

National Deaf Children's Society

Castle House, 37-45 Paul Street, London EC2A 4LS

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

This large and diverse charity supports deaf children and their families through a range of information and support services. The National Deaf Children's Society plans programmes of activities to challenge and inspire deaf children aged eight to 18 years. Some children may also have additional needs. The holiday and activity scheme consists of a variety of one-day, weekend and week-long events dedicated to outdoor, sports or creative activities. Events within the scheme vary in size and are based in a range of venues across the country.

Inspection dates: 21 to 22 February 2018

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: 2 March 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Key findings from this inspection

This residential holiday scheme for disabled children is good because:

- Children have fun and achieve positive outcomes during the holidays/activities provided by this scheme. They take part in new activities that may not otherwise be available to them.
- Children learn new skills, develop their interests and gain confidence. Children say that they make new friends and that they will keep in touch with each other.
- Leaders and managers ensure that children are safe when they access the scheme. There are effective safeguarding procedures and staff have a good awareness of safeguarding protocols.
- The registered manager, staff and volunteers meet the stated aims of the scheme effectively. The registered manager ensures that there are detailed reviews of each holiday/activity. Staff reflect on their practice and they identify what went well and where improvements can be made.

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

- The registered manager must ensure that risk assessments are detailed for those children who self-administer their medicines to demonstrate their competency and the safekeeping of the medicines.
- The registered manager must ensure that the template that is used to evidence safe recruitment practice includes all the requirements as detailed in schedule 2 of the national minimum standards.
- The registered manager must ensure that the staff training matrix is kept up to date and accessible.

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

Recommendations

- Ensure that the medicines that are kept on premises used for the purpose of a HSDC are stored safely and are accessible only by those for whom they are intended (NMS 5.5). In particular, that the risk assessments for those children who self-administer medicines clearly demonstrate the action taken to ensure the child's competency and the safekeeping of the medicines.
- Ensure that the registered person can demonstrate, including from written and electronic records, that it consistently follows good recruitment practice, and all applicable current statutory requirements and guidance, in staff recruitment and carers selection. This includes the Disclosure and Barring Service (DBS) checks. All personnel responsible for recruitment and selection of staff are trained in, understand and operate these good practices (NMS 9.2). In particular, that the template used to demonstrate safe recruitment practice includes the required elements as listed in national minimum standard 9.3.
- Ensure that the scheme has and implements a written policy that clarifies the purpose, format and content of information to be kept on the registered person's files and information to be kept on the child's files. Records may be kept in electronic form. Staff and volunteers understand the nature of records maintained and follow the scheme's policy for the keeping and retention of files, managing confidential information, and access to files (including files removed from the premises). There is a system in place to monitor the quality and adequacy of record keeping and take action when needed (NMS 15.1). In particular, that the staff training matrix is accessible and regularly updated.

Inspection judgement

Overall experiences and progress of children and young people: good

The scheme provides a supportive and inclusive atmosphere with a 'can do' approach. Emphasis is given to children attending the scheme who have not had an opportunity to experience a holiday or a new activity, or to gain new skills and qualifications. Because of this, children thoroughly enjoy their activities/holidays that the scheme provides.

At this inspection, children were accessing a course that will provide them with a formal qualification in relation to assisting them to learn to swim. Those attending the course said that they were enjoying it immensely. One child said, 'The course is better than I expected and it's more fun than I expected.' Another child said, 'I have more belief in myself, my confidence has improved.'

Staff and volunteers place the well-being of children at the centre of their practice. There are good relationships between staff, children and volunteers. Children gave 10/10 for the staff. One child said, 'The staff and volunteers are really friendly, smiley and made me feel comfortable.' Another child said, 'We've been made to feel equal.'

Children who cannot communicate verbally are supported to make day-to-day decisions and to express their views and opinions. The registered manager ensures that specialist communicators and interpreters are available to children. In addition, staff and volunteers are trained in augmented communication.

Children's day-to-day needs are met. Children said that staff treat them with dignity and respect. At this inspection, children said that the food was 'OK' and that they have access to drinks and snacks throughout the day. The accommodation arrangements ensure that children are safe and provided with privacy, and that the accommodation is warm and welcoming.

Children and parents know how to make a complaint. Complaints are treated seriously and effective action is taken to resolve these satisfactorily.

