

# KIDS Delta House

Kids

5 Delta Business Park, Salterns Lane, Fareham, Hampshire PO16 0QS

Inspected under the social care common inspection framework

## **Information about this residential holiday scheme for disabled children**

This residential scheme for disabled children is part of a charitable trust. The scheme provides weekend residential activity holidays throughout the year. Young people who use the scheme may have learning disabilities, physical disabilities and/or sensory needs.

**Inspection dates:** 27 to 28 April 2018

**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:** 6 October 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Key findings from this inspection

This residential holiday scheme for disabled children is outstanding because:

- Leaders, managers and staff place paramount importance on meeting the individual needs of young people.
- The holiday scheme provides an invaluable source of support for families.
- Planning and preparation for weekends are of a very high quality and ensure that young people receive extremely high levels of care.
- Young people clearly enjoy their holiday weekends, with many of them describing it as the 'highlight' of their year.
- Young people benefit from a well-trained, committed and highly dedicated team of staff, who know them well.

## Inspection judgements

### **Overall experiences and progress of children and young people: outstanding**

Young people make exceptional progress on their holiday scheme. They overcome significant challenges and enjoy new experiences, such as kayaking. These achievements bring a huge smile to the faces of both staff and young people.

One parent commented, 'It's hard to put into words what the holiday scheme does for him. Being autistic with learning delays can be a very lonely life. The holiday scheme gives him an excellent chance to hang out with others and to be "normal".'

Young people learn a vast range of skills. The holiday scheme allows young people's physical coordination, self-confidence and social skills to develop. Young people build relationships with each other and work together to participate in activities such as archery. The staff team and peers alike warmly celebrate individual achievements.

The holiday scheme benefits from excellent planning. As a result, young people spend their time with friends from school and staff who are familiar to them. Activities are adapted to the specific needs of young people, with staff providing extra support when necessary. This ensures a consistently high level of participation from young people.

Staff understand the importance of providing consistent care to reduce anxiety in young people. For example, managers ensure that the host centre provides the same accommodation arrangements as the previous weekend. This allows young people to settle quickly into an environment that is familiar to them. Staff provide young people

with details of the holiday scheme's routines and the activity schedule in a number of formats, including pictorial, to further enhance communication and lessen any anxieties that the young people may have.

The wishes and feelings of young people are of paramount importance. Young people play an integral role in choosing foods and activities. Staff ensure that young people learn to make decisions, such as the choice of an evening film to watch, as a group. This encourages a genuine sense of camaraderie and togetherness throughout the weekend.

Behaviour management is outstanding. Staff know and understand the young people extremely well and intervene quickly to support them when they are struggling. Strategies such as taking young people for walks away from the group if they are becoming stressed or anxious work particularly well and ensure that everyone enjoys their time on the holiday scheme.

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

The holiday scheme provides an invaluable source of support for young people and their families. This helps to prevent family breakdown and ensures stability for young people. One parent described the scheme as offering 'everyone a break and crucial respite'.

Young people arrive at the holiday scheme with a wide range of needs and challenges. Staff quickly address any risks or difficulties. Young people appear safe and calm. Excellent staff support and guidance help to develop improved levels of self-esteem and confidence. Young people quickly form positive relationships with each other and settle into the warm and friendly environment.

Staff work in close partnership with each other and the activity centre staff to provide one-to-one support when appropriate. When young people struggle to engage, staff gently encourage them to try the activities. This includes staff attempting the activities for themselves, as a way to stimulate young people's enjoyment and participation.

Young people benefit from highly effective and individualised goal setting. Goals focus on diverse areas such as improving personal hygiene or preparing basic meals. Older young people are encouraged to mentor their younger peers. This approach is positive and results in high levels of peer engagement. At the end of each weekend, young people are provided with photographs and a short report as a memento of their activities.

The staff team is motivated, talented and genuinely proud to work for the organisation. One staff member works in a local school that is attended by many of the young people who access the holiday scheme, and is therefore familiar with the

young people. Staff benefit from an excellent training package. They understand and confidently manage complicated health conditions and behaviours.

An outstanding approach to multi-agency work ensures that parents and schools engage in highly productive partnerships. This results in high levels of consistency for young people and the seamless sharing of important information. All parties are involved in the drafting of care plans and risk assessments. Parents and schools receive a visit from staff when first accessing the service. This ensures that their views are reflected in the comprehensive and highly effective plans and assessments.

Risk assessments are extremely comprehensive and enable young people to enjoy activities in a safe and highly supportive environment. Assessments reflect a close knowledge of the individual family circumstances of each young person and likely triggers and resulting behaviours.

### **The effectiveness of leaders and managers: outstanding**

The holiday scheme benefits from a highly committed and dedicated registered manager. She has over 35 years' experience of working with disabled children and is completing her management qualification in the summer. She has worked for the company for 10 years and has known some of the young people since their early childhood.

The registered manager is an inspirational figure and is enormously popular with young people and staff. There is a child-centred ethos in everything she does. If difficulties occur, the registered manager is calm and offers innovative and achievable solutions.

The registered manager has a long-standing knowledge and understanding of all the young people accessing the holiday scheme. She sits on local multi-agency panels to assess referrals and ensure that the holiday weekends continue to be allocated appropriately.

Managers have met the sole requirement of the last inspection, and they are highly ambitious and eager to develop the service. They are continually seeking new and inventive means of improvement, and inspire the staff to do the same.

Managers strive to ensure that the holiday weekend is accessible to all. Charity fundraising helps to access extra funds to cover costs, if families need it. This ensures that young people are able to consistently attend weekends, form close relationships and make outstanding progress.

Excellent supervision arrangements support a committed and motivated staff team. Staff have a genuine investment in the young people and the ethos of the organisation. Staff have the confidence and knowledge to provide young people with consistently high levels of care, support and guidance, and thus ensure that they

enjoy all aspects of the holiday scheme.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of the help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the residential holiday scheme for disabled children knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** 1231454

**Registered provider:** Kids

**Registered provider address:** 5 Delta Business Park, Salterns Lane, Fareham, Hampshire PO16 0QS

**Responsible individual:** Mrs Caroline Stevens

**Registered manager:** Mrs Clare Turner

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### **Inspector**

Barnaby Dowell, social care inspector



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