

Heswall Disabled Children's Holiday Fund

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9 Milton Road, Waterloo, Liverpool L22 4RE

Inspected 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 with Ofsted since 2014.

In 2021, the scheme expanded its services by offering a week's holiday in the South West for up to 30 children. At this scheme, 17 residential and four non-residential children attended.

The inspector visited the children's holiday scheme at Barton Camp, Winscombe.

Inspection dates: 22 to 25 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 **good**

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: 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 an amazing holiday that is full of fun, adventure and new experiences. Children's lives are enriched because they take part in a wide range of exciting and memorable activities. Children said that during their holiday they have particularly loved swimming in the camp's pool, going to the beach and watching a film at the cinema. Children's individual interests and talents are promoted well. These include completing complex puzzles, and art and crafts and sport activities. Children said that while on holiday they have made new friends, tried new things and visited places that they have not been before. Children very much benefit from these memorable opportunities.

Adult supporters are exceptionally skilled in understanding and promoting equality and diversity. They make sure that irrespective of their complex needs, the children have the same opportunities as other children to take part in a wide range of activities.

Parents very much appreciate the opportunities and support given to their children. One parent could not speak more highly of the service and said: 'My child has extremely complex health needs that are life-threatening if not managed. This is the first time he has been away without us. His adult supporters are incredible; they understand his healthcare needs and do an excellent job to maintain his routine. This has reduced our anxiety significantly. The photos we have received of him spending time with friends and enjoying a wide range of activities fill us with joy and happiness.'

Leaders and managers work tirelessly before the holiday to get to know each child, their individual needs and their family. The information gathered from children's families and from health and education professionals is used effectively. Detailed care plans are drawn up and sent to parents to amend/verify and approve before the holiday begins. Adult supporters use these plans well to get to know the children's needs. Consequently, the adult supporters are exceptionally well informed about each child's likes and dislikes, their routines, and indicators that may increase their anxiety before they arrive for their holiday.

When children are missing their parents and feeling homesick, adult supporters liaise with the parents about how best to support the child. If appropriate, children are helped to use their electronic devices or the camp's phone to contact loved ones. This helps children to feel safe and happy during their holiday.

Parents have trust in the scheme and are confident that their children are looked after by adults who prioritise their safety and well-being. During their holiday, children were seen to be extremely happy, relaxed and having lots of fun. One child said that he will be sad when the holiday ends and is very excited about next year's

planned holiday camp. Another child who previously had not stayed overnight asked to stay for the whole week.

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

Children benefit from good safeguarding arrangements. There is consistent monitoring of children's well-being. Effective reporting systems for potential safeguarding concerns are in place and used appropriately. The adult supporters are provided with helpful training and have a good understanding of their role and responsibilities. Safeguarding concerns are discussed at daily meetings. Despite this, leaders and managers do not ensure that safeguarding records consistently include details of the actions they have taken in response to concerns. For example, when staff have reported an unexplained injury on a child's body, the records of the injury often lack a comprehensive description of the injury and confirmation of who has been informed.

The registered manager and camp leaders have established effective relationships with the local emergency service teams. Adult supporters know who to contact and what to do in the event of an emergency. Individual evacuation plans are in place for each child.

Parents are consulted with about their child's preferred sleeping arrangements. If required, parents provide audio or visual monitoring devices and/or any specialised sleeping aids that are used at home. Sleeping arrangements are individualised and safe and are regularly reviewed. If children should wake or have a healthcare need during the night, the night duty workers are available to respond to their needs.

The storage and administering of medication are safe. The children's medical needs are met to a good standard. Adult supporters who administer medication are fully trained and a second helper acts as a witness to reduce the chance of an error occurring.

The careful selection and checking of adult supporters help to minimise the risks to children from unsuitable people accessing the scheme. Leaders and managers make sure that adult supporters have the right personal qualities, values and skills to support disabled children.

The physical environment of the scheme is kept safe and secure. Before the holiday starts, appropriate health and safety checks are completed, including risk assessments for the physical environment and fire safety. This protects children from harm or any potential risk of harm. All visitors, including external contractors, are required to wear a lanyard and are always chaperoned.

The effectiveness of leaders and managers: outstanding

The leadership and management of the holiday scheme are remarkably effective. Staff's drive and ambition to provide children with a superb holiday experience is extraordinary. The holiday is exceptionally well planned, and the attention to detail

means that children's interests and safety are prioritised. This provides children with a fantastic holiday experience and results in children returning year after year.

Extremely effective care planning makes sure that children's individual needs are identified, prioritised and met during their holiday. The registered manager and holiday organisers spend quality time gathering information from children, their parents and carers, schools and other professionals involved in children's lives. Where possible, they visit the children at home at least once before the holiday. They gain a detailed understanding of each child's needs and match the adult supporter's ability and skills, so they can respond to the child's needs safely and effectively.

Leaders and managers have created the right atmosphere to make sure that children receive an incredibly high standard of care. Adult supporters are highly motivated, enthusiastic and extremely caring. They work together cohesively. There is an extraordinary team spirit and strong sense of community.

Leaders, managers and adult supporters prioritise getting to know families before their children arrive for their holiday. This helps parents feel confident that their child will be safe and enjoy their holiday when they are not in their care. During the holiday, adult supporters are exceptionally good at maintaining regular contact with parents. The preferred method of communication is agreed with parents before the start of the holiday. This includes using text messaging, email or a telephone conversation.

Ofsted's pre-inspection survey of parent views confirms that parents value and appreciate the opportunity for their child to attend this bespoke holiday camp. Parents confirmed that the application process is not complicated, the communication from the registered manager and camp leaders has been without exception excellent, and that they have confidence and trust in those looking after their child.

What does the residential holiday scheme need to do to improve?

Recommendation

- The registered person should regularly monitor, in line with regulations, all records kept by the scheme to ensure compliance with the scheme's policies, to identify any concerns about specific incidents and to identify patterns and trends. Immediate action should be taken to address any issues raised by this monitoring. (Residential holiday schemes for disabled children national minimum standard 14.1)

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: 1027082

Registered provider: Heswall Disabled Children's Holiday Fund

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

Responsible individual: Charlie Bough

Registered manager: Vincent Keating

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Inspector

Sharron Escott, Social Care Inspector

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