

Kef Kids Ltd

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Arbiter House, Wilberforce Road, West Hendon, London NW9 6AX

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

This residential holiday scheme is operated by a Jewish charity. This charity supports children and young adults with physical and learning disabilities and their families. The holiday scheme that was inspected was attended by 52 children and ran for a two-week period.

There is a permanent registered manager, employed on a voluntary basis, who is suitably experienced.

Inspection date: 14 August 2024

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 **good**

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 last inspection: 4 August 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children have an amazing time at this holiday scheme. An extensive team of dedicated volunteers provide quality care to children, which meets their individual needs to the highest standard.

The planning that goes into the scheme is exceptional. This includes incredibly detailed information-gathering and care planning for children. All children have a home visit by a leader as part of the planning. Children are assigned a specific volunteer to care for them and they build a relationship with the child and their family prior to the scheme. As a result of children knowing and trusting their volunteers they settle well at the scheme, and volunteers help children manage any anxieties.

A highlight of the scheme is the arrival of children, when a real carnival atmosphere is created, and there is an immense amount of effort by leaders and volunteers to make this welcome a great celebration. A volunteer expresses this as children being 'enveloped in love'. Equally as well planned and positive is the scheme's ending. Throughout the scheme, children's assigned volunteers build a book of memories and photos. At the end of the scheme, children take this home to share with their families.

Children's plans clearly detail their preferred methods of communication. Volunteers are confident in communicating with children, listening to them and letting them know what is happening. For some children, this includes use of signing and non-verbal cues. Documents such as daily schedules and menus are provided in accessible formats for children. Inclusivity for all is a core value of the scheme.

Children enjoy a wealth of activities that are exceptionally well planned. The activity team plans activities based on a theme; this year's theme is shops. The team prepares a vast range of activities and takes each child's needs and preferences into account. As a result, there is always something that each child can enjoy at each session. Children go out to a range of places and activities, for example trampolining and horse grooming. The scheme also uses external providers to bring different activities on site, for example drumming and sensory stories. The vast range and quality of different activities children experience throughout the two weeks are life-enhancing and make this scheme truly exceptional.

Volunteers provide care to children in an extremely sensitive way that holds their dignity in highest regard. Children's faith practices are built into their daily schedules and there are dedicated spaces created at the site to honour this opportunity.

Part of the planning for the children is to gain an understanding of what goals and targets they are working towards at home and school. Leaders emphasise the

importance of children continuing their progress during the scheme. Volunteers encourage children to work towards developing their independence. For example, this may be making choices or brushing their teeth; some children are also assigned jobs such as setting the table. Progress and achievements are celebrated through medal time, whereby volunteers nominate children each day. All volunteers and children delight in celebrating the progress of others.

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

The volunteers provide care that keeps children very safe. They help and support children with every aspect of their care and well-being. The high ratio of volunteers means that children receive bespoke care in line with their needs. For example, when children use hoists to enter the swimming pool, there are a multitude of trained volunteers assisting them to ensure their safety. In addition, the organisation has trained their own lifeguards for additional safety. As a result, children thoroughly enjoy this enriching experience, as their safety and comfort are ensured.

The volunteers receive a wealth of training about safeguarding matters. They are aware of their responsibilities in safeguarding children. Volunteers wear a lanyard with an information card with safeguarding information, for example contact numbers to report concerns to leaders and external agencies. This promotes an open and effective safeguarding culture.

Leaders encourage parents to send in all the specialist equipment children need. The scheme provides the transport for this. For some children, this includes multiple pieces of large equipment such as standing frames, bath chairs and specialist seating. Leaders fully recognise the importance of children having their equipment to meet their therapeutic needs and keep them safe at the scheme. Leaders also sourced and hired a specialist bed for a child to use in the activities room, a requirement due to their postural needs. There are no barriers to children's inclusion and enjoyment of the scheme. Volunteers are trained and competent in using children's specialist equipment safely.

Leaders invest an immense amount of time to work in partnership with the site managers in planning the scheme, taking each child's needs and risks into account. This highly effective planning ensures that the environment is safe and there are strategies in place to minimise any health and safety risks. This proactive safeguarding approach includes detailed planning for fire safety and evacuation and emergency services access to the accommodation.

A dedicated team of clinical staff oversee children's medical needs at the scheme. Children's medication is stored and administered safely and in accordance with their plans. The organisation has drop-off points for all medication to be provided well in advance so that it can be checked by the clinical team prior to the scheme, and any queries addressed. It is this intricate level of planning and attention to detail in all

aspects that enhances children's safety and well-being, and this makes the scheme exceptional.

The effectiveness of leaders and managers: good

The scheme is professionally managed and organised. The registered manager is highly aspirational for the experiences that children will gain from attending the scheme.

The high ratio of volunteers to children means that they provide high-quality, individualised care. The scheme is overstaffed to allow for contingency plans. Volunteers are very well supported by leaders and their well-being is promoted. The staffing structure includes a role designated to provide breaks to volunteers, while sustaining the level of care and supervision for children. Volunteers recognise each other's achievements through posting comments in the 'sparkly moments' box to share positive feedback. There is a strong ethos of teamwork at the scheme.

Volunteers receive a wealth of training to upskill and prepare them for their roles. Specialist bespoke training to meet children's individual needs is provided. As a result, volunteers are competent in tasks such as moving and handling and epilepsy care. This year, volunteers benefited from some parent-led workshops, which included promoting children's independence. Volunteers found these workshops powerful and informative.

The manager gains feedback on the scheme through post-scheme surveys and reviews with children, families, volunteers, and the medical and senior leadership teams. This has led to an improvement plan for the scheme. As a result, this year has seen an expansion and new opportunities for the group of children with the most complex vulnerabilities. However, there has been no formal visit to the scheme from the provider to report on the standard of care and conduct of the scheme. This is a missed opportunity for the provider to have oversight and to monitor the effectiveness of the scheme in line with the regulations.

The organisation's partnership working is continuously being developed. This enhances the scheme in multiple ways, including equipment loan, grants and training. Partnership working with parents is exceptional throughout the whole scheme journey: pre-camp, during and after. Parents provide overwhelmingly positive feedback about the scheme. One parent commented that 'The scheme is our lifeline and for two weeks we know our child is in the best hands. They are an amazing team.'

Many of the children and volunteers return to the scheme year after year; this is testament to the wonderful and enriching experience gained.

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

Recommendation

- The registered person should ensure that visits to the scheme are carried out under Regulation 29, and include relevant checks set out in regulations and guidance. This specifically relates to ensuring that a relevant person, usually the responsible individual, carries out this visit. (Residential holiday schemes for disabled children: national minimum standard 7.2)

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: 2595451

Registered provider: Kef Kids Ltd

Registered provider address: Arbiter House, Wilberforce Road, West Hendon,
London NW9 6AX

Responsible individual: Shelley Groszman

Registered manager: Adina Morris

Telephone number: 020 8203 8135

Email address: programmes@kefkids.org

Inspector

Alison Snell, Social Care Inspector

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Piccadilly Gate
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Manchester
M1 2WD

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