

# The Newman Holiday Trust

The Newman Holiday Trust

Lowbrook Barn, Lancaster Road, Slyne, Lancaster LA2 6AL

Inspection under the social care common inspection framework

## Information about this residential holiday scheme for disabled children

The Newman Trust is a charitable organisation that operates six one-week holidays per year at designated venues in England and Scotland. It provides holidays at each venue for up to 22 children and young people who may have learning disabilities, physical disabilities or sensory needs.

**Inspection dates:** 15 to 16 August 2017

**Overall experience 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 **good**

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:** 10 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 have a fantastic time on their holiday.
- Volunteer helpers come back year after year, in their own time, to help vulnerable children to have an extremely positive experience.
- Volunteer helpers have a range of different personalities and skills. Above all, they are highly motivated to provide children with enjoyment and fun in a safe environment.
- Extremely high-quality induction, training and support ensure that volunteers remain tremendously energetic and focused.
- Holiday organisers are inspirational. Volunteers are highly motivated by them.
- Holidays are organised exceptionally well.
- Safety is a top priority. Children are extremely safe throughout their holiday.
- Volunteers help children with their most complex and challenging behaviour. As a result, children are less anxious. This means that they are more able to enjoy and fully access the extensive programme of activities.
- Children have the chance to do activities that they would not normally have access to. They learn about what they like to do, and their confidence significantly improves.
- Children learn that they can be more independent, without their family being present. This is likely to have an impact after the holiday and in the future. Parents and carers will be more confident that their child is able to spend time away from home with the right help and support.
- Children learn new skills to manage their anxiety. Volunteers are skilled and creative. They use their innovative ideas, based on the latest research and developments, to help children. The impact on children has the potential to be far reaching. Children will be able to take their newly acquired skills away with them, following their holiday.

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

- Improvements are needed to the trust's monitoring systems. The trust needs to monitor records more thoroughly so that they tell the full story of every event, including physical interventions and accidents. Additionally, internal monitoring reports required by regulation need to be completed and sent to Ofsted. It is very clear that these shortfalls have not impacted on children so far, but they have the potential to if not rectified.
- The trust was not as prepared as it should have been for the inspection. It did not send some required information to Ofsted. This information was difficult to obtain during the inspection.
- There is no separate volume kept which records physical intervention.

# 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
Ensure that within 24 hours of the use of a measure of control, discipline or restraint, a written record is made in a volume kept for the purpose, which must include a description of the measure used, the effectiveness and consequence of the use of the measure and the duration of the measure. (Regulation 16(3)(c)(f), 4(a))	24/10/2017
Supply a copy of the report required to be made under paragraph (4)(c) to HMCI. (Regulation 29(5)(a))	24/10/2017
Establish and maintain a system for monitoring the matters set out in Schedule 6 once in every 12 month period and must provide a report in respect of that review to HMCI. (Regulation 30(1)(a), (2)(a))	24/10/2017

## Recommendations

- Ensure that the registered person regularly monitors, in line with the regulations, all records kept by the scheme to ensure compliance with the scheme's policies, to identify any concerns about specific incidents and to identify patterns and trends. Ensure that immediate action is taken to address any issues raised by this monitoring. (National minimum standard 14.1)
- Ensure that there is a system in place to monitor the quality and adequacy of record keeping and to take action when needed. (National minimum standard 15.1)

## Inspection judgement

### **Overall experiences and progress of children and young people: outstanding**

This is not just a holiday for children. Children engage in new activities and experiences that will be very memorable for them. One parent commented on a recent feedback form that their child 'has not stopped talking about it'. Children have the chance to spend some time away from their normal life. They have some 'breathing space' to be themselves and to find out what they enjoy. One child told the inspector: 'I am loving it.'

Volunteers support children exceptionally well. Children learn about their own capabilities. They grow hugely in confidence. Volunteers share in the joy of seeing the children have a fantastic time. Volunteers' comments about children's progress and enjoyment include: 'I have never seen anyone laugh as much', 'I am really confident that every child will get something out of it' and 'I know they are having a great time.'

