

Oundle Mencap Holidays

Oundle Mencap Holidays Ltd 05393382

58 Glapthorn 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 with learning and physical disabilities.

The scheme is led by a registered manager.

Inspection dates: 6 to 8 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 previous inspection: 8 August 2023

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Inspection judgement

Overall experiences and progress of children and young people: outstanding

The promise to children on this holiday is kept in every way. Each child is valued as an individual, treated with dignity and respect and kept safe. This is all achieved by the hard work of a large team of dedicated volunteers. They ensure that children have fun and create lasting memories.

Children love this holiday. There are smiling faces, singing and children enjoying the many activities. Relationships between volunteers and children are exceptional. Parents say that children can't wait to come here. One parent said, 'Our daughter is absolutely loving the week, as she always does. It's the highlight of her year and she will talk about it the whole year.' Another said, 'The set up is wonderful and he has an incredible time there. He has memories from the holidays that will last forever.'

Children's care plans are specific to each child. They are clearly written so all volunteers can quickly see how to meet the child's needs. There is excellent communication with parents to help create the plan. As a result, the management team and volunteers know the children very well. This ensures that the children are cared for to a high standard throughout the week.

At the centre of everything are the wishes and feelings of the children. This holiday is for them to enjoy, experience new things and make friends. Children make choices throughout each day. This is helped by volunteers knowing each child's way of communicating with others. There is excellent use of picture boards, social stories and choice cards. Volunteers are taught, and use, Makaton alongside talking to the children.

The health of children is central to them enjoying the holiday. Individual health needs are identified and included in the child's care plan. They are confirmed with parents on arrival. Specialised equipment is hired to meet more complex needs. Medication is stored and administered safely. There are healthy food options and children enjoy a lot of exercise throughout the week. A previous holidaymaker came back to lead a fitness session this year.

Family members are included throughout the planning of the holiday. This continues with close communication during the holiday week. This includes daily online videos of their children having fun. The arrival of the children is extremely well managed. This helps families feel comfortable leaving their children. One parent said, 'We are fully informed right up to the day. The check-in process is brilliant.'

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

Volunteers at all levels know the children extremely well. Careful planning ensures that children are helped and protected throughout the week. Where required, a behaviour support plan will be created. This addresses any known behaviours from planning and previous holidays. There is clear guidance to volunteers as to how to manage the behaviour. Any incidents during the week are reviewed after the holiday has ended. Plans are then updated for those returning the following year.

Volunteers manage incidents well. Physical intervention is rarely required. It is only used as a last resort to keep a child or others safe. Senior volunteers are trained in safety intervention for children and young people. A member of the management team is trained as a trainer. There is clear management oversight recorded on all incidents. This ensures that there is learning from each occasion.

There is an excellent ratio of volunteer to children. This allows each child to have one to one care and protection throughout the holiday. They are also supported by group leaders, specialist helpers and the management team. The manager ensures that safe recruitment practices are used for all volunteers.

Children do not go missing from the holiday. Clear procedures are in place for if a child should go missing. There is an emergency code word used. Management would therefore know straight away via the radios used. Prior to the holiday the policy is sent to the police to review. Risk assessments are clearly written for all onsite and offsite activities. As a result, volunteers know how to keep children safe.

Safeguarding arrangements are excellent. They are clearly explained to both children and volunteers. All volunteers are trained in safeguarding prior to the holiday and again on the morning before children arrive. The details of the safeguarding leads are given alongside photos. There are safeguarding posters all around the houses. These are creatively designed with pictures and symbols. Therefore, children with different levels of understanding are helped to know who they can talk to.

The effectiveness of leaders and managers: outstanding

The manager feels incredibly well supported by the responsible individual and a large and committed team. These experienced managers and leaders look after the volunteers extremely well. They are aware of the effort each volunteer puts in and help and support them if they are tired or struggling. The volunteers love being here and helping the children to enjoy their holiday. One volunteer said, 'I love it so much. It's the best week of the year.'

There is excellent feedback from parents about the leadership of the holiday. They go over and above during planning to ensure children experience a fun-filled week. This includes visits to some children at their home or school. Others are met in the community to see how they cope in a different environment. One parent said, 'It is

very well run. Before the holiday there is an excellent call from the staff to get to know my daughter and build the relationship. This really helped her feel safe and settle on arrival.'

The manager ensures that volunteers at all levels receive thorough training. This takes place online and face-to-face throughout the year. There is additional training the day before and morning of the holiday. New volunteer handbooks have been creatively designed. They provide a thorough introduction to the holiday, ethos and important topics such as safeguarding and ways to communicate with children. This is supported by clear policies and procedures.

Communication throughout the holiday is excellent. The manager and other senior leaders and helpers meet daily. They are kept informed of everything that is going on across the site throughout the day. Group leaders meet with volunteers and team leaders. There is a midweek helper feedback meeting. This gives an opportunity for learning from the first part of the holiday. Therefore, the management team have excellent oversight of the holiday.

This is an exceptional holiday scheme. It is led by a dedicated manager and management team. It is loved by children, parents and volunteers alike. The manager ensures that all benefit from the week and the lovely memories created.

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 Ltd 05393382

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

Responsible individual: Mrs Anna Clish

Registered manager: Miss Claire Huntington

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Inspector

Shaun Caplis, social care inspector

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