

Green Frog Holidays

Registered provider: Green Frog Holidays Limited

Full inspection

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

Green Frog Holidays is the registered provider of the holiday scheme. The holiday scheme is also known to families as Highfield Highreach Holidays due to the location the holiday scheme has run from. This residential holiday scheme for disabled children registered in 2020. This is the scheme's first inspection. The scheme previously operated as part of another residential holiday scheme. The scheme has offered holidays to 21 children in 2022. The scheme hopes to be able to offer more holidays each year in the future. The children attending the scheme have learning disabilities and may also have physical disabilities and/or sensory needs.

The suitably qualified and experienced registered manager has run the holiday scheme since it registered.

Inspection dates: 29 July to 9 August 2022

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgement

Overall experiences and progress of children and young people: outstanding

The staff plan meticulously for each child's admission. They provide a comprehensive assessment of children's needs, which is informed by visits to the family and, where appropriate, the child's school. Each child's assessment is updated every year with any new information. This careful approach to getting to know children means that their care is very well planned.

Careful thought goes into how children will be welcomed and supported. The children are welcomed by a dedicated helper with whom they quickly build a positive relationship.

There is an exceptional range of on-site and off-site activities. These ensure that children have an enjoyable holiday. The partnership with a local school allows the children to enjoy excellent indoor and outdoor facilities, including a swimming pool, theatre, sports hall, library, sensory room and good-quality residential accommodation. High staffing, an inclusive attitude and careful planning mean that the children get to try new activities and experiences. For example, a quiet swim is facilitated for children who prefer less noise. The children have enjoyed outings to the beach, a theme park, a climbing wall, a local petting farm and horse riding. The wide range of activities is broadening the children's experiences and increasing their confidence.

The children are gently challenged to become more independent. They are also supported to make their own decisions about things that do not appeal to them. One parent said, 'Each time he goes, he comes back a bit more independent.' The children practise and develop their social skills. They challenge each other, in a safe environment. As a result, new friendships flourish. The volunteers manage the group dynamics incredibly well and are highly attuned to the children.

The volunteers provide an inclusive approach to communication throughout the scheme. They use Makaton signing to supplement verbal communication. Pictorial symbols are used to help children to communicate their feelings and make choices. One child has been able to communicate their choice of song by pointing to the relevant picture. The inspector observed children singing and dancing along with boundless enthusiasm during the group singalong.

The scheme has been highly successful in recruiting young volunteers, which brings vibrancy and peer support to the scheme. It is sometimes difficult to identify who are the young volunteers and who are the children. There is sense of total inclusion, enthusiasm and shared joy for the children and the volunteers.

The children and the volunteers delight in celebrating their achievements at the end of each day. The children absolutely love their holiday, and many children return each year. One child said that they were very sad this would be their last holiday. However, they were overjoyed that they would be able to join an adult holiday scheme run by the same people. The children take home mementoes they have made. They enjoy recalling memorable moments when watching their holiday video throughout the year. Parents refer to the holiday as being the 'highlight of the year' for their child. One parent said that their child counts down the sleeps to go and gets 'so excited'. Another said that their child simply cheers and shouts 'yeah' every time the holiday scheme is mentioned.

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

The volunteers fully understand their safeguarding responsibilities and hold the children's safety and best interests at the centre of their practice. The high levels of supervision and good understanding of risks mean that the volunteers can anticipate and reduce risk.

The volunteers ensure that the children feel safe and happy during their holiday. When children struggle, they are very sensitive to their needs and creatively help them to work through their emotions.

The volunteers are alert to group dynamics and there is gentle but clear challenge when children are unkind. Pictorial complaints and safeguarding information are displayed throughout the holiday accommodation. The children can talk to volunteers about things which worry them. The children trust the volunteers. This is regularly demonstrated through children seeking out particular volunteers for company or for a cuddle.

The volunteers understand behaviour as a means of communication. They seek to understand what the child needs while maintaining clear boundaries. The exploration of particular behaviours has helped to increase a child's safety in their family home. Volunteers use behavioural approaches, such as de-escalation and redirection, successfully and in accordance with the children's behaviour support plans. Physical intervention is rarely used. It is used only by suitably trained volunteers, at the minimum level and for the minimum time, to ensure that children and volunteers are not hurt. The manager monitors any significant events, including physical intervention, to see if different approaches can prevent reoccurrences.

First-aid incidents are responded to swiftly by responsive, calm staff. Medical staff are on call at all times. Medication is well managed and seamlessly administered. The volunteers make medication fun. Children can choose their favourite song while they have their medication.

The effectiveness of leaders and managers: outstanding

Senior managers are fully immersed in the scheme. They inspire the team and communicate their high aspirations and expectations effectively to all volunteers. There are lines of accountability and highly effective oversight of the scheme. The managers and the volunteers are reflective and innovative in their approach to creating constant fun for the children in a safe environment.

The volunteers are caring and respectful towards the children. They have aspirations for the children to experience new things, become more confident and develop their skills. The volunteers speak about the children very warmly.

The volunteers are provided with good information and training before joining the scheme. They are clear about their roles and responsibilities. Volunteers are well equipped to meet the individual needs of the children. The volunteers are supported well through the effective mentoring and management arrangements. Experienced group leaders provide guidance and are positive role models for newer volunteers. As a result, the volunteers' motivation and enthusiasm remain optimum. The volunteers say that they look forward to the holiday every year and the majority return year after year.

A wholly reflective approach is embedded into the holiday scheme staff, from the newest volunteer to senior managers. Team reflection time is built in after each holiday, to celebrate what has gone well and to identify and reduce any challenges. The feedback is used to drive continual improvement. One member of staff said that the volunteers all recognise that the holiday scheme is not a finished product and never will be because 'there is a consistent drive to improve'.

Inclusion is integrated at every level of the holiday scheme. The holiday scheme volunteers go the extra mile. Managers seek out and actively support children who would not otherwise be able to access the holiday. This brings greater diversity to the holiday and provides opportunities for children who might not otherwise get them.

The manager ensures that appropriate suitability checks are undertaken on all volunteers. However, the manager does not see all the suitability checks completed for volunteers also employed by the host school. No formal checks are undertaken to ensure that volunteers are of sound health. Therefore, the manager has not fully reviewed the suitability of all volunteers.

The senior management team is present throughout the holiday and maintains strong and effective oversight of the day-to-day running of the scheme. As a result, the holiday scheme operates as a 'well-oiled machine'. However, the manager's written review of the service is not of sufficient depth or fully compliant with regulation. The report of the review is not sent to Ofsted. This means that Ofsted does not have a comprehensive understanding of how scheme is operating.

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

Recommendations

- The registered person should ensure they have sight of all recruitment and health checks for every member of staff and volunteer working on the holiday.
(‘Residential holiday schemes for disabled children: national minimum standards’, 9.1)
- The registered person should ensure that the report of visits to the scheme, carried out under regulation 29, are of sufficient depth and include checks of any disciplinary measures, use of restraint and records of missing persons reports.
(‘Residential holiday schemes for disabled children: national minimum standards’, 14.6)

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: 2592060

Provision subtype: Residential holiday scheme for disabled children

Registered provider: Green Frog Holidays Limited

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