

Residential holiday scheme for disabled children inspection

Name	Imago Community
Inspection date	19/11/2016
Unique reference number	1229765
Registered provider	Imago Community
Registered provider address	John Spare House, 17–19 Monson Road, Tunbridge Wells, Kent TN1 1LS

Responsible individual	Anthony Waite
Registered manager	Sarah Warner
Inspector	Suzy Lemmy

Inspection date	19/11/2016
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences of children and parents	Good
The residential holiday scheme provides effective services that meet the requirements for good.	
How well children and parents are helped and protected	Good
The impact and effectiveness of leaders and managers	Good

1229765

Summary of findings

The residential holiday scheme for disabled children is good because:

- Children thoroughly enjoy the scheme and are able to participate in a range of adventurous activities.
- Leaders and managers ensure the smooth running of the scheme, while prioritising children's safety.
- Staff receive effective support from leaders and managers. Consequently, they are motivated to consistently deliver good standards of care.
- The wishes and views of the children are valued. They are encouraged to evaluate the scheme and their views are acted upon. This increases their self-esteem and ownership of the scheme.
- Well-trained and experienced staff build positive, trusting relationships with children and ensure their safety.

What does the residential holiday scheme for disabled children need to do to improve?

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendations:

- Ensure that each scheme is carried on at premises that support its aims and objectives (National Minimum Standards, 6.1), and in particular, that the environment is appropriately heated.
- Ensure that good recruitment practice is consistently followed (National Minimum Standards, 9.2). In particular, obtain verbal verification of written references.
- Ensure that employees understand what they must do if they receive an allegation (National Minimum Standards, 13.1), and in particular, record action taken and seeking timely advice from managers.

Full report

Information about this residential holiday scheme for disabled children

This residential holiday scheme for disabled children is part of a charitable trust. The scheme provides school holiday or weekend residential trips throughout the year for 10 to 17 year olds who may have learning disabilities or sensory needs.

Inspection judgements

	Judgement grade
<p>The overall experiences of children and parents</p>	<p>Good</p>
<p>A thorough care plan is completed with parents prior to children being accepted onto the scheme. Care plans are reviewed with parents before each overnight stay to ensure that they remain relevant. Consequently, parents are confident that staff have sufficient knowledge of their children to care for them safely.</p> <p>Introductions to the holiday scheme are well planned. Children attend two trial days before they stay overnight. This ensures that children are familiar with staff and their peers before they commit to an overnight stay. One young person who was attending the scheme for the first time was observed to grow in confidence. This was achieved by the reassurance and attention given by the staff.</p> <p>Briefings at the start of the event and in the evenings ensure that staff communicate any concerns that they may have and share information regarding children’s care needs. Staff who are unfamiliar with particular children are given time to read children’s care plans. Children are cared for by staff who are well equipped to meet their needs.</p> <p>Children are able to demonstrate their achievements. An initial assessment of their abilities has been developed by staff. New skills which children attain while at the scheme are celebrated. This gives them a sense of pride and increases their self-esteem. Development of this process towards a more formal approach where children identify areas that they need to improve are planned.</p> <p>Genuine, warm and nurturing relationships between staff and children were observed. Staff enjoy being with the children, which builds up children’s trust in them. Activities are planned throughout the day to ensure that children are stimulated and entertained. They enthusiastically join in with a range of activities. Staff make good use of the facilities, surrounding grounds and local community. Activities like shelter building and bush craft promote cooperative team work. Children develop their social skills and learn to share and communicate together.</p> <p>Staff value children’s input highly. Children’s group evaluations are analysed and used to inform delivery of the next programme. Children feel a sense of belonging and ownership of the scheme. Staff adapt the scheme to the individual child’s preference as well as the needs of the group. Children learn to adapt to their peers as well as enjoying following their own interests.</p> <p>Parents appreciate the scheme and their complimentary feedback reflects this. For</p>	

example, one parent said 'I give them top marks, can't praise them enough', another parent commented that 'it's a fantastic resource, my daughter is excited to go and has a fabulous time'.

