

Green Frog Holidays

Green Frog Holidays Limited

Beech Tree House, Ashlawn Road, Rugby, Warwickshire CV22 5QE

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 holiday is part of a wider group of holidays.

There are 25 children on this holiday.

The scheme is led by a registered manager.

Inspection dates: 20 to 22 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 **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 last inspection: 22 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

The manager's primary vision is that children have a great holiday. This is achieved, and children are helped to have new experiences while having fun. Lasting memories are created, and children look forward to the holiday all year. One parent said, 'This holiday is the highlight of his year. It is amazing, gives him the most fantastic experience and us a much-needed rest. He can't get this experience anywhere else.'

Children are exceptionally well supported by volunteers. Close relationships are built between the children and their helpers. The volunteer helpers know the children extremely well. Each child's way of communicating is understood and valued. Helpers are trained to use Makaton, pictures and symbols for children who are non-verbal. This ensures that children can make choices and their wishes and feelings are heard.

Children's care plans are specific to each child. The head of care and other senior leaders work closely with parents to create the care plans for the children. They will also visit some children at home or school. This gives them an understanding of how the child reacts in different places and with different people. The child's needs are recorded, and it is identified how they will be met on holiday. As a result, children receive a high level of care and protection while being supported to have fun.

Children's health needs are extremely well met. Any specific needs are identified in planning. Specialist helpers are available for support and to provide any guidance as required. Children enjoy an active programme of activities throughout the week. They are helped to eat healthily, with close attention paid to any food allergies or intolerances. Medication is stored and administered safely. Helpers are creative and play each child's favourite song while they take their medication.

Three new guides for children have been designed for this year's holiday. They use easy-to-read sentences and symbols. They welcome the child, explain who is on the holiday and where the children will stay. Helpers will use these with the children they are assigned to help. This helps children to settle into the holiday quickly. This is particularly important for those who are experiencing the holiday for the first time.

Children can experience a wide range of activities. The programme has been devised to ensure that all children can have fun and enjoy their holiday. Careful planning ensures that those with more complex needs are included. Children can enjoy quieter times in a sensory tent and art and craft workshops. Daily achievements and experiences are celebrated. They are recorded in diaries and captured in photos and videos.

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

Leaders have an excellent understanding of behaviour management. Children's behaviour support plans are used where required. These identify known behaviours, triggers and strategies to manage behaviour. There is a comprehensive section in the volunteer handbook to guide all helpers, alongside training. Physical intervention techniques are only used by trained volunteers and as a last resort to keep a child safe. Specialist helpers are available to support any helper who finds a child's behaviour difficult to manage. Behavioural incidents are signed off by the manager and discussed across the senior team for reflection and learning.

Children are helped by many volunteers. This includes a one-to-one helper for each child. There are then almost double the number of additional helpers. This includes specialists in children's health, behaviour and safeguarding. There is vast experience in the senior team. This ensures that everything is in place to keep children safe. One parent said, 'My daughter had a great time. She looked a bit disappointed to see me at the end! All her needs were met, she was safe and well looked after.'

There is a very clear and comprehensive approach to safeguarding children. This includes training for all volunteers. Safeguarding leads are clearly identified, trained and experienced professionals. Helpers know who they can go to if they have a concern. Child-friendly posters also help children to know who they can talk to if they have any worries.

The manager and senior leaders understand risk. There are clear assessments of risk and training for volunteers. Activities are assessed, with prior visits to the venues for activities off site. The holiday handbook has an excellent section which identifies the additional risks for children who may have little or no sense of danger and those who have additional risks owing to their health needs. There is clear direction to helpers that it is all the volunteers' responsibility to watch out for dangers and ensure that the children remain safe.

Children have not gone missing from this or any Green Frog holiday. However, there are clear procedures in place should this happen. This includes an emergency code word to be used when informing the leadership on radios. This quickly explains the urgency of the situation.

The effectiveness of leaders and managers: outstanding

The manager ensures that volunteers receive excellent training. There are sessions earlier in the year and refreshers the day before the holiday. This continues with reflection and learning throughout the week. There is an exceptional interactive volunteer handbook. This contains all the information a helper needs and includes video messages from leaders and trainers. It also includes all the Green Frog policies and procedures. As a result, volunteers say they feel prepared for their role.

The manager has introduced a new role of specialist helpers this year. These are experienced leaders who role model and provide a sounding board in their area of expertise. This provides an extra layer of support to children and volunteers.

The manager and senior leaders have exceptional oversight of the holiday. The manager and responsible individual are on site the whole week and enjoy time with the children and helpers. Senior team members have rooms right next to the children and volunteers and are available to help whenever needed. The manager has a team approach to the whole holiday and praises the dedication and skills of all involved.

The manager has organised a range of daily meetings across all levels of volunteers. Team leaders meet with the helpers. They then meet with senior helpers, who meet with the leadership team. This ensures that everyone knows what is required to help children have a great holiday, have fun and stay safe. It also ensures that the helpers are monitored and that support is provided where required. This is aided by some team members being trained in mental health first aid.

Green Frog holidays are extremely well planned, organised and managed. A team of dedicated volunteers works throughout the year and during the holiday weeks. This ensures that children enjoy a fun-filled week. One parent said, 'Absolutely the best organised, most friendly and fun holiday experience we could wish for with the most amazing team of helpers.' Another parent said, 'This is a game-changer for our family.'

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

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Inspector

Shaun Caplis, Social Care Inspector

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