

Oundle School Mencap Holiday

Oundle Mencap Holidays Ltd 05393382

58 Glaphorn Road, Oundle, PE8 4PT

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

This holiday scheme caters for up to 40 young people who have learning and physical disabilities.

The experienced and suitably qualified registered manager was registered with Ofsted in May 2017.

Inspection dates: 31 July to 2 August 2018

Overall experiences 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: 1 August 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/08/2017	Full	Outstanding
03/08/2016	Full	Outstanding

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

Recommendations

- All employees are at least 18 years old. (Residential holiday schemes for disabled children National minimum standard 10.4)

Inspection judgement

Overall experiences and progress of children and young people: outstanding

Young people thoroughly enjoy all aspects of their holiday experience. They feel safe, fulfilled and have a great sense of achievement because they receive individualised and expert support from leaders and volunteers.

The location of the holiday scheme is excellent. Accommodation is well maintained. Some young people enjoy sharing rooms with their friends, while other young people have their own room. The two dining rooms are central hubs for young people and volunteers, enabling them to socialise and eat meals together. Volunteers have adapted some of the communal areas to provide a sensory room and arts and crafts areas. There are also quieter areas where young people can relax and enjoy one-to-one time with their helper. Other facilities include a large swimming pool and extensive grounds, which are used for a range of activities.

Trying new activities, making friends, catching up with old friends and enjoying the fun of the holiday make this an exceptional experience for young people. Their comments include, 'The holiday is great', 'This year is even better.' A new young person explained that the best things about the holiday are 'new friends and meeting new people'.

Feedback from parents is exceptionally positive. Comments include:

- 'This is the most wonderful respite care.'
- 'The holiday has given [child's name] the opportunity to be as independent and confident as she possibly can be.'
- 'He is taken under the carers' wings and he calms down.'
- 'I have nothing but the highest of praise for the registered manager and the team.'

Young people participate fully in the scheme. Their individuality shines through as volunteers support them to communicate their wishes and feelings. This is achieved through individualised communication programmes, including the use of signs, symbols and body language.

Outstanding medical care, and close partnership working with parents, mean that young people who have very complex medical needs can access and safely enjoy the holiday experience.

Young people who have physical disabilities, including using a wheelchair, are fully supported to take part in all activities, including football and swimming. One young person takes on his own 'daily challenge' to beat his time for swimming a width of the pool. Other young people look forward to climbing higher on the zip wires and

rowing even further on boating activities.

Sensory activities, not least the new jungle sensory story, give young people new challenges and a great sense of pleasure while learning. This year's jungle theme includes a zoo trip, the chance to meet reptiles and new dressing up opportunities. The evening sing-a-long is a firm favourite in which all young people, volunteers and leaders come together to end a busy day with laughter and a great sense of camaraderie.

Young people fully appreciate the support that they receive from their helpers. They build trusting relationships because the volunteers have spent time exploring information about each individual young person. The exceptional insight shown by volunteers, coupled with their enthusiasm and commitment, help young people to feel understood, express themselves and grow in confidence.

Detailed and child-centred care and behaviour management plans provide volunteers with excellent insight into young people's needs, communication processes and triggers for behaviour. Young people relax and have fun because volunteers consistently follow this written guidance and review it daily.

Volunteers skilfully use a range of communication methods and social stories to support young people with transitions between different activities, and to manage their bedtime and morning routines. Volunteers understand the best ways to support young people's interactions with others and divert their attention away from triggers that may cause distress. Young people are fully enabled to understand and adapt their behaviours in a positive and meaningful way.

Volunteers are extremely respectful of young people, ensuring that all support is carried out in a dignified way. Having the same allocated helpers at bedtime and clear protocols for supporting young people with personal care ensure that young people are afforded excellent levels of privacy.

Young people are supported by a minimum of one volunteer each. This high level of support, coupled with excellent pre-admission assessments, ensure that volunteers take positive action to manage group dynamics. There are no concerns about bullying, and young people thrive because of their sense of security.

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

Young people experience exceptional levels of safety and stability, due to exceptional care planning frameworks, medical support, risk management processes and their outstanding relationships with volunteers.

Volunteers' recruitment and training, and senior leaders' oversight, ensure that the scheme's safeguarding procedures are consistently followed. Clear and concise information ensures that volunteers and leaders know exactly what to do should they

be concerned about a young person. Links with the host authority are well established and key safeguarding professionals can be easily contacted should concerns arise.

