

Over the Wall

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Langstone Technology Park, Havant, Hampshire PO9 1SA

Inspected under the social care common inspection framework

Information about this residential holiday scheme for disabled children

This residential holiday scheme is operated by a charity. Residential camps are provided for children with serious health challenges and their siblings. In 2023, the charity has operated four camps. The camp that was inspected was attended by 66 children in total.

There is a permanent registered manager, who is suitably experienced and qualified.

Inspection date: 17 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 **good**

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: 18 August 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Inspection judgement

Overall experiences and progress of children and young people: outstanding

Children have a tremendous amount of fun and enjoyment at this holiday scheme. The benefits that children gain are exceptional. The scheme is very well organised, and children receive high-quality care. As a result, all children safely and thoroughly enjoy a wide range of activities and experiences.

Parents and children can learn all about the scheme through the interactive and informative website. There is a proportionate amount of planning that takes place prior to the scheme. Information is gathered from parents and medical professionals to ensure that care is well planned and individual needs can be safely met.

Care is provided to children in a way that ensures that their privacy and dignity are maintained. Children are supported with faith-based activities, for example a private prayer space. This respectful care supports the children to build trusting relationships with staff. As a result, children actively seek out fun and interaction with staff and enjoy their company.

During the scheme, children make progress and achievements that enhance their life experiences. They express such pride at their own bravery and skills with new activities, such as high ropes and zip wires. Children visibly grow in confidence throughout their time at the scheme and delight in their achievements.

There is an ethos around recognising and celebrating children's qualities and achievements. Staff constantly give children praise and encouragement. Children are rewarded for demonstrating qualities including friendship, resilience and teamwork. This also inspires children to become encouragers to each other.

Parents provide extremely positive feedback about the scheme. One parent described it as 'beyond brilliant'.

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

The welfare of children is prioritised at the scheme. Managers and staff fully recognise the vulnerabilities of all the children. Staff always know which children they are responsible for. Staffing ratios are adhered to at the scheme.

The venue where the scheme is held is a suitable and purpose-built setting. It is designed for organisations to provide residential schemes. The manager has risk assessed the environment for any potential hazards. However, this does not fully consider the potential risks of this site being used by other organisations concurrently. There have been no concerns or incidents arising from this.

Children's risks are understood and medical care is comprehensively planned. There is a dedicated team of competent medical professionals. They undertake all health interventions with children. This is carried out in a sensitive and discreet way. This enables the focus to remain on children having fun. The clinical team provides a prompt response to any health concern.

Children understand the rules and what is expected of them at the scheme. Any behavioural incidents are addressed and staff de-escalate behaviour effectively, for example using redirection, distraction and humour.

Children do not access electronic devices during the scheme. This promotes their engagement in the activities and with their friends. This also fully mitigates risks around online safety. Children are afforded a very high level of supervision, so the risk of children going missing from the scheme is very low. Nevertheless, there is an action plan in place to respond to any incident. All staff are aware of this action plan and have rehearsed it as part of their induction training.

There is a very high expectation that all staff prioritise safeguarding the children. Managers support all staff to understand the organisation's ethos and values. Where practice falls short of adhering to these, prompt action is taken by managers to address any concern.

The effectiveness of leaders and managers: outstanding

The manager sets a clear ethos of high aspirations for children to make progress and enjoy their time at the scheme. The manager inspires the staff to provide life-enhancing opportunities for children. As a result, children do have amazing experiences and make wonderful memories.

Children take home their artwork, certificates and rewards gained at the scheme, as memorabilia. Therefore, managers and staff contribute to children's experiences beyond the holiday scheme. Parents are also provided with an online link to access a catalogue of photographs. This enables children to share their experiences and joy with their families and carers.

The scheme is staffed by employees of the charity and a large team of volunteers. Recruitment checks are made to ensure that staff and volunteers are safe and appropriate to work with children. Managers embed a strong ethos of team working right from the start of camp induction. This embraces the mix of experience, skills and qualities that staff bring. The whole staff team works collaboratively.

There are well-planned staff and volunteer induction arrangements. This includes training prior to the scheme and a thorough induction regime a day before the children arrive. Induction provides all staff with a clear understanding of the organisation's ethos and values. The induction provides training and information to cover a breadth of topics. This equips staff and volunteers well for their roles at the scheme. Volunteers report that the induction is delivered in a dynamic way that enhances their learning, for example by using scenarios and interactive approaches.

Volunteers feel very well supported by managers and the wider staff team. This is well evidenced by the fact that many volunteers choose to return to work at future schemes.

The manager ensures that children have the opportunity to provide feedback. There have been some changes made at the scheme as a result of feedback. For example, there are now clocks in children's bedrooms and hot chocolate is provided in all weather. Parental feedback is listened to. As a result, the application process for returning campers is now more streamlined, thus reducing repetition. The manager is keen to continue to develop and improve the scheme to enhance children's enjoyment and experience.

The atmosphere at the scheme is one of total joy and positivity. The children and staff enjoy each other's company and have fun together. This is such a beneficial and enriching experience for health-challenged children and their siblings.

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

Recommendation

- Risk assessments of the whole HSDC environment are carried out, to identify any potential sources of harm to the children, and are recorded in writing and regularly reviewed. This includes ensuring that all risks associated with the site being shared with other organisations are fully assessed and arrangements for managing the potential risks are clearly recorded. ('Residential holiday schemes for disabled children: National minimum standards', 6.3)

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: 1027093

Registered provider: Over The Wall

Registered provider address: Langstone Technology Park, Havant, Hampshire
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Responsible individual: Kevin Mathieson

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Inspector

Alison Snell, Social Care Inspector

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