

The Newman Holiday Trust

The Newman Holiday Trust

Lowbrook Barn, Lancaster Road, Slyne, Lancaster LA2 6AL

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

The Newman Holiday Trust is a registered charity which provides summer holidays for disabled children. The trust provides seven one-week holidays a year at various venues in England and Scotland. It aims to provide a range of activities and experiences for disabled children who may not otherwise have a holiday.

The registered manager has been registered with Ofsted since 2014.

Inspection dates: 16 to 18 August 2022

Overall experience and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 13 August 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Inspection judgement

Overall experiences and progress of children and young people: outstanding

Children enjoy a fantastic holiday. Leaders, managers and helpers create a very safe, fun, nurturing and exciting environment. Children are extremely happy and relaxed, and have lots of fun, so much so that children are keen to return the following year. Children are extremely positive about the holidays, and develop trusting relationships with the people caring for them. Parents are confident that their children will be safe and will have a lovely time in the knowledge that their children are well looked after.

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 do with their families. Children take part in a wide range of exciting, engaging and inclusive activities, including swimming, going to safari and theme parks, the cinema, arts and crafts, sports, bouncy castle and spending time with animals.

Helpers make sure that children, even with complex medical needs, take part in activities and have the chance to try new things and take controlled risks. A parent said, 'It was the first time my child was able to go away with carers that could meet his medical needs and allow him to play inclusively without barriers. His self-confidence was boosted. He learnt that he can be part of society and do normal things like other children, even with his medical needs.'

The benefits of the holiday can be long-lasting for children and their families. For many children, it is their first time being away from their families and helps them to become confident and independent. A parent said, 'It was so perfect and relaxing for my child. The fact that he was able to access a week where he was allowed to just be a normal child helped boost his confidence and had a ripple effect on the things he wanted to do afterwards.'

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

Helpers are skilled and incredibly warm and friendly people. They do everything possible to help children feel at ease and to have an enjoyable time.

Children are encouraged and supported to express their wishes and feelings, regardless of their preferred method of communication. Helpers provide children with meaningful choices about how they spend their time.

Children's experiences and achievements are recorded, celebrated and shared with their families. Children routinely reflect on their experiences. Helpers encourage children to keep a diary about the holiday. The design of the diaries is creative, engaging and child centred. The diary gives children different means to reflect on their day with adults using the written word and through activities and games. The diary is a lovely memento of the holiday to keep and show their families.

Helpers also make sure that children stay in touch with their families during the holiday. They continually share photographs of the children's experiences with parents. A parent said that helpers 'texted every night to let me know, and to stop me worrying, everything that he had done. At the end of the week holiday, they gave us a book with personal pictures in it of all the activities he had done.' Another parent said, 'I've just come off a video call with my child and I could see that he is happy and having a great time.'

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 about when they are worried or upset.

Helpers are exceptionally well prepared and trained for supporting 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 risk of harm, including from accidents or getting lost.

Helpers recognise the signs that may indicate that a child may be at risk of harm. They understand their responsibilities for protecting children. They know how to act when they have concerns about a child, and follow statutory safeguarding guidance.

Children are happy and settled staying in the safe, positive and supportive environment. Helpers understand that children may find things difficult at times, and recognise when children are getting upset. They respond sensitively to support the children and keep them safe. When children are anxious about activities, helpers find the best way for children to feel comfortable enough to join in. For example, a child who struggled to get on a coach because of the noise and number of people, was taken in a separate car. The child was able to take part fully in the trip to a safari park.

The careful selection and checking of helpers minimise the risks to children from unsuitable people. Leaders and managers make sure that helpers have the right personal qualities, enthusiasm, motivation, energy, skills and values to support disabled children.

Children stay in a safe and pleasant environment. Leaders and managers make sure that the accommodation and facilities meet children's needs and are maintained to protect children from avoidable risks.

The effectiveness of leaders and managers: outstanding

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

The leaders and managers promote tolerance, diversity and inclusivity. They ensure that children, regardless of their backgrounds, disability and health needs, have every opportunity to take part in the holiday and get the most out of the experience. Leaders and managers are also looking at ways to increase the diversity of helpers.

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. This ethos is thoroughly embedded throughout the organisation and the holidays.

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. There is a fantastic team spirit and strong sense of community.

Leaders and managers pair children with their helpers carefully and skilfully. As a result, each child is supported by an adult with the experience, knowledge and competence to meet the child's needs. For example, children with complex medical needs are supported by a qualified nurse. A child with an interest in drawing was paired with an artist. Their shared interest helped the child to settle, take part and build a positive relationship with their helper.

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. For example, helpers received specialist training in managing diabetes to enable them to support a particular child.

Highly effective care planning makes sure that children's individual needs can be met during their holiday. The holiday organisers spend time gathering information from children, their parents and carers, schools and health and other professionals involved in children's lives. They always visit the children at home at least once. Sometimes, they see children at school as well. They build a detailed understanding of each child and the helpers' ability to be able to respond to the child's needs safely and effectively.

Leaders, managers and helpers build positive and long-lasting relationships with families. Parents and carers are very confident that their children are safe and cared

for properly on the holiday. The holiday organisers often provide children and parents and carers with additional time and support to allay their worries and to build trusting relationships.

A parent said, 'They go over and above, working tirelessly prior to the scheme to get to know you as a family, the child and the child's needs. They take away the worry of staff not been trained as they access all the training beforehand.'

Leaders and managers use thorough monitoring systems to understand the strengths of the scheme. They gather feedback from children, parents, carers and professionals to understand what works well and to develop the quality of the holidays.

However, the annual review of the quality-of-care report would benefit from including a summary that clearly identifies and evaluates the scheme's strengths and areas for development, and shows the steps that will be taken to make the improvements.

What does the holiday scheme need to do to improve?

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

- The registered person should ensure that the review of the quality of care under regulation 30 identifies and evaluates the scheme's strengths and areas for development and shows the steps that will be taken to make the improvements. (Residential holiday schemes for disabled children national minimum standard 14)

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: 1027083

Registered provider: The Newman Holiday Trust

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Responsible individual: Mr Anand Chitnis

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Inspector

Nick Veysey, Social Care Inspector

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