Residential holiday scheme for disabled children inspection

<table>
<thead>
<tr>
<th>Name</th>
<th>Whizz-Kidz</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspection date</td>
<td>02/12/2016</td>
</tr>
<tr>
<td>Unique reference number</td>
<td>1236453</td>
</tr>
<tr>
<td>Registered provider</td>
<td>The Movement For Non-Mobile Children (Whizz-Kidz)</td>
</tr>
<tr>
<td>Registered provider address</td>
<td>4th floor, Portland House, London SW1E 5BH</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responsible individual</th>
<th>Maria Bellocci</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered manager</td>
<td>Sarah Howe</td>
</tr>
<tr>
<td>Inspector</td>
<td>Sharon Payne</td>
</tr>
<tr>
<td>Inspection date</td>
<td>02/12/2016</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Previous inspection judgement</td>
<td>N/A</td>
</tr>
<tr>
<td>Enforcement action since last inspection</td>
<td>None</td>
</tr>
<tr>
<td><strong>This inspection</strong></td>
<td></td>
</tr>
<tr>
<td>The overall experiences of children and parents</td>
<td>Good</td>
</tr>
<tr>
<td>The residential holiday scheme provides effective services that meet the requirements for good.</td>
<td></td>
</tr>
<tr>
<td><strong>How well children and parents are helped and protected</strong></td>
<td>Good</td>
</tr>
<tr>
<td><strong>The impact and effectiveness of leaders and managers</strong></td>
<td>Good</td>
</tr>
</tbody>
</table>
Summary of findings

The residential holiday scheme for disabled children is good because:

- Camps provide children with a fun break which focuses on their abilities and helps them to maximise their potential. They benefit from having increased confidence and self-belief, and improved social and independence living skills.
- Camps are well organised. There is a good rapport with parents. A significant strength is the proactive care planning prior to attendance.
- Children benefit from warm, nurturing relationships with staff and volunteers, which focus on their best interests.
- Children benefit from the excellent healthcare arrangements. Staff are able to meet children’s complex health needs. The provision of on-site nurses ensures clinical oversight of health conditions.
- The camp programme addresses emotional needs effectively. ‘Time to talk’ sessions enable children to discuss any issue which is on their mind privately.
- Children receive inspiration from other disabled young people and adults through motivational talks. These include accomplished actors and sports professionals.
- Closing ceremonies uniquely capture children’s achievements. They include awards from their peers and highlight each child’s strengths.
- Safeguarding arrangements are good. The registered manager is the lead safeguarding officer within the organisation.
- Camps provide a safe environment for children to build on their wheelchair skills and try new activities. They do not have to worry about accidents and they can learn from their experiences.
- The organisation uses a dedicated agency for their health and support staff. These committed, energetic individuals follow the camps around the country.
- Debriefings and evaluations after each camp contribute towards the cycle of continual improvement. Leaders and managers know their strengths and the areas requiring further development.
- Shortfalls do not have a detrimental impact on children. These relate to increased training opportunities for staff and children’s safeguarding knowledge.
What does the residential holiday scheme for disabled children need to do to improve?

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendation(s):

- Produce a clear policy on how to help a disabled child to understand issues around safeguarding. (NMS 3.2)
- Provide high-quality training to keep staff up-to-date with professional developments. (NMS 11.1)
Full report

Information about this residential holiday scheme for disabled children

Whizz-Kidz is a national charity, founded in 1990 to address the unmet need for mobility equipment provision for disabled children and young people living throughout the UK. Camp Whizz-Kidz is a three-day, two-night residential life skills camp designed for young wheelchair users aged between 12 and 25 years. The organisation offers various camps at a selection of accessible venues throughout England. There are 10 to 15 participants at each camp of either gender and mixed abilities.
Inspection judgements

<table>
<thead>
<tr>
<th>The overall experiences of children and parents</th>
<th>Judgement grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camps provide children with a fun break which focuses on their abilities and helps them maximise their potential. They benefit from high-quality, individualised support which meets their diverse needs. A child stated that being at camp ‘is the best’: it ‘makes your day brighter’. There is a great sense of community and camaraderie. Children enjoy being with their peers and establishing new friendships. Camps provide them with a positive, life-enhancing experience. A child stated that ‘Camp made a difference to how I see myself in the future, because it has made me want to achieve more things when I am older.’</td>
<td></td>
</tr>
</tbody>
</table>
| A significant strength is the proactive care planning which is undertaken prior to attendance. Parents commented on the ‘good communication’ through emails and phone calls. One highlighted that they ‘felt that there was nothing that they did not know about my daughter’. This meticulous foresight, alongside an efficient check-in process, instils confidence in the care arrangements. A parent praised the ‘thorough and detailed preparatory work’.

