

# Oundle Mencap Holidays

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 children who have learning and physical disabilities.

The registered manager was registered with Ofsted in May 2016.

**Inspection dates:** 29 to 31 July 2019

**Overall experience and progress of children and young people, taking into account:** **outstanding**

How well children, 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:** 31 July 2018

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

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

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
The system referred to in paragraph (1) (review of quality of care) must provide for consultation with children accommodated by the scheme and their parents. (Regulation 30 (3))	01/12/2019

## Inspection judgements

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

The organisation excels in its long-standing history of providing holidays to disabled children. Children benefit from a uniquely tailored holiday that is underpinned by high-quality care. Children who spoke to the inspector described their care as 'brilliant'. One child cheerfully commented that it was 'great' being away from their parents for a week.

Parents praised the fact that the holidays are very well organised. One parent said that their child had the 'most amazing experience'. A significant strength of the scheme is the proactive care planning which is undertaken prior to children attending the holiday.

During their holiday, children enjoy an extensive range of life-enhancing activities. This enables them to socialise with their peers, enjoy new experiences, develop their confidence and independence and push boundaries. This has an exceptional impact on children's personal development and has enduring benefits for them. Leaders and managers work innovatively with partner agencies to maximise the range of activities available within the wider community.

Children benefit from research-informed care planning and visual communication systems. A wide range of innovative pictorial information informs children throughout their holiday and beforehand. There are excellent examples of social stories to promote children's positive behaviour and to help them with their transitions during the holiday.

Children benefit from excellent continuity of care. Where possible and deemed beneficial the same helpers support the same children every year. A parent described having great trust and confidence in the staff.

Children's unique achievements are celebrated. They can earn certificates throughout their holiday. Diaries and memory bags provide a creative reminder of each child's holiday and the positive impact that it has had on their life.

The holiday schemes take place within two boarding houses in an independent school. This provides children with comfortable, purpose-built accommodation. Children have access to excellent facilities, which include a swimming pool, sensory rooms, art and play tents and a wide range of communal spaces.

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

The holiday scheme is excellent in the way that it works with children who have more challenging and complex needs. A consistent team provides responsive care to children. A parent praised the staff team's 'incredible determination'.

The staff team is highly reflective regarding practice, and children's detailed behaviour management plans are regularly adapted. All children can have the timetable adapted to their individual needs which take into account situations which may raise their levels of anxiety. This helps staff to avoid such situations and to keep children calm. High staffing levels also help with supporting children; for some children, this can consist of a team of three staff.

Occasionally, staff may have to restrain a child to protect them from hurting themselves or others. These physical interventions are managed effectively, and debriefings are held with children and staff.

Staff work to high-quality behavioural management plans, which help to reduce incidents. Children benefit from staff being trained in the management of actual and potential aggression. The registered manager is a trainer in this de-escalation technique and their research-informed practice is continually updated.

Leaders and managers plan effectively to minimise risks during the holiday. Safeguarding posters are displayed around the premises for helpers and children, and include whistleblowing information.

The recruitment of staff and volunteers is robust. The meticulous recruitment system includes verifying references and regular Disclosure and Barring Service (DBS) checks.

Excellent safeguarding practice means that all children, including the most vulnerable, are kept safe when attending the holiday scheme. Staff receive a high level of training in safeguarding matters and they are guided by extensive policies and procedures that are regularly reviewed.

The staff team includes safeguarding leads. Staff displayed a good awareness of wider safeguarding issues, which includes the risk of child sexual exploitation, radicalisation and female genital mutilation. There is a good link with the local designated officer, and leaders and managers follow up any safeguarding concerns without delay.

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

Leaders, managers and volunteers are inspirational, confident and ambitious for children. The holidays operate due to the participation of around 70 volunteer helpers who are passionate about their role. One parent described the service as 'outstanding', while another parent described the volunteers as 'amazing'.

The team is led by an exceptionally committed and highly experienced registered manager who has managed the service for the past 29 years. She is supported by senior leaders who have worked at the scheme for 7 to 36 years. This team of professionals has a vast amount of expertise in mainstream and special needs education, health and legal services and charitable governance.

An excellent and mutually beneficial relationship exists between the school, where the holiday is based, and the holiday scheme. This involves the school fundraising for the holiday scheme and the school's pupils benefiting from work experience and acting as positive role models for disabled children.

The one recommendation from the last inspection has been addressed. Volunteering at the scheme is a long-standing tradition for Oundle School sixth formers. Helpers who are aged 17 now have limited responsibilities and they receive additional pastoral care.

The holiday scheme demonstrates continual improvement. Leaders and managers display a solution-focused approach. Care practice is adapted daily to meet children's individual needs. Leaders and managers lead by example and create a culture of high aspirations and positivity for everyone involved.

Leaders and managers regularly review the quality of care provided to children. However, although feedback is available, the review does not include the views of children and their parents. This means that an opportunity is missed to capture the views of stakeholders. This shortfall does not impact on the excellent service that children receive.

Leaders and managers know the strengths of the holiday scheme and they have identified areas for further improvement. Relationships between the holiday scheme and parents and partner agencies ensure the best possible care and experiences for children. Financial viability is sound, which has a positive impact on children as there are no issues regarding the future of their holidays.

## **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:** 35a Pandora Road, London NW6 1TS

**Responsible individual:** Mr Robin Banerjee

**Registered manager:** Mrs Catherine Taylor

**Telephone number:**

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### **Inspector**

Sharon Payne, social care inspector



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