

# KIDS Smile

KIDS

7-9 Elliott's Place, London N1 8HX

Inspected under the social care common inspection framework

## **Information about this residential holiday scheme for disabled children**

This residential scheme for disabled children is part of a charitable trust. The scheme provides weekend residential activity holidays throughout the year. Children who use the scheme may have learning disabilities, physical disabilities and/or sensory needs. The manager has been registered with Ofsted since 13 October 2016.

**Inspection dates:** 29 to 31 May 2019

**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:** 27 April 2018

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

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

### **Recommendations**

- Staff and volunteers actively promote the welfare of children for the duration of the scheme. (National Minimum Standards, 3.2)

In particular, ensure that staff clearly communicate with each other, so that all staff are aware of the plans made to ensure the safety of the children.

- Employees are easily able to access the advice needed to provide a holiday service for children and young people. (National Minimum Standards, 12.1)

In particular, ensure that staff discuss the holiday scheme in supervisions and that the manager's supervision records are readily available for review.

## Inspection judgements

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

Staff interact well with the children and form good relationships with them. The children benefit from access to activities which they would otherwise not be able to experience. They make progress as a result of the opportunities they have during the holiday scheme. One child was previously reluctant to socialise with his peers, but he is now confident to access other short breaks services. His parent reported that he now 'happily goes to any weekends he gets invited to'. Another child who didn't previously interact with the other children now responds to them.

Staff value children's views and seek their feedback in a number of ways. Parent and child questionnaires have been reviewed to make them more accessible to the children. In addition, children are able to give their views formally and informally throughout their time at the scheme. A laminated copy of a range of faces depicting feelings is used to help children express their emotions. Children are encouraged to choose whether to participate in activities; 'challenge by choice' is the holiday scheme motto.

Staff visit children and their parents prior to them attending the scheme to update the children's care plans. This ensures that staff have all the necessary information to meet the children's needs. The matching process is effective in ensuring that the children like spending time together. This is reviewed after each scheme to ensure that any incompatibility issues are addressed.

Parents, as well as children, benefit from the scheme. One parent said the scheme is run by a 'well organised company with lovely staff' and is 'a valuable asset to parents like myself'. Another parent reported, 'We have been privileged to be able to use this wonderful support on many occasions.'

Activities are well managed by the staff and the external provider. Any changes are communicated to the children, who are reassured by staff to reduce their anxiety and minimise the impact on them. On the whole, communications between staff and leaders is effective, however there was an occasion when better communication would have made the plan to safeguard a child clearer to all staff.

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

Any safeguarding concerns are responded to swiftly and reported to external agencies. Staff are vigilant and alert to children potentially making themselves unsafe. They have a good awareness of the children's vulnerabilities. Staff's close supervision of the children keeps them safe.

Staff are trained in safeguarding policies and procedures. Those spoken to demonstrated a good knowledge of how this works in practice. Team meetings are

used to discuss scenarios and identify any gaps in staff's knowledge.

Risk assessments have been reviewed, are up to date, and are specific to each child. Staff are informed of any areas of concern and how to keep the children safe from harm.

Staff are trained in behaviour management techniques, especially de-escalation skills. Physical intervention has not been needed. The matching process, staff support, and well-chosen activities mean that children do not present with any behavioural difficulties necessitating this type of intervention.

Medication policies are clear and adhered to. The manager ensures that medication is safely stored. Staff are meticulous in administering medication to children and recording the details accurately. Two members of staff administer medication to children to reduce any risk of errors.

Children's safety is a priority for the centre organisers, manager and staff. Staff review the site's risk assessments to ensure that the venue is of a high safety standard. Staff ensure that children are aware of what to do in the event of a fire. They inform children of actions to take should they hear the alarm, including where to assemble.

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

The registered manager has extensive experience of working with disabled children. She works across the organisation and knows the children well. She has developed the service and increased her responsibilities within the organisation to raise awareness of the benefits of the scheme. She is committed to improving the service and offering a high standard of care to the children who attend.

The scheme is well organised, and staff adapt to changes of circumstances. The ethos is for children to have fun, gain new experiences and develop social skills.

Recruitment practice is safe and thorough. All of the necessary checks are made, including verbal verification of references. Staff undertake an induction and extensive training prior to working on the scheme. They shadow more experienced staff. This ensures that only staff who are confident to work with the children are employed.

Staff generally have a discussion at the end of each day and after the scheme. They discuss positives and any areas of concern or improvement. This is a time of reflection which informs plans for subsequent schemes. Staff have regular supervision. However, supervision records do not reflect specific discussions about the holiday scheme. The registered manager's supervision records were not available for review.

The organisation values the scheme. Spot checks by the service manager ensure that

the scheme is quality assured and subject to internal scrutiny. Notifications are appropriately made to Ofsted, and reflect effective action taken by the manager and staff to keep children safe.

## **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:** 1231454

**Registered provider:** KIDS

**Registered provider address:** 7-9 Elliott's Place, London N1 8HX

**Responsible individual:** Mrs Caroline Stevens

**Registered manager:** Mrs Clare Turner

**Telephone number:** 01329 312312

**Email address:** [southeastadmin@kids.org.uk](mailto:southeastadmin@kids.org.uk)

### **Inspector**

Suzy Lemmy, social care inspector



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