As well as fun and enjoyment, the volunteers think about how the benefits of the holiday could be long lasting for children. They consider the latest developments in the field of disability. One child has struggled to cope with transitions and different situations, and so volunteers found strategies that worked well to help the child with this. Volunteers have researched up-to-date resources and used them exceptionally well to lower children's anxiety and to reduce challenging behaviour. Some children have been able to enjoy trips and activities for the first time because of this approach. Volunteers aspire to provide children's parents with confidence that their child can stay away from home and that they can experience new things, with the right help and support. Children's progress is far reaching. It has the potential to positively affect their lives in the longer term.

Activities are very engaging, great fun and creative. There have been trips to farm parks, circus activities and a game show. Volunteers and managers 'go the extra mile'. They make sure that the children get what they can out of each activity. For example, they developed a game show called 'Risk it for a biscuit'. The highly anticipated activity did not disappoint. Holiday organisers went to great lengths to make this look like a professional show. The inspector observed one child, who had been very quiet, 'coming out of her shell'. She waved the audience on, to encourage her own participation with their cheers. The audience was overwhelmed with the progress in her confidence.

Children settle in very quickly. They develop excellent relationships with their volunteer helper. Children are also listened to. If there is something that they do not wish to participate in, they do not have to. At the same time, volunteers encourage children to try new things. During an animal petting session, one child made it very clear that they did not want to be near a snake. Volunteers helped them to enjoy the activity from afar, instead. The child was quick to rely on his volunteer for support,

which was readily there for them.

Volunteers meet children's health needs with great care and dignity. Children with the most complex healthcare needs have the same access to activities and trips as other children. Trained nurses are always available to complete healthcare tasks, such as gastrostomy feeds, first aid and medicines. Medicine administration is highly organised. There are exceptionally clear protocols for taking medicines out on trips and for emergency medication for health conditions such as epilepsy.

Volunteers use expert advice to help to make children feel more comfortable and at ease. For example, volunteers contacted the local blind society for help in devising a book for a partially sighted child. In addition, volunteers received research-based training before the holidays started. This included watching a film produced by a charity to help them to understand and appreciate what it might be like for a child on the autistic spectrum to go out to do an unfamiliar activity. An excellent induction, and access to experts and research, enhances staff skills and insight and helps them to maintain exceptionally high standards of care for children.

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

The selection process for volunteers is robust. Each year, regardless of whether individuals have volunteered before, the same thorough safeguarding checks are undertaken. This helps to protect children from people who may be unsuitable to work with them.

Leaders plan meticulously for every eventuality. Well in advance of the holidays, they think about risk and how to reduce this as far as is possible. The holiday organisers visit each child at home to assess needs and risks. One carer commented on the high level of detail asked for. Key information obtained informs detailed risk assessment documents, which staff follow. No child misses out on the holiday or any of the trips because their needs are complex. This is because the holiday organisers are so good at thinking about how to reduce risks.

The safeguarding culture is exceptional. All volunteers are very aware of the additional vulnerability of disabled children, because they are extremely well inducted and trained in the trust's and the local area's safeguarding procedures. Volunteers protect children very well.

Volunteers supervise children extremely well. A volunteer is always by the child's side, day and night. Depending on each child's specific needs, there are sometimes two volunteers allocated to them, as well as 'floating' staff. The immensely high staffing ratios protect children from risks such as going missing.

Children benefit from the tremendously kind, careful and humorous approach of volunteers. Children learn new skills to manage their anxiety. For example, one volunteers helped a child to access the holiday by producing a bespoke plan. Timetables and pictures assisted the child with their transition from one activity to

the next. Children have been able to access the holiday and take part in activities that they would otherwise have found very difficult. There is overwhelming evidence that children are growing in confidence every day and that their behaviour is improving in social situations. This will help them in social situations when they go back home.

