was space. Managers had arranged for Star Wars characters to visit the camp, and the children were very animated when they told the inspectors about the arrival of Stormtroopers. A child who had been sleeping was woken by a child who was so excited to see R2-D2 that she wanted to share the experience with him. The inspectors noted throughout the visit that children approached other children to offer comfort and encouragement.

Care planning and practice are highly personalised to meet the individual needs of each child. Comprehensive information regarding individuals is collected prior to the holiday scheme and ensures that the helpers have clear guidance on how best to support each child. For example, they are considerate of children's cultural and religious needs, including dietary needs. This promotes consistency of care for children while they are away from home. A parent confirmed that the leaders had followed the correct seizure plan for her son. She said: 'They've been brilliant and did everything by the book. I can't fault them. I know 100% he is safe there... they've exceeded themselves.'

Children, including those who cannot communicate verbally, are supported to

participate in day-to-day decisions during their holiday. The helpers use various communication methods with individual children, including having pictures and symbols as prompts. The helpers are caring, competent, highly motivated and driven to ensure that the children get the most from their holiday. The group is enabled to try new experiences and challenges in a supportive and safe environment. There is significant evidence of change and improvement for the children as a result of the actions of the managers and helpers. The inspector spoke to one child who was at the camp for the first time. He was asked if the holiday was what he expected. He replied: 'No, it's better. I thought there would be stuff to do, but it's exciting.'

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

Robust systems are in place to ensure that the children are safe. Children with disabilities enjoy their holiday, because caring and knowledgeable helpers help to keep them safe. The registered manager reports that there have been no safeguarding concerns. Highly effective procedures ensure that personal practice promotes the dignity and privacy of the children. Intimate care needs are managed with the utmost sensitivity. Parents spoken to during the inspection confirmed that their children were safe and well cared for.

Children benefit from robust risk assessments. Leaders and managers liaise effectively with parents and carers to carefully identify risks and minimise them. This ensures that the children are well cared for and protected according to their individual needs during their holiday. Observations confirmed that the children built positive relationships with the helpers and trust them.

High levels of supervision ensure that the children are fully safeguarded at all times. The helpers are extremely vigilant and use redirection, changing an activity to prevent a child from becoming distressed. The helpers were observed using distraction techniques effectively to reduce some children's anxieties. Pop-up tents provide children with a safe space that they can withdraw to, while still hearing the noise of the group. This helps to keep anxiety low for these children.

Positive behaviour is consistently promoted throughout the children's holiday. For example, at teatime each child receives raffle tickets for working well during their activities throughout the day. One child told the inspector, 'The more effort you make, the more tickets you get and the more chance you have of winning.' The children therefore understand the motivation system for entering into the spirit of the holiday. During the raffle draw, all the children were observed celebrating the success of winners with plenty of cheers and applause.

Arrangements for the management, administration and recording of medication are sound. A qualified doctor takes responsibility for the storage and dispensing of medication. Some parents have given permission for their child to take some of their medication in food, as their child does not like to take tablets. Leaders and managers should ensure that this practice meets national guidelines on administering

medication without the knowledge of the individual taking it.

Recruitment and vetting procedures help to protect the children from unsuitable people having access to them. The holiday scheme takes place at a suitable location which provides a safe and secure environment for the children to have an enjoyable holiday.

The effectiveness of leaders and managers: outstanding

The holiday camp has been running for a number of years, and this year the volunteers were awarded the Queen's Golden Jubilee Award for Voluntary Services. This was given in recognition of helping to improve the quality of life and opportunity for others and providing an outstanding service. Those who receive the award have displayed the highest standards of voluntary work.

The leaders and manager are highly inspirational, confident and ambitious to improve the experiences of all the children. This ensures that all those children attending the camp have a high-quality and enjoyable holiday. The leadership group has developed excellent relationships with the children and their families.

The helpers are all unpaid volunteers with a wide range of skills and experience. They include students and health, education and social care professionals. A number of the helpers have volunteered for the charity for a number of years. The long-serving helpers guide the younger helpers, and this promotes high-quality care for all the children. All the helpers are well prepared prior to the camp, because they attend a planning weekend. This enables them to gain detailed information about the needs of the children as well as to receive relevant training. This ensures that the helpers can meet the individual needs of all the children extremely well during the holiday.

The holiday scheme is meeting the aims and objectives set out in the statement of purpose. However, the statement of purpose has not been reviewed or updated recently. This is an administrative shortfall and does not impact on the children's enjoyment of their holiday. Parents confirm that during home visits the leaders and managers clearly set out the aims and ethos of the holiday scheme. This ensures that the children and their parents and carers are clear about the services and support that the holiday scheme provides.

The operation of the holiday scheme is well monitored. The children and their families are asked for their feedback at the end of the holiday. This enables the leaders and managers to take positive action to secure any future improvements. The management team strives for continuous improvement and has an excellent understanding of the strengths and weaknesses of the scheme. Leaders and managers monitor the quality and impact of the scheme, and use inspection activities to improve it accordingly.

The promotion of equality and diversity is excellent. The camp leaders and helpers work hard to ensure that the children achieve their full potential, irrespective of their

needs. Children of differing abilities are able to integrate and share ideas, and enjoy friendships and activities while being sensitively supported and supervised by the helpers. Children in wheelchairs are offered the same opportunities as ambulant children. Free play provides all of the children with plenty of opportunity for self-expression and creativity. This enables the children to grow in confidence and build a positive self-view.

Leaders ensure effective communication throughout the children's holiday. On the first day of camp, the helpers review children's information and medication with their parents and carers to ensure that the scheme has the most up-to-date information. One parent said: 'The day we checked (name) in, we went through all her information again to confirm if there had been any changes. They checked and double checked everything. I came away very happy.' At the end of each day, the managers and helpers have a planning meeting to reflect on the day's events and review the children's progress. This ensures that the children benefit from continuity of care throughout their holiday.

Parents comment that the holiday scheme far exceeds their expectations in providing their child with a most enjoyable holiday. A parent commented: 'I have a copy of the itinerary so I know what they are doing... they do a fabulous job... I just want to say a big thank you.' Another parent said, 'it's such a brilliant idea and it allows for (name) to be a child and try new things – just fantastic.'

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 difference 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: 1027082

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Inspector(s)

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