

The Newman Holiday Trust

Inspection report for residential holiday schemes for disabled children

Unique reference number	1027083
Inspection date	26/08/2015
Inspector	Jacqueline Malcolm
Type of inspection	Full

Registered person	The Newman Holiday Trust
Registered manager	Judith Wardlaw
Responsible individual	Anand Chitnis
Date of last inspection	12 August 2015

Service information

Brief description of the service

This is a charitable organisation that operates six one week holidays at three designated venues around England and one in Scotland. It provides holidays for up to 22 children and young people at each venue who may have learning disabilities, physical disabilities and sensory impairment as their primary need. The inspection was carried out at one of the holiday venues. The Trust provides a service to children and young people who may not otherwise get a break or a holiday and who are nominated by parents, social services or other professionals. Each holiday venue is run by an on-site holiday organisers and volunteer helpers.

The inspection judgements:

- Outstanding
- Good
- Requires improvement
- Inadequate

The overall experiences of children and young people

The overall experiences of children and young people is judged to be **Outstanding**

Children and young people benefit from high quality, individualised support and protection during their holiday. This is provided by skilled helpers who have an excellent understanding of their diverse needs. Helpers promote strong and unconditional relationships with the children and young people enabling them to get the most out of their holiday. Children and young people's willing and active participation in a variety of fun and interesting activities adds considerable value to their lives. The activities on offer encourage them to experience new interests that they may not normally do at home. This is fully inclusive of all children and young

people irrespective of their disability and communication needs.

Positively, some friendships have developed between peers and the consideration they show towards each other demonstrates mutual respect. The enduring benefits for children and young people are recognised in their increased independence, confidence and social integration. Children's wishes and feelings are listened to and acted on. This ensures bespoke and flexible support that meets their diverse and changing needs. Parents and professionals are highly complementary about the organisation of the holidays and the manner in which their children are cared for. A parent said, 'I am over the moon! I will be thanking the Trust for providing this opportunity.'

Children and young people's safety and welfare is highly prioritised and promoted. The training their helpers receive safeguards their vulnerabilities. However, minor shortfalls in the written safeguarding policy and procedures are not compatible with the helpers' coherent understanding of their safeguarding responsibilities. There is no negative impact on children and young people's safety and welfare.

Children and young people's holidays are exceptionally well co-ordinated events. Contributing factors include the effective relationships that the holiday organisers and helpers have with parents and carers. This is coupled with the established and emerging contacts with professional stakeholders in social care, health, education, emergency and rescue services.

The holiday scheme has attracted a range of enthusiastic, skilled and talented helpers. They have volunteered their time to make a marked difference to the lives of children and young people during the summer holidays. Helpers are extremely positive about their role and responsibilities and a number of them return over consecutive years. A helper said, 'I have never, ever heard a bad word about the Trust.' Holiday organisers and helpers are led by supportive leaders and managers. Their high aspirations and expectations filter through into practice and makes for a thoroughly enjoyable and memorable time in children and young people's lives.

Areas for improvement

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Ensure that the registered person takes action to address any issues of concern that they identify or which is raised with them. In particular, amend the safeguarding documentation to show the action to take in the event of an allegation made against the holiday organiser; include details of the local authority designated officer (LADO); include in the procedure for reporting a significant event the full list of professionals to notify, such as the police and the national society for the prevention of cruelty to children (NSPCC). (NMS 14.8)

How well children and young people are helped and protected

The service is **Outstanding** at helping and protecting children and young people.

Children and young people's safety and welfare are highly prioritised at this holiday scheme. Leaders and managers' high expectations serve to protect the most vulnerable children and young people and the holiday organisers and helpers take their safeguarding role very seriously. This is reinforced during safeguarding training that informs their exceptionally good safe care practices. A volunteer said, 'I thought the safeguarding training was fantastic and was done in a really good way, not heavy.' This makes for a well-informed team that clearly understands how to respond to safeguarding concerns. However, the safeguarding documentation does not fully inform helpers on all necessary steps to take in the event of a safeguarding concern and provide all potential contacts should they need to report a significant event. These bear no impact on children and young people's safety and welfare because helpers are conversant about their safeguarding roles and responsibilities.

High quality and well thought out safeguarding practices underpin how all children are cared for and protected. This promotes their sense of safety and well-being. Professionals, including the LADO, raised no concerns that would compromise children and young people's safety. A professional said, 'I've not had any reported issues of any safety concerns.' Parents feel very reassured that the one-to-one support afforded to their children by their helpers ensures their suitable

supervision. A helper said, 'The one-to-one rule is never relaxed and we think about the environment and level of security.' This gives parents peace of mind and keeps children and young people safe.