Volunteers manage children's challenging behaviour exceptionally well. There is evidence of a 'hands off' approach, which involves patience and talking to de-escalate challenging situations. Physical intervention only takes place if it is absolutely necessary in order to keep the child or another person safe.

Some physical interventions are not well recorded and there is no central record. When a physical intervention has occurred, a reader of the record cannot always see the full detail of how the child was restrained and for how long, or whether it was effective. This prevents robust management monitoring of incidents. All other evidence points to behaviour management systems being outstanding. There is no evidence that this recording shortfall has had a negative impact on children, but it has the potential to do so in the future, if not addressed.

### **The effectiveness of leaders and managers: good**

The registered manager is suitably qualified and experienced. She delegates day-to-day responsibility for the holidays to holiday managers and holiday organisers. The holidays are exceptionally well organised. The holiday organisers and managers have a flair for working with disabled children. One organiser is particularly talented and gifted in his work with children. Volunteers described him as 'outstanding', 'receptive' and 'organised'. Organisers are dynamic and inspirational, ensuring that everything is about the children. They join in with activities and lead by example.

A statement of purpose clearly sets out the aims of the holidays for children. This means that parents, carers, children and referrers, such as social workers, can clearly see if the child would benefit from the holiday. The trust only accepts children who they know will benefit from a holiday. The holiday does what it sets out to do, achieving the trust's vision to make a significant difference to children's lives. Children make excellent progress and have a fantastic time. One social worker said: 'I am really pleased. It's a nice experience that she would not normally have had access to.'

Planning for care is excellent. Once a child has been accepted, holiday organisers visit them at home. They build a relationship with the child and their family. They gather information about the child's care. Holiday organisers devise care plans with the full involvement of the parents, carers and the child. Children know what to expect when they arrive. Parents and carers are very confident that their child will be cared for according to the information that they have given.

Volunteers apply to work at the holiday because they want to provide children with a very positive experience. They are highly motivated. They want to make a difference.

Every volunteer brings something special to the holiday. There is a wonderful team spirit. Leaders carefully match volunteers with children according to the volunteers' skills and the children's needs. For example, one child with very complex behaviour was matched and then supported by a volunteer who is an expert in their specific behaviours. There is a pool of different skills, backgrounds, ages and expertise. There are primary school teachers, medical staff and graduates. Volunteers bring energy and enthusiasm. Their individual and collective goal is to make sure that the children have a very special time on their holiday.

Volunteers arrive 24 hours prior to the beginning of the holiday to receive a high-quality induction and training programme. This includes the trust's policies and procedures, such as safeguarding children and behaviour management. In addition, volunteers learn about each child's disability. As a result, they are very clear about how to meet each child's individual needs.

The volunteers individually meet with a holiday organiser to discuss any worries that they might have. One volunteer told the inspector about how they received high-quality support when they were struggling on the first day of the holiday. Prior to the holiday, volunteers also receive information via social media and e-mail reminders of important information, as well as motivational messages. This helps to promote volunteers' enthusiasm and drive.

The trust's monitoring systems have not been robust across the board. Internal and external quality assurance reports and some information about key events during holidays have not been sent to Ofsted as required by regulation. Additionally, one monitoring report could not be found. As a result, the regulator has been unaware of events such as restraints, accidents and complaints during individual holidays. The lack of information has prevented Ofsted from fully regulating the holidays.

Some records in relation to specific incidents are not detailed enough to tell the story of what happened. For example, some accident records, physical intervention records and records of an investigation into a medication issue during a holiday were unclear. This has in no way affected the children's experiences or safety, which are outstanding. However, there is potential for the outstanding quality of care currently provided during the holidays to slip if these monitoring and recording issues are not addressed.

## **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:** 1027083

**Registered provider:** The Newman Holiday Trust

**Registered provider address:** Lowbrook Barn, Lancaster Road, Slyne, Lancaster  
LA2 6AL

**Responsible individual:** Anand Chitnis

**Registered manager:** Judith Wardlaw

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### **Inspector(s)**

Caroline Brailsford, social care inspector



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