

Oundle Mencap Holidays

Oundle Mencap Holidays Limited 05393382

58 Glapthorn Road, Oundle PE8 4PT

Inspected 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 with learning and physical disabilities.

The scheme is led by a registered manager.

Inspection dates: 8 to 10 August 2023

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: 9 August 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Inspection judgement

Overall experiences and progress of children and young people: outstanding

Children love being on this holiday. They have lots of fun and enjoy the new experiences provided. Children say how happy they are and show this in their reactions and relationships with their helpers. One parent wrote, 'Although our daughter is non-verbal, we know that she is happy on the holiday. She starts laughing and clapping as soon as we go through the gates of the school and is greeted by the volunteers who are going to look after her.'

Children's care plans are clear and very specific to each child's needs. Prior to the holiday, managers work closely with parents to help them understand each child's needs and to inform their plans. These plans are then updated as live documents during the holiday. This helps to ensure that those working with each child know the best way to care for them.

Children's individual needs, wishes and feelings are clearly at the centre of everything to help children enjoy their holiday. Volunteers work one to one with children and get to know them extremely well. Children enjoy being with the volunteers, and volunteers say that they love being with the children. One child said the best part of the holiday was their volunteer.

Volunteers meet children's individual health needs exceptionally well. There are excellent processes for signing in, storing and administering medication. Children's health needs are clearly identified and understood before the holiday. Specialist training is arranged for volunteers who support children with more complex needs. Specialist equipment is also provided where required. As a result, all children are helped to enjoy their holiday.

The children's individual ways of communicating are recognised and planned for. This includes some volunteers receiving training in Makaton. Signs, posters and planners include symbols. Volunteers have picture cards for those who do not communicate verbally. Therefore, children can tell volunteers how they are feeling and make choices.

Children can choose to take part in a wide range of activities. This allows them to have new experiences and, most importantly, have fun. Areas are set up around the holiday site for children who want to do quieter activities. This includes a sensory room and spaces for cooking and crafts. One parent said, 'Attending Oundle Camp helped my daughter to gain confidence and independence. She made new friends and participated in new experiences.'

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

Managers and holiday leaders ensure that there are detailed plans and assessments for all aspects of the holiday. There is a senior leader for health and safety. Clear risk assessments are carried out for activities on and off site, and volunteers sign to say that they have read them. This helps volunteers to know how best to keep themselves and children safe.

Children are supported one to one by an allocated volunteer. In addition, there is a very large support team, more than doubling the overall numbers of volunteers. Senior leaders ensure that there are safe recruitment practices for all volunteers. Lead roles include responsibility for care and safeguarding and the lead volunteers are thoroughly trained and experienced in these areas. This ensures that children have exceptional help and protection while having fun.

Children have an additional plan for behaviour support if required. This identifies known behaviours, what may lead to the behaviour and specific approaches to manage this. The plans are updated during the holiday if things change. New plans are created if areas of behaviour have been observed which need a planned response. As a result, volunteers are aware of how to react to the child they are supporting.

Volunteers all receive effective training in safeguarding. There is a clear and detailed safeguarding policy which includes how volunteers can raise concerns. Posters help children and volunteers to know who to go to and include the names and photos of the safeguarding leads. There is an additional poster that recognises children may want to talk to someone, which includes a contact number for Childline.

The registered manager ensures that all accidents and behavioural or safeguarding incidents are accurately recorded. These are reviewed and signed off by the manager or head of health and safety. The recommendation from the last inspection has been met and all records are now checked by a second member of the leadership team. This enables senior staff to reflect on any incidents and review plans or practices if required.

The effectiveness of leaders and managers: outstanding

The leaders and managers have excellent organisational skills. Parents and carers describe the organisation of the holiday as 'exceptional'. They also praise the communication of the leaders in their preparation for and running of the holiday. One parent said, 'The manager has been brilliant, she went into school for a day, she came out to our house, and she kept communicating by telephone. They are so, so organised. They have been fantastic. It was so organised for check-in on Saturday. Spot on.'

The registered manager ensures that volunteers receive comprehensive training. This includes a programme for new volunteers and ongoing training for those who

have volunteered before. Group sessions are held online, and then face-to-face refresher training is held the morning before the children arrive. Therefore, volunteers are prepared for their role and can safely help children to enjoy their week.

The registered manager feels extremely well supported by the responsible individual. She describes the responsible individual as 'brilliant', 'incredibly experienced' and 'organised'. There is a dedicated, highly motivated and experienced team that leads the holiday at all levels. The registered manager said, 'I have an incredible team around me.' All leaders support each other to ensure that the holiday runs well and children get the best experience possible.

The registered manager ensures that there is regular communication between leaders throughout the holiday. Daily meetings take place to ensure that everyone is informed of the programme for the day. This also provides an opportunity for each leader to talk about their area and pass on any important information about children or volunteers. All senior members of staff carry radios to enable them to communicate with each other. This means that that leaders are all aware of everything happening across the site and can respond quickly.

Leaders ensure that they monitor volunteers' support of children throughout each day. This allows them to see any signs of tiredness or if any new volunteers are struggling. This then allows for extra support or a change of volunteer for a child. A well-being area on the database used has been created for volunteers to access. Additionally, there are some evening meetings to gather feedback from volunteers as the week progresses. This helps volunteers to feel supported and valued.

Everyone involved with the management of this holiday scheme ensures that the mission statement is exceptionally well met. This is an excellent holiday scheme provided to children with disabilities. Children are safe, happy, respected and are given new exciting and enriching opportunities.

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: 1159390

Registered provider: Oundle Mencap Holidays Limited 05393382

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

Responsible individual: Anna Clish

Registered manager: Claire Huntington

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Inspector

Shaun Caplis, Social Care Inspector

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