

Heswall Disabled Children's Holiday Fund

Heswall Disabled Children's Holiday Fund
9 Milton Road, Waterloo, LIVERPOOL, L22 4RE

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

Heswall Disabled Children's Holiday Fund is a charitable organisation which provides a summer holiday for disabled children and children with complex health needs and special educational needs. It provides a one-week holiday at a residential activity centre. It aims to provide a range of activities and experiences for disabled children who would not otherwise have a holiday.

The registered manager has been registered since 2014.

Inspection dates: 13 to 15 August 2019

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 **outstanding**

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: 15 August 2018

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 enjoy a wonderful holiday. They take part in high-quality activities and have lots of fun. They do things that they would not normally be able to do.
- The experiences make long-lasting differences to the quality of children's lives, helping children to make friends and become more confident and independent.
- The holiday is exceptionally well run and managed. It provides children with safe, enjoyable and fulfilling experiences.
- There is a fantastic, positive and inclusive holiday atmosphere, where children feel extremely safe and happy.
- Children receive an incredibly high standard of personalised care and support from extremely motivated helpers.
- Helpers are kind and understanding. They support children to manage their worries and help children to feel at ease, to join in and have a great time.
- Parents are very confident and comfortable that their children are safe, looked after properly, and enjoy and benefit from the holiday.
- Leaders and managers use monitoring systems extremely well to understand the strengths of the holidays, identify areas for development and make improvements.

Inspection judgement

Overall experiences and progress of children and young people: outstanding

Children enjoy a fantastic holiday experience. Leaders, managers and helpers have created an extremely safe and happy environment. Children are very happy and comfortable during their time on holiday. Parents are confident in the knowledge that their child will be safe, well looked after and will have a lovely time.

Children have new, exciting and memorable experiences that add considerably to the quality of their lives. They make new friends and have the chance to do things and go to places that they may be not able to with their families. A parent said, 'The holiday gives my son a week of freedom, independence from us, experiences, relationships and fun that has no comparison to anything else.'

The benefits of the holiday can be long-lasting for children and their families. A parent said, 'My daughter feels totally loved and supported at the camp. The helpers go out of their way to ensure that she has access to all activities she's interested in. She came back last year full of self-confidence and over the past year never tires of retelling stories of the helpers, amazing activities and friends she's made.'

The helpers understand children's specific health and emotional needs and provide them with exceptionally high-quality personal care. They treat children with dignity and respect. They always make sure that children's intimate care needs are managed safely and sensitively. The arrangements for dealing with children's medication are safe. Helpers make sure that children always get the medicine and treatment that they require.

The helpers are skilled and incredibly warm, friendly and kind people. They do everything possible to help children feel at ease and to have a lovely time. They support children who are staying for the first time and those who find it difficult to cope with new experiences to feel comfortable. The helpers support and encourage every child to express their wishes and feelings and make choices, including about activities.

Children take part in a wide range of exciting, engaging and inclusive activities, including swimming, bowling, going to a safari park, cooking, arts and crafts, sports, treasure hunts, meeting reptiles and insects, music, science activities and visiting a planetarium. The helpers give children reassurance and the confidence to take part in new activities or things that they would otherwise find difficult.

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

Exceptional safeguarding arrangements protect children from harm. Children, including the most vulnerable, feel safe and have a strong sense of well-being. Children trust their helpers enough to talk to them when they are worried or upset.

Helpers are exceptionally well prepared and trained for supporting the children and keeping them safe from harm. They have a detailed understanding of children's

assessed needs and the additional vulnerabilities of disabled children. They provide every child with an excellent level of supervision that protects the child from risks, such as going missing and bullying.

Helpers recognise the signs that may indicate that a child may be at risk of harm. They understand their responsibilities for protecting children and take effective action in line with the organisation's procedures and statutory safeguarding guidance when they have concerns about a child's welfare.

Helpers understand that children may find things difficult at times and recognise when children are getting upset. They respond sensitively, using the least intrusive way possible to support the child and keep them safe. For example, they encourage the child to try a different activity, or talk with the child about what is wrong and together find the best way to sort out the problem.

The organisation's careful selection and checking of helpers minimises the risks to children from unsuitable people. The leaders and managers make sure that helpers have the right personal qualities, enthusiasm, motivation and values to work with disabled children.

Children stay in a safe and pleasant environment. It is accessible and suitable to meet the needs of disabled children on holiday.

The effectiveness of leaders and managers: outstanding

The leadership and management of the holiday are especially effective. The holiday is exceptionally well planned and organised. This attention to detail provides disabled children with wonderful experiences.

Leaders and managers provide dynamic and inspirational leadership. They are highly ambitious for every child to have opportunities that broaden their experiences. Their priority is to make sure that every child has the best possible time.

Leaders and managers have created the right atmosphere to make sure that children receive an incredibly high standard of care. Helpers are highly motivated, enthusiastic and extremely positive. They work together cohesively, and there is a fantastic team spirit.

Leaders and managers provide helpers with excellent support, reassurance and guidance. They make sure that helpers receive good-quality training that is tailored to the personal needs of the children they are supporting.

Highly effective care planning ensures that children's individual needs can be met during their holiday.

Leaders, managers and helpers build positive and long-lasting relationships with families. The manager and helpers visit each child at home to get the up-to-date information they need to understand how to support the child. This approach also gives children and parents the chance to meet the people who will be supporting them during the holiday. It helps that, when they first arrive, children are welcomed by someone they have already met.

Since the last inspection, leaders and managers have improved the quality and variety of options for children who enjoy sensory activities. The introduction of a music therapy workshop has been very popular and beneficial for children. Work has also been undertaken to design activities that children with different abilities can enjoy together.

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: 1027082

Registered provider: Heswall Disabled Children's Holiday Fund

Registered provider address: 9 Milton Road, Waterloo, Liverpool L22 4RE

Responsible individual: Mr Charlie Bough

Registered manager: Mr Vincent Keating

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Inspector

Nick Veysey, social care inspector



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