The environment is well equipped and maintained to meet the needs of the children. Facilities are of a high standard. Children have access to a small kitchen for snacks and hot drinks, as well as a barbecue outside. However, during the inspection, the temperature of the building was very cold making the environment uncomfortable. This was resolved once it was brought to the attention of the staff.

	Judgement grade
<p>How well children and parents are helped and protected</p>	<p>Good</p>
<p>The safeguarding lead officer facilitates courses for all staff including volunteers on topics such as safeguarding, child sexual exploitation, gangs, female genital mutilation and radicalisation. All staff are trained and demonstrate an awareness of these issues and how they affect the children on the scheme. However, a safeguarding issue was not recorded accurately to reflect consultation with external professionals. Leaders recognised this shortfall and are developing a recording system to log calls more effectively. No child was at risk because of this failing. Staff also ensure that they educate children to safeguard themselves. Children designed a child-friendly poster warning of some risk factors.</p> <p>Prior to using the activity centre the scheme leaders visit the premises and conduct risk assessments to ensure that the environment is safe. The safety of children while sleeping at the accommodation is a priority. Girls and boys are on separate floors with staff rooms nearby to monitor the children and be available for support. Staff's vigilance and knowledge of the children keeps them safe.</p> <p>Young people are kept safe due to staff vigilance in ensuring a safe environment at all times. The scheme is run in a large residential building suitable for the children's needs. The centre manager engages well with children. He makes sure that they understand fire regulations and safety issues. An interactive approach to teaching fire safety and rehearsing fire drills ensures that children demonstrate that they can respond effectively. A fire safety 'grab bag' available to staff, further enhances the children's safety. Children's safety is a priority for the centre manager and staff. Staff review the site's risk assessments to ensure that the venue is of a high safety standard.</p> <p>Clear boundaries and a high level of engagement with children ensure that they work together as a group as well as being able to play on their own. The relationships between staff and children enable staff to respond to any distress and intervene immediately. Staff know the children well and use de-escalation techniques</p>	

effectively. This means that physical interventions rarely occur. Staff take decisive action if an incident occurs to ensure the well-being and enjoyment of all the children. Any incidents that do occur are evaluated and analysed by managers to inform practice.

Medication arrangements are meticulously recorded and followed by trained, competent staff. Medication is stored and administered according to medication policy and procedures. Consents to administer medication and emergency arrangements are agreed with parents. Staff have the necessary permissions to respond in a medical emergency.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The registered manager is suitably experienced and qualified for the post. Leaders of the scheme work across the organisation and know the children well and are confident in their role. The schemes are well organised and staff adapt to changes of circumstances. The ethos of children having fun, gaining new experiences and developing social and practical skills is seen in practice.</p> <p>High levels of staffing mean that children are supervised well. Staff work as a team and communicate effectively with each other. When plans change this is communicated to children and alternative activities arranged. Staff are well informed of children’s support needs through briefings, individual care plans and continual communication between staff and children.</p> <p>The scheme’s statement of purpose is informative and clearly outlines the aims and objectives of the scheme. The children’s guide is informative and appropriate. Children’s enjoyment of the scheme is enhanced by a robust approach to bullying, observed during the inspection. Staff are vigilant to any emerging issues and intervene to prevent incidents. The children’s guide clearly states how children can get help if they have any worries. Staff form positive and trusting relationships with children which help to deliver this.</p> <p>Staff evaluations carried out after the scheme inform their practice and the continual improvement of the service. Supervision is of a high calibre, regular and evaluative. Accountability and reflection underpins the learning for supervisees, which increases their confidence and skill base. Children are at the forefront of discussion and the successful running of the scheme is the focus of supervisions. Staff are committed to the children and the organisation.</p> <p>Open communication and working together with parents mean that relationships with them are positive. Staff give verbal feedback after each stay and communicate with</p>	

parents if additional information is needed between stays. Parents spoken to report that any issues are swiftly dealt with and minor in nature.

Managers clearly understand the strengths and weaknesses of the service and regular monitoring is undertaken by commissioners and the Director of Operations as well as the managers themselves.

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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