

The Newman Holiday Trust Support Service

Skrines House
Glenalmond College
Glenalmond
Perth
PH1 3RY

Telephone: 07769825223

Type of inspection:
Unannounced

Completed on:
26 July 2024

Service provided by:
The Newman Holiday Trust

Service provider number:
SP2008010154

Service no:
CS2023000208

About the service

The Newman Holiday Trust is a support service for up to 22 children and young people with learning disabilities who may also have physical disabilities. It provides an annual summer holiday for up to seven days at Glenalmond College in Perth and Kinross. Children and young people have exclusive use of one of the boarding houses on the campus and use facilities including sports fields, swimming pool, theatre and dining room.

The Newman Holiday Trust previously operated as a care home service. Following discussion with the provider, the Care Inspectorate advised that the service met the definition of a support service. This involved the provider applying to register a new service. The application was granted in 2023.

About the inspection

This was an unannounced inspection which took place between 08:40 and 18:10 on 19 July 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and other intelligence.

In making our evaluations of the service, we:

- reviewed responses to surveys from 13 volunteers
- spoke with seven children and young people using the service and five family members and carers
- spoke with seven volunteers and members of the senior team
- observed practice
- reviewed documents.

Key messages

- Children and young people had very positive experiences of this highly enjoyable, memorable and fun-filled holiday.
- The service used a range of quality assurance processes to drive continuous improvement of the service and make positive changes to the holiday, including listening to feedback.
- Children on the holiday benefitted from a highly motivated and enthusiastic team of volunteers who supported them to make the most of all the opportunities.
- The high quality accommodation and facilities in a beautiful setting added to children and young people's positive holiday experience.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as **very good**. This means that the service demonstrated major strengths in supporting positive outcomes for children and young people on the holiday. There were very few areas for improvement and these had minimal adverse impact.

Children and young people's experience of the holiday was extremely positive and enjoyable. This was reflected in the exceptionally good feedback we received from parents and carers, who said their child had had a 'brilliant time' and was 'in her element'; another had had an 'amazing time'; another 'absolutely loved it' and had had some confidence restored after Covid; another had had an 'absolute ball'. Children were safe and received very high standards of care, including support for positive health outcomes, from a team of volunteers who had taken part in induction and training relevant to their role. The individualised approach meant children could make the most of the wide range of opportunities available.

Management of medication by professional staff was effective overall and supported children's health, with a need for some minor changes to processes to reflect good practice, including disposal of medication.

Development of positive, supportive relationships with children and young people provided the foundation for a very successful holiday. This also allowed an appropriate response to any distressed behaviour or other challenges. We suggested adding some additional detail about how minor upsets had been resolved to records to aid learning.

Regular communication with families throughout the week provided reassurance during the separation and kept them informed of all the activities taking place. At the end, a fuller record of the holiday was a lasting memory of good times.

Mealtimes were enjoyable experiences, with sensitive arrangements for individual children. Organisers had identified all dietary needs and did their very best to meet children's preferences to maximise the holiday's success.

How good is our leadership?

4 - Good

We evaluated this key question as **good**. This means the service had important strengths which, taken together, clearly outweighed areas for improvement. These had a significant positive impact on children's experiences.

A range of quality assurance processes promoted high quality, safe care and support and enabled continuous improvement. Trustees played an active part in governance at both the strategic level, including oversight of policies and procedures, and visited the site during each annual holiday for direct observation and contact with young people and volunteers. They also maintained oversight of the service's improvement plan, which demonstrated how they listened to and acted on feedback and suggestions. As a next step, the provider could consider how to broaden the scope of self-evaluation.

On-site leadership from highly experienced organisers was very effective and responsive to the changing needs of young people as well as the volunteer (buddy) team, and provided an additional and valuable hands-on element of support to keep things moving smoothly. This included daily check-ins with young people to gauge their experiences of the holiday and make ongoing changes. Buddies were also in a strong position to act as advocates for the young people they were supporting. We suggested that a proportionate audit of medication during the week would provide an additional element of assurance.

After the holiday, feedback from children, volunteers and parents contributed to developing a picture of the success of the holiday and provided a direction for future improvements on an ongoing basis.

We also reviewed recruitment practices under this quality indicator and signposted the service to relevant good practice aimed at assessing the suitability of applicants for volunteer posts.

How good is our staff team? 5 - Very Good

We evaluated this key question as **very good**. This means that the service demonstrated major strengths in supporting positive outcomes for children and young people on the holiday. Areas for improvement were few and had minimal adverse impact.

Senior organisers assessed individual young people's needs very effectively and reflected these in arrangements for support and supervision throughout the day. The service provided very good levels of support and attention for individual children, ensuring all had at least one volunteer (buddy) with them at all times. These arrangements supported familiarity, development of positive relationships, met their needs and minimised risks. Additional volunteers were on hand to offer extra support at specific times and ensure flexibility, such as when personal care was being provided, or during off-campus trips to places of interest, or to provide breaks for helpers during a very busy and active week. One parent told us that, 'nothing was too much trouble for the volunteers'.

Young people benefited from holiday organisers' and helpers' wide range of experience and skills, some gained in professional healthcare, as well as very high levels of motivation and enthusiasm. A committed team of leaders and organisers took part in an on-call rota and were on hand to offer advice and very good quality support to the helpers. There was a strong focus on ensuring children had the best possible holiday experience.

How good is our setting? 5 - Very Good

We evaluated this key question as **very good**. This means that the service demonstrated major strengths in supporting positive outcomes for children and young people. Areas for improvement had minimal adverse impact.

Children and young people's holiday experience was very much enhanced by the well-equipped accommodation and wide range of suitable facilities, including access to a swimming pool, all located in an attractive and peaceful setting with rural views. They had exclusive use of the boarding house and adjoining outdoor space, which provided a safe, secure and accessible base for them to gather together, rest and relax after a busy, stimulating day.

Senior leaders had taken individual needs and preferences into account in allocating bedrooms and volunteer support through the night. They also reviewed arrangements in response to new information becoming available and made adjustments for individual children accordingly. This reflected the importance of restful sleep for health and for making the most of the holiday. We recommended that the service maintains a record of the relevant risk assessment supporting these decisions, and any discussions with family members and relevant professionals.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as **very good**. The service demonstrated major strengths in supporting positive outcomes for children and young people on the holiday.

Home visits allowed senior holiday organisers to meet carers and children where possible and obtain comprehensive information about their preferences, needs, abilities and routines. This included relevant details relating to health, diet, communication, social development and personal care. One carer described the very thorough and professional approach taken. This meant that plans developed for the holiday period were highly individualised and ensured that volunteers were well-informed and able to maximise young people's holiday experiences and minimise any risks.

Targets and goals for each young person, in addition to the service's general aims and objectives, were agreed with carers and were proportionate, specific and achievable. These demonstrated an impressive, outcome-focused and individualised element to the holiday. Moving forward, it would be worth considering how the service can provide brief feedback to parents and carers on young people's achievements at the end of the holiday.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.