Children's health needs are identified and met. The registered manager ensures that medicines are managed safely. Staff do not administer medicines unless they have undertaken training in the safe administration of medicines. However, the risk assessments for children who self-medicate do not fully detail the measures taken to ensure children's competency and the safe keeping of the medicines.

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

Effective safeguarding arrangements ensure that children are safe when they access the scheme. The activity coordinator informs the Local Safeguarding Children Board and police that an activity is taking place in their region. Leaders and managers

inform the designated officer if there are any concerns or suspicions of harm to children.

Since the last inspection, leaders and managers have reviewed the safeguarding policy, and this now meets regulation. Staff demonstrate a thorough understanding of safeguarding protocols and the whistle-blowing procedure. Children said, 'We feel safe in the accommodation, the staff are close by and we have the number of the keypad to access our accommodation.' A parent echoed this and said, 'I have no concerns in relation to my daughter's safety.'

Since the last inspection, there have been no concerns in relation to child sexual exploitation or children going missing from the scheme. Restraints and sanctions are not used as a measure of control or discipline. Children have not experienced bullying and said that they get on very well together. During their welcome meetings, children are made aware of the rules and expectations in relation to good behaviour and respecting others. Children said that the rules are fair.

Children can identify a member of staff or volunteer whom they can talk to if they have any concerns or worries. Children commented that the staff at this activity are very approachable.

Leaders and managers respond effectively to accidents. At the time of this inspection, a child and a member of staff sustained minor injuries in separate accidents. Effective action ensured that the child and member of staff received immediate support and first aid. Both said that they felt supported and well looked after.

Comprehensive activity risk assessments and health and safety checks are undertaken prior to and at the time of a holiday or activity. Leaders and managers ensure that venues are safe and have the required insurance in place. Effective steps are taken to ensure that children, staff and volunteers are aware of the fire procedures and evacuation practices.

Leaders and managers ensure that there is a careful recruitment and selection process and that the required checks are undertaken on prospective staff and volunteers before they take part in a holiday or activity. However, the checklist that is currently being used to evidence the gathering of this information does not contain the required elements as listed in schedule 2 of the national minimum standards.

The effectiveness of leaders and managers: good

The registered manager ensures that the scheme is managed effectively and efficiently. The scheme provides exciting and challenging educational and safe residential holidays for children who have disabilities. The registered manager, activity coordinator, staff and volunteers are highly committed to ensuring that children have an enjoyable time away from home, have new experiences, make friends and try new activities.

The registered manager undertakes a detailed annual review of the scheme and has a good understanding of its strengths and weaknesses. He has developed an action plan and is committed to developing the service. In addition, there is good monitoring of the scheme. Visits take place to each holiday and activity, and comprehensive reports are completed. The registered manager responds effectively to recommendations to improve.

Leaders and managers have developed good-quality assurance systems that inform the scheme's development and improvement. The surveys from parents and children demonstrate the high value placed on the scheme, with many positive comments from parents and children.

The scheme achieves its stated aims and objectives. The statement of purpose document is detailed and compiled in relation to Schedule 1 of the Residential Holiday Schemes for Disabled Children regulations 2013.

Staffing levels during the holidays and activities are good. There is an effective mix of permanent staff and volunteers. Many staff have a variety of experiences of supporting children who have disabilities through their other employment and voluntary roles. Staff and volunteers say that they feel well supported. They meet regularly through the activity/holiday to discuss the day's events. They reflect on their practice, discuss what has gone well and identify whether any adjustments are needed.

There is a strong commitment to developing staff practice and to ensure that they have the desired competencies to undertake their roles. In light of this, staff complete a competencies framework and a self-assessment at the end of each holiday/activity. The activity coordinator assesses how well staff are working towards achieving the competencies. The assessment is used as a development tool. In addition, staff receive training in safeguarding, first aid and medication administration. However, the training matrix is not easily accessible as the recording of some training goes back many years and does not easily identify the training that staff have recently attended.

There is an effective application process for children wishing to access the scheme. The registered manager and activity coordinator work in collaboration with parents to identify children's support needs when accessing a holiday/activity. Parents and carers sign their agreement to the care and support plans and risk assessments. This demonstrates good collaborative working.

The three requirements that were made at the last inspection have been met.

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: 1027090

Registered provider: National Deaf Children's Society

Registered provider address: Castle House, 37-45 Paul Street, London EC2A 4LS

Responsible individual: Ms Helen Cable

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Inspector

David Kidner, social care inspector



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