Children inform care planning, highlighting their preferred activities, menu choices and overall goals. Prior to attendance, they receive a children’s guide which concisely outlines the aims and objectives of the camp experience. Scheduled telephone discussions provide a valued opportunity to focus on the needs of each child. Camp offers a gentle introduction to independence and being away from their families. Staff sensitively manage anxieties and flexibly adapt to children’s needs, an example being offering a day camp.

Children benefit from warm, nurturing, relationships with staff and volunteers, which focus on their best interests. A parent highlighted that their child ‘was treated as an equal, which is so important’. Staff are able to meet children’s complex health needs. The provision of on-site nurses ensures clinical oversight of health conditions. The camp is able to meet children’s diverse dietary needs and children can also bring in their own food.

Individualised goal setting contributes to the empowering experience. Children identify their initial goals and, throughout the holiday, they visually track their achievements. There are examples of children making rapid progress. They have increased confidence and self-belief, and improved social and independence living skills. A significant strength is their assertiveness, exercising choice and directing their own care. A child confirmed, ‘I learned how to make myself heard.’

Children benefit from the different types of camp to meet their particular needs and interests. Camp Inspire is for those with little experience of being away from home, to gain basic skills. Camp Empower enables them to develop their
confidence and independence further. Activities are life enhancing, adding considerably to the experiences of each child. Activities include swimming, wheelchair skills, wheelchair dance, arts and crafts, and team games. Children receive inspiration from other disabled young people and adults. External speakers, for example actors and sports professionals, are particularly stimulating. Volunteers and young leaders are also positive role models, giving motivational talks and assisting with the delivery of the camp. A volunteer highlights that it is a ‘privilege to be part of a family at Whizz Kidz’. They felt ‘blessed’ that they see children achieve and camp gives them an ‘excitement about living’. A young leader highlighted that the organisation had given them ‘the confidence to believe in myself’ and that ‘the sky is the limit’. A child confirmed: ‘Since camp, I feel that I can now get a career, as I have been shown the different opportunities available for wheelchair users.’

Camps provide a fun opportunity for children’s personal development. Alongside life skills, their individuality is celebrated. Children become more aware of themselves and the possibilities available to them. This also has a positive impact on parents’ perceptions of their child’s capabilities. There are examples of children learning to transfer into their wheelchair, make their bed, cook, go shopping, and engage in various activities on-site and in the community.

Closing ceremonies uniquely capture children’s achievements. They include awards from their peers and highlight each child’s strengths. This contributes towards a memorable, life-enriching holiday. Children have the opportunity to develop within the wider organisation. Attendance at camp enables them to be signposted to other services. Examples are youth clubs and leadership programmes.

Leaders and managers measure success through their internal surveys, which contribute towards quarterly reports. These quantify customer satisfaction and provide qualitative comments through testimonials. Managers take pride in the ‘tangible difference’ that children make in such a short period of time. A parent confirmed that staff had ‘unleashed a whole new’ child to them. Parents confirmed the benefits of the holiday scheme, as an example being able to go on their first date night in 10 years.

<table>
<thead>
<tr>
<th>How well children and parents are helped and protected</th>
<th>Judgement grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>The registered manager is the lead safeguarding officer within the organisation. Children’s welfare is at the centre of safeguarding arrangements. Staff and all those involved in working at the scheme have the necessary safeguarding and child protection training. This is supplemented by first aid, medication and various types of training which promote the welfare of children. A range of policies and procedures further protect children. A parent confirmed that their child ‘is in safe hands’ and that, while the child is away, they have ‘peace of mind’.</td>
<td>Good</td>
</tr>
</tbody>
</table>
During their initial group meeting, the children discuss and make camp rules, which include elements of personal safety. Examples are no hitting or inappropriate touching, and respecting each other’s space. The scheme does not have a clear policy on how to help a disabled child to understand issues around safeguarding. This would improve children’s knowledge and further strengthen existing practices.

Children benefit from sound, general risk assessments. These identify hazards and the actions needed to minimise risks during their holiday. Camp provides a safe environment for children to build on their wheelchair skills and try new activities. They do not have to worry about accidents and they can learn from their experiences.