Strong partnership working with parents gives senior leaders and volunteers excellent insight into the safeguarding needs of young people, and the risks that they may face. Volunteers are perceptive. They understand young people's communication methods and behaviour, and quickly identify any signs that young people may be upset. Young people also have access to a clear and accessible complaints process.

Safeguarding practice is outstanding because senior leaders transfer their extensive professional knowledge and experience to the running of the holiday scheme. They are proactive and constantly seek improvement. This is evident from the new safeguarding posters that are displayed throughout the accommodation. Posters in symbol form (which include photos of senior leaders) provide a constant reminder to young people and volunteers that any concern is taken seriously and must be reported.

There are no instances of young people going missing, and this reflects the strong and effective systems implemented by volunteers. Practical arrangements, such as placing a summary of the young person's missing protocol on the group leaders' keyrings, ensure a speedy response should volunteers lose sight of a young person.

Robust and regularly reviewed risk and behaviour management plans identify risks and promote young people's safety and independence. Behaviour management is an exceptional strength of the scheme, supporting young people to achieve outstanding outcomes.

Security and health and safety are high priorities. Fire safety checks are carried out, monitored by the responsible individual and tested with a fire evacuation drill at the beginning of the holiday. Concerns are immediately addressed, and all young people have emergency evacuation plans.

The effectiveness of leaders and managers: outstanding

The registered manager works alongside the responsible individual to expertly lead a skilled and motivational team. Leaders and managers have extremely high aspirations for young people and this ethos permeates through every volunteer. Everyone involved with the scheme works consistently to ensure that the service continues to improve and offers new and exciting experiences for young people.

Strong and extremely effective partnership working with parents is key to the success of the scheme. Young people and parents receive detailed and meaningful information. The scheme's website and child-friendly welcome guide provide up-to-date information about holiday events, the quality of care and how young people are kept safe.

Parents are reassured because they feel fully consulted and involved in devising support plans and sharing information about their children. A small selection of parents' comments includes:

- '[Manager's name] came to see [child's name] and myself at our home at my request. A round trip of 300 miles. I was also put in touch with a parent whose child had previously been on the holiday with similar needs to our daughter and she also put my mind at ease. The whole process has been efficient, and all my questions have been answered.'
- 'The planning in advance of the holiday is easy for me to complete and the verbatim transfer of my comments on her personal care needs into a handout for her bedtime helper was a nice touch.'
- 'The staff have spoken to us personally rather than just relying on the registration form to fully understand her needs. Communication is excellent, and we get a journal home and a postcard as well as the email system beforehand.'

Staffing levels are high and can easily be adapted should individual young people need additional support.

Senior leaders' innovation and drive for improvement is reflected in the management of the scheme's volunteers. The positive, aspirational culture of the scheme continues to attract volunteers, nurturing and developing their skills. Retention of volunteers who return year after year is a key strength, contributing to the support new volunteers receive and the sense of belonging that young people experience.

The vast majority of volunteers are initially recruited from the school's sixth form. They receive training and are mentored by an experienced team of group leaders, who in turn are managed by a team of extremely competent senior leaders. These arrangements result in young people receiving excellent care and supervision. On this inspection, a small minority of new helpers were just under the age of 18. This arrangement has no negative impact on the quality of care that young people receive. However, the registered persons are required to formally review their risk assessments and processes in light of the national minimum standard which requires volunteers to be 18 years of age.

Practice is outstanding because leaders keep abreast of developments in the social care and disability fields. Specific areas include behaviour management and safeguarding. One senior leader has also completed research into communication systems. This knowledge is used to enhance and update the already excellent training that volunteers receive. Senior leaders' attention to detail and commitment to developing the skill base of volunteers is clearly demonstrated in the new evaluation of the training programme. Each individual volunteer is tested on their knowledge and provided with support and mentoring to ensure that young people continue to receive high-quality care.

Senior leaders understand the importance of monitoring and have developed very effective systems. Daily meetings ensure constant review of the scheme's operation. The outstanding leadership and management are evident in how quickly senior leaders reflect on any incidents, learn from them and make improvements. This is particularly evident when reviewing young people's communication and behavioural needs. Formal annual monitoring also ensures that areas for development are identified. Leaders' innovation and expertise are demonstrated by the new behaviour plans, which have been implemented since last year's holiday, to provide excellent support and outcomes for young people.

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: 1159390

Registered provider: Oundle Mencap Holidays Ltd 05393382

Registered provider address: 58 Glapthorn Road, Oundle, PE8 4PT

Responsible individual: Mr Robin Banerjee

Registered manager: Mrs Catherine Taylor

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Inspector

Elaine Cray, social care inspector



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