

# SC1229765

Imago Community

John Spare House, 17-19 Monson Road, Tunbridge Wells, Kent TN1 1LS

Inspection under the social care common inspection framework

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

This residential holiday scheme for disabled children is part of a charitable trust. This scheme catered for seven children who have disabilities. This is the only overnight stay provided this year by the organisation. There are certain criteria required to be met for the children to be eligible for the overnight stays run by the project.

The manager was registered with Ofsted in March 2016.

### **Inspection dates: 5 to 9 March 2020**

**Overall experience and progress of children and young people, taking into account**                      **good**

How well children and 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:** 26 March 2019

**Overall judgement at last inspection:** not judged

**Enforcement action since last inspection:** none

## Inspection judgement

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

The impact the overnight stay has for children who attend is significant. They gain independence, confidence, new friends and there is a lot of laughter. This holiday was carefully planned to ensure that it made a difference to both the children and their families. A member of staff commented, 'The most rewarding part of the job is the impact we have; it means so much to the whole family.' Parents stated that the time offered is a lifeline for the families.

Children have good and trusted relationships with the staff, which they have had the opportunity to develop through the clubs the organisation runs. Children were seen to be very relaxed and staff were patient, fun and caring in their approach. The group of staff know and understand the children well.

For some of these children who have never stayed away from home before, to be able to participate and to learn new skills is a huge achievement. There is a warm and accepting culture. There is positive role modelling from the staff which children then replicate in how they interact with each other. Children successfully encourage each other to try new things. Children said that they have fun, and that everyone can join in with the activities. They enjoy having time with staff and sleepovers with friends.

The staff plan the activities before the overnight break to ensure that the children will all benefit. Children participate in a range of meaningful activities while learning new skills. Children are listened to and their opinions considered in this planning.

Pre-admission assessments ensure that staff are confident they can meet all the children's needs. Care plans are formulated with both parents' and children's input. The care plans would benefit from including information relating to the child's emotional well-being and the child's identity. This will enable consistency in staff approach and enable any additional support needs to be identified.

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

Effective planning prior to overnight breaks minimises the risks for children. The attention to detail is commendable and vital. Every potential risk is considered and explored. For instance, this includes fears the children may have or certain routines that they may need to help them feel safe.

There has not been the need for any safeguarding referrals to be made. The senior team is confident and this is cascaded to all staff. There is a culture of using creative ways of managing and understanding risk. Risk assessments in relation to children going missing have been updated. The availability of clear and concise information ensures that leaders know exactly what they should do if they are concerned about a child. The safeguarding policy, however, requires some amending to ensure that it refers to up-to-date legislation and meets the regulations.

Children have a strong sense of safety and well-being. For some children, they are able to feel safe in an unknown environment for the first time. Clear and consistent boundaries are communicated to the children. Staff manage situations and behaviours that arise well, with no impact on the rest of the children. They have not had the need to physically intervene.

Recruitment processes are mostly thorough. However, managers and those responsible do not routinely seek verbal verification of references.

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

Learning and feedback are central to the approach of this organisation. It is constantly looking at ways to generate new ideas and ensure that children and their families receive a good level of care and support.

The organisation's aim for this project is that children have the right to have their needs met in an environment which demonstrates that they are valued and that the adults around them have their best interests at heart. This ethos was evident after spending time with the staff and the children.

Leaders and managers have high aspirations for the children and this is cascaded down to all staff. Everyone works consistently to ensure that the service improves and offers exciting and new opportunities and experiences for children. The managers understand the importance of monitoring and have developed systems to do this effectively.

Staff have inductions and briefings before the overnight stay. Training is regularly refreshed. This enables all staff to ensure that they are up to date with all the children's support needs and are equipped to manage different situations.

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

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The registered person must prepare and implement a written policy which sets out—</p> <ul style="list-style-type: none"> <li>how children accommodated by the scheme are to be safeguarded from abuse or neglect; and</li> <li>the procedure to be followed in the event of an allegation of abuse or neglect.</li> </ul> <p>The procedure under paragraph (1)(b) must, in particular, provide for—</p> <ul style="list-style-type: none"> <li>liaison and co-operation with a local authority which is making a child protection enquiry in relation to a child accommodated by the scheme;</li> <li>the prompt referral to the local authority in whose area the scheme is situated of an allegation of abuse or neglect affecting a child accommodated by the scheme;</li> <li>notification (in accordance with regulation 26) of the instigation and outcome of a child protection enquiry in relation to a child accommodated by the scheme, to HMCI and the placing authority;</li> <li>consideration of the measures which may be necessary to protect children accommodated by the scheme following an allegation of abuse or neglect; and</li> <li>a requirement for employees to report a concern about the safety or welfare of a child provided with accommodation by the scheme to one of the following—</li> </ul> <p>the registered person;</p> <ul style="list-style-type: none"> <li>a police officer;</li> <li>an officer of HMCI;</li> <li>an officer of the local authority in whose area accommodation is being provided by the scheme;</li> <li>an officer of the National Society for the Prevention of Cruelty to Children. (Regulation 13 (1)(a)(b)(2)(b)(c))</li> </ul>	<p>06/05/2020</p>

### Recommendations

- 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. (National Minimum Standard 9.2)

In particular, ensure that recruitment checks include verification of references to ascertain the person's suitability to work with children.

- Children stay in a healthy environment where their physical, emotional and mental health is promoted. (National Minimum Standard 5).  
In particular, ensure that children's support requirements in relation to their emotional and mental health and identity are reflected in care planning documentation.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people, 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:** 1229765

**Registered provider:** Imago Community

**Registered provider address:** John Spare House, 17-19 Monson Road, Tunbridge Wells, Kent TN1 1LS

**Responsible individual:** Ashley Giles

**Registered manager:** Sarah Warner

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### **Inspector**

Emeline Evans, Social Care Inspector

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