

Green Frog Holidays

Green Frog Holidays Limited

Beech Tree House, Ashlawn Road, Rugby, Warwickshire CV225QE

Inspected under the social care common inspection framework

Information about this residential holiday scheme for disabled children

This holiday scheme caters for children with learning disabilities. Some children may also have physical disabilities and/or sensory needs. This is the first holiday at this location and is part of a wider group of holidays.

There are 21 children on this holiday.

The scheme is led by a registered manager.

Inspection dates: 22 August 2023

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: 29 July 2022

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 have great fun on their holiday. The relationships between the children and the volunteers are excellent. Children show and say how happy they are. Volunteers say they love helping the children to enjoy their holiday. One parent said, 'When we arrived on Saturday, it was all full of joy and people having fun. They have thought of everything.'

Children's individual needs are exceptionally well identified and met. Leaders work closely with parents to assess the child's needs in advance of the holiday. When required, this includes visits to the child at their home or school. Fundraising has enabled specialist equipment to be hired, such as a portacabin bathroom with ramp and hoist. As a result, children can experience a holiday that might otherwise not have been possible, owing to their complex needs.

Children's care plans are known as kids' sheets. These are clear and detailed. Information is provided by parents, carers and other professionals. This includes each child's specific routines and where they need the most help, such as with personal care or feeding. They are updated as required throughout the holiday. Therefore, all the volunteers, whether working one to one or as additional helpers, know how to care for the child.

Children's health needs are identified with parents at the application stage and in all pre-holiday planning. They are extremely well met. There are clear and safe processes for storing and administering medication. Volunteers and senior leaders are trained to meet each child's health needs. This ensures that children remain healthy and safe while enjoying their holiday. One parent said, 'They understand. They get it. They have so many staff. It gives that reassurance that leaving our precious, precious child with them is ok.'

Children can access a wide range of activities. The sessions in the swimming pool are a firm favourite. There is singing, dancing and large smiles while splashing around. A hoist is used to enable children who need additional help to access the pool. This allows all children to experience the same fun.

Children's communication methods are clearly identified and included in their plans. Some children are verbal, and others use a range of ways to communicate, including signs and symbols and an eye gaze. There is an excellent section of the volunteers' handbook that covers communication. This includes links to videos showing Makaton signs for commonly used words. Posters, signs and symbols are used across the site. This helps children to know what is happening next and to express their feelings.

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

Managers and leaders ensure that there is a clear approach to safeguarding children. This includes training for all volunteers. Policies and procedures include safeguarding and whistle-blowing procedures and protocols. There are experienced designated safeguarding leads, who are clearly identified in child-friendly posters. As a result, the provider meets their aim 'to provide the best fun for our holidaymakers in a super safe environment'.

Volunteers are provided with an exceptional interactive online handbook. This allows volunteers to access all policies, plans and training at any time. It includes everything required to ensure that children are helped and protected while having fun on their holiday.

Children are always supported by an identified volunteer throughout the holiday. As well as this one-to-one support, there is a large team of group leaders and senior leads. There are many new volunteers this year as it is the first holiday in this location. However, almost double this number have helped at previous holidays for disabled children for many years. This provides a high level of expertise to ensure that children can safely enjoy their holiday.

The manager ensures that all incidents, safeguarding concerns and accidents are well recorded. They are reviewed by the manager and the head of care. When required, actions are identified to add to a child's plan. If there are specific concerns, a behaviour support plan is created. This is then shared with the volunteers. Therefore, all helpers can reflect and learn from incidents and make any necessary changes to practice.

Leaders have carried out clear risk assessments for activities on and off site. All off-site venues have been visited before the holiday to assess potential risk. This is in addition to risks identified in children's plans. This helps volunteers to recognise and respond appropriately to risky situations.

The effectiveness of leaders and managers: outstanding

The leadership team provides a range of excellent training and support for volunteers. This starts before the holiday with online training. There is a session to go through everything again on the morning before the holiday starts. Specific training is provided for senior volunteers with more-complex tasks, for example percutaneous endoscopic gastrostomy feeding. This ensures that volunteers are given the knowledge to help children to have a safe and happy week.

The managers and senior leadership team have excellent communication and organisational skills. They plan and lead the holiday exceptionally well. All parents are asked the level of contact they want during the holiday. This includes daily telephone calls or text messages. Parents and carers speak of how much they appreciate this. One parent said, 'On Saturday, all senior staff spoke to me when I

booked them in. I couldn't have asked for a better introduction.' Therefore, children's parents feel included and respected.

The registered manager works extremely closely with the responsible individual and values his support. They have a very strong partnership approach and have worked together for a long time. The manager also describes the 'amazing' work of everyone involved with the holiday and states, 'I am part of an extraordinary team.' This approach means that there is a wealth of expertise, experience and enthusiasm, which results in a holiday for children that is well planned and well led.

The managers have met the recommendations from last year's Green Frog Holidays inspection. Safe recruitment practices for all volunteers are evidenced. This is in partnership with the school which hosts the holiday. Reports of visits to the holidays contain the required level of content and detail.

The leadership team has excellent oversight of all aspects of the holiday. This includes being around everything that is happening for personal observation. There are also a range of different level meetings to gain feedback from volunteers and group leaders. Senior leaders meet each day. Therefore, all information is shared among the team to ensure a successful and happy holiday for children.

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

Registered provider: Green Frog Holidays Limited

Registered provider address: Beech Tree House, Ashlawn Road, Rugby,
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Responsible individual: Edward Barker

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Inspector

Shaun Caplis, Social Care Inspector

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