Children enjoy being at the holiday scheme and there are no issues with them going missing. Security arrangements and a high staff ratio also ensure their safety. Children have access to phones at the venues and the majority have their own mobile phones. This enables them to contact their families or others in the event of an emergency.

Leaders and managers receive detailed information from parents prior to their holiday concerning their child’s emotional, personal and health needs. This gives them a competent understanding of any specific needs. The camp programme addresses children’s emotional needs effectively. ‘Time to talk’ sessions enable children to discuss privately any issue which is on their mind.

Children benefit from the excellent healthcare arrangements. Qualified nurses take responsibility for managing health needs which are detailed in care plans. There are highly efficient arrangements for administering and recording medication, alongside managing health procedures, for example gastric feeding and epilepsy. Check-in meetings also enable nurses to gain further clarification regarding care needs.

There are no issues regarding behavioural management. Leaders and staff work exceptionally well in promoting positive behaviour. Leaders and managers collate incidents and accidents, and appropriately respond to any issues. They acknowledge the need to monitor these events to identify patterns and trends.

Camps currently take place within accommodation provided by Ofsted-regulated residential special schools. This provides children with comfortable, purpose-built, accessible accommodation at locations throughout the country. There are good facilities, adapted bathrooms, specialist baths, hoists and a range of equipment to meet the needs of children.
## The impact and effectiveness of leaders and managers

### Good

Camps are led by children’s needs, wishes and preferences. Leaders and managers prioritise the safety and welfare of all children. The registered manager, alongside dynamic camp coordinators, effectively and efficiently manages the holiday scheme. The registered manager is described by staff as ‘brilliant’ and ‘very supportive’. The responsible individual, the registered manager and camp coordinators are highly experienced. They are dedicated to providing children with a meaningful and enjoyable holiday experience.

The organisation uses a dedicated agency for its health staff. A range of committed, energetic, skilled agency staff follow the camps around the country. Staff have the relevant experience, the clinical ability and personality to make camp a fun holiday. All staff have been subject to safe recruitment checks, and this helps to safeguard children. A leader highlighted the need for staff to have ‘compassion, a sense of humour and patience’. A manager felt a significant strength was the ‘passionate, caring staff team’. The work gives them great job satisfaction. Parents express reassurance regarding the quality of staff. One described them as ‘amazing’.

Agency staff and volunteers benefit from a good, structured induction and relevant training, which enable them to meet children’s needs effectively. Staff receive ongoing support, regular supervision, appraisals, training and networking opportunities. Organisational staff would benefit from a wider range of training which can keep them updated on professional developments in the disability field. This would build on their current knowledge and enable them to promote good practice within each camp continually.

The statement of purpose clearly sets out the ethos and objectives of the holiday scheme. Young people, parents, staff and volunteers have a clear understanding of the aims and objectives of the holiday scheme and the services provided. A volunteer highlighted that the organisation has a ‘100% commitment to the welfare of disabled children’. They emphasised the ‘empowering effect of having a wheelchair’. A parent described the camps as: ‘a great service, helping young people to increase independence, confidence and communication. In addition, it enables young disabled people to understand their rights better.’

At the end of the holiday, leaders provide feedback on each staff member. This provides an opportunity for constructive feedback from both parties. Throughout each camp, there are daily handovers. Debriefings and evaluations after each camp contribute towards the cycle of continual improvement. Staff provide feedback, and leaders and managers reflect on what worked well and any future changes. Leaders and managers are planning to improve their existing quality assurance though the introduction of regulatory monitoring.
Leaders and managers know their strengths and the areas requiring further development. Camps are well organised, there is a good rapport with parents, and children ultimately make positive progress within a short period of time. Leaders and managers would like to provide a more themed focus at each camp, have more external facilitators, and provide greater flexibility and a wider choice of activities.
What the inspection judgements mean

The experiences of children are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against 'Inspection of residential holiday schemes for disabled children: framework for inspection'.

The inspection judgements:

Outstanding
Good
Requires improvement
Inadequate
Information about this inspection

Inspectors have looked closely at the experiences of children attending the residential holiday scheme. Inspectors considered whether the work of residential holiday scheme is founded on safe care and individualised support. They read case files, watched how professional staff work with children and each other, and discussed the effectiveness of care given to children. Wherever possible, they talked to children and parents. In addition the inspectors have tried to understand what the residential holiday scheme knows about how well it is performing, how well it is doing and what difference it is making for the children.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards.
Any complaints about the inspection or the report should be made following the procedures set out in the guidance, ‘Raising concerns and making complaints about Ofsted’, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: http://eepurl.com/iTrDn.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017