Planning the holiday is exceptionally well organised, highly effective and fully integrates the families and significant people in the child's life. The information they provide is invaluable in informing care planning. For example, brief social history, emergency contacts, communication, mobility, medication and allergies. The suitable venue is risk assessed and health and safety checks, including the action to be taken in the event of a fire, ensures everyone's safety. This makes for the smooth running of the holiday and enables children and young people's full participation in all activities.

Parents are kept fully involved in the holiday plans right from the start and in the majority of cases; they know who will be the allocated helpers for their children. A professional stakeholder said, 'They come down and visit families prior to them going on the trip.' They also comment that parents, 'Obviously feel reassured that children will be cared for and looked after, it carries a lot of weight.' Obtaining doctors' references at the planning stage is exceedingly good practice. This acts as an additional health safeguard that ensures that all children's health needs are robustly met. A professional stakeholder said, 'They are very clear about the medical information and take a 'belt and braces' approach.'

Highly enthusiastic, competent and committed helpers skilfully provide individualised support that promotes children and young people's diverse needs. A helper said, 'each child is so unique.' The holiday organisers and helpers are attentive to the children and young people and they are never short of positive verbal reinforcements. Their very intuitive and responsive interactions ensure that children and young people's needs and risks are very well attended to. A helper said that other helpers 'will notice if a child is homesick and can take them away.' Holiday organisers and helpers' excellent preparation prior to and during the holiday enables them to quickly communicate with children and young people in their preferred communication style. For example, Makaton, visual aids, social stories and speaking using short sentences.

Bullying is not an issue that interrupts the children and young people's holiday. The holiday organisers are acutely aware that this behaviour can happen and they understand how to counter it. A helper said, 'The Trust operates a zero tolerance policy for bullying. Every incident of bullying is dealt with and strategies are discussed.'

The implementation of effective behaviour management strategies and supervision supports a well-behaved group of children and young people. Children and young

people and their helpers have developed exceptional bonds, which stimulates trust. No children and young people have been restrained. A helper said that restraint was, 'Something that you want to avoid at all costs.'

No children and young people have gone missing during the holiday. The strong risk management does not impede on the suitable risks that children and young people are allowed to take. It does not compromise the high aspirations intended for all children and young people who choose to participate in the activities on offer. Examples include, swimming, Olympic Games, bouncy castle, dinosaur hunt, arts and crafts and fun competitions. This is interlaced with lots of impromptu sing-alongs that everyone gets involved in. Offsite activities, such as visiting the local farm, theme park and local facilities expose children and young people to new and exciting experiences that boost their confidence and add value to their social and emotional development. A parent said, 'I think that things are going absolutely fantastic, she's loving it!' Leaders and helpers have developed productive relationships with parents, keeping them informed about any significant issues. A professional said, 'They give the parents feedback about how things have been for the child. A lot of it has been verbal feedback. The child has masses of photographs.'

Children and young people's reflections while sitting in a circle at the end of the day empower them to name the activities that they have enjoyed the most. This values their views and keeps them at the centre of the holiday. The relaxing and sensory ambiance in the room that consist of children, young people together with their helpers holding 'glow in the dark' egg shapes winds them down for their night-time routine. Candles located in the centre of the circle are blown out by chosen children and young people. This provides a symbolic gesture in recognition of their positive contribution of the day. For example, a young person giving up their favourite sweets to give to an upset child.

The arrangements for managing, administering and recording medication are overseen by two qualified and trained nurses. These are in good order. They follow the informative care plans that are determined by children and young people's individual health needs. This information is shared and understood by the rest of the team. The nurses' excellent knowledge of the children and young people's health and their understanding of specific protocols to manage serious health conditions enable them to deliver safe care. This is in conjunction with the reviewed medication policy. Minor ailments and accidents are attended to and the nurses confirm the use of body maps, which promotes transparent practice.

The effectiveness of leaders and managers

The effectiveness of leaders and managers is **Outstanding**

Child centred leadership and management is very approachable, ambitious and induces abundant amounts of energy amongst the leaders and helpers. This enables effective delegation of roles that drives forward the best possible holiday that children and young people clearly enjoy. A helper said, 'When they come here it is absolutely a place where they can have one person all of the time who is fun and cares for them.' and 'It's something that you want to come back to.' This energetic and lively culture motivates helpers to stay involved in maximising children and young people's holiday experiences. A parent said about their child, 'He definitely came back bouncing; he very clearly enjoys it.'

Managers lead by example by visibly working alongside holiday organisers and helpers, by supporting children and young people in a helper role. This enables direct observation of practice without undermining the holiday organiser's plans for the children and young people. The expectations of helpers are exceeded and supported by positive comments made about their calibre. A representative from the holiday scheme said, 'This is the best group of helpers that I've seen. I don't feel worried with the helpers I have got.'

The close attention to detail in meeting children and young people's holistic needs makes for a successful holiday. This is rooted during the effective planning stages with parents, carers and professional stakeholders. Comprehensive written information and alternative communication are available, which sets out the main objectives, service and facilities. These come in formats, such as the statement of purpose, information for children and young people as well as the organisations website. A parent confirmed that they had looked at the website and had a clear expectation about how they wanted the holiday to progress for their child. They said, 'I am more than happy with the arrangements.'

The range of monitoring systems conducted by managers and holiday organisers ensure that the quality of the holidays are properly scrutinised. On a micro level, daily team meetings at the end of the day enables decisive action to be taken to put right any issues before they escalate. A trustee or holiday manager visits each holiday scheme and their reports include consultation with children, young people and helpers for their holiday testimonials. The visitors feedback on the purpose of the holiday, quality of care, complaints and protection, care and control, environmental standards, staff and management and administration. This comprehensively informs the Registered Manager about the strengths and any potential areas for improvement. At the last holiday hosted by this venue, the Registered Manager reported that the holiday, 'Was an excellent holiday especially

as the venue was new to the trust. The HO's (holiday organisers) did very well and the holiday ran smoothly with no issues. Well done.'

Children and young people significantly benefit from the personalised support and attention from a sufficient number of new and experienced skilled helpers that feel well supported and trained. They ensure that children and young people experience a positive and stimulating holiday. A holiday representative said, 'The journey is the big part of the holiday.' Helpers confirm that the mandatory training helps them to support children and young people. This includes training that enhances their awareness in safeguarding, behaviour management, health and safety, manual handling, first aid, personal care and communication. Helpers know where to access the available research based information should they need to refresh their knowledge. They are mutually supportive to each other and they feel valued by the holiday organisers. The consistent praise and positive regard in the team promotes strong morale and generates positive team spirit. Helpers describe the holiday organisers as 'approachable' and confirm that communication is good. One helper said, 'It's such an amazing week and they have been fantastic.'

The holiday scheme ensures that the recruitment and vetting of new helpers complies with the regulations. The scheme has satisfied themselves that their processes are safe and prevent unsuitable adults having access to the vulnerable children and young people that currently enjoy their summer holidays.

Working in partnership to improve outcomes for children and young people

The effectiveness of leaders and managers is **Outstanding** at working in partnership to improve outcomes for children and young people

Effective relationships with parents, carers and professional stakeholders in social care, health, emergency services and education promote well-established, child focused holidays that are well planned, proactive and empowering events. A parent said, 'The holiday scheme is proactive and they know the kids well.' This enhances children and young people's life experiences and significantly contributes to their improved outcomes. A professional said, 'Overall, I just feel it's an organisation that has been taking children on these breaks for years' and 'They contact us yearly to let us know there will be another holiday.' A parent said about the leaders and helpers, 'They give 100%.'

Children and young people, their parents and carers, professionals, leaders and helpers are actively encouraged to review the holidays. This allows the holiday organisers to reflect on their strengths and areas for improvement. Leaders and

helpers express a huge amount of confidence that their combined views are listened to and acted on. A helpers reported that the holiday leaders, 'Really embrace' the feedback and 'They are open to change.'

Strong relationships in the local and wider community help children and young people to feel welcome in the area. They thoroughly enjoy their holiday without interference and negativity. No complaints have been made during the holiday about the behaviour of the children and young people. Similarly, no concerns have been raised by the LADO in relation to the professional conduct of leaders and helpers.

Children and young people's holidays are further enhanced by the trust securing the holiday venue for a second year. The venue representatives are extremely supportive towards the leaders and helpers going above and beyond their duties. For example, the caretaker used a metal detector on the grounds of the venue to locate a child's hearing aid. They have shown a great interest in the holiday scheme to such an extent that they have made donations. This contributes to the other fundraising initiatives that some leaders and helpers have initiated. The fun activities in the wider community are made possible by the durable, positive relationships shared between the holiday organisers and other leisure providers. For example, well planned visits to the leisure park and the local farm are designed to ensure safe, interesting and fun activities that involve all children and young people. Children and young people are not compelled to partake in planned activities if they do not wish to. They can choose to do what makes them happy. A parent said that they were happy their child, 'Can do what he wants. It's his holiday as well.'

About this inspection

The purpose of this inspection is to inform children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against *Residential holiday schemes for disabled children: The inspection framework, evaluation schedule and grade descriptors*.