

Over the Wall

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Langstone Technology Park, Havant, Hampshire, PO9 1SA

Inspection 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 brothers and sisters. The camp that was inspected was attended by 84 children in total.

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

Inspection date: 7 August 2024

Overall experiences 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: 15 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

Children attending camp have an exceptional experience and they have an abundant amount of fun. The camp is very well organised, and children receive high-quality care. The programme of activities is very well planned to provide children with a wealth of life-enriching experiences.

Leaders gather relevant information about children's health and well-being needs in advance of the camp. As a result, children's care is well planned. Staff meet children's needs in a sensitive and respectful way. A dedicated rest hour promotes children's well-being each day. There is a suitably experienced and qualified clinical team at the camp. Staff take prompt action to seek medical attention for children if required and managers have good oversight of clinical decisions.

Children highlight that their favourite activities are the zip wire and climbing wall. Staff help children to overcome any fears and anxieties to help them to accomplish these activities. Children express great pride at reaching the top of the wall. As a result of these opportunities, children significantly increase their confidence.

Leaders and staff weave and embed the organisation's ethos and values throughout every activity at camp. These are based upon a model of therapeutic recreation to develop resilience, build self-esteem and confidence. This approach is tangible throughout the camp and it is this that makes the camp truly exceptional.

There is a focus upon children developing their independence skills at camp, and staff take delight in children's progress. Staff provide children with a great deal of encouragement. This motivates them to engage with the activities and experiences on offer. As a result of staff modelling this high level of encouragement, children quickly become great encouragers of each other and form friendships.

Many children are keen to return to camp time and time again. This is testament to the wonderful and enriching experience. Children enjoy a special graduation ceremony at the end of their last camp. Children take home memorabilia in the form of their team colour T-shirt and arts and craft that they have made. There are lots of photographs taken at camp. These are shared with parents, and this helps children share their experiences and memories beyond camp.

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

The camp has a thorough application process. This enables leaders to make informed decisions to offer places at camp to children whose needs can be safely met. As a result, children's needs and any risks are well understood.

Information is shared sensitively on a need-to-know basis. The clinical team has full knowledge of children's health and diagnoses, and the camp staff have only the information they need to keep children safe.

Staff give children clear direction of how to keep themselves safe at camp and specifically during activities, for example, fire safety at the campfire. Staff set clear boundaries and guidance, so that children understand what is expected of them. This is often done in a fun way, for example using games and songs. Staff are proactive in addressing any issues of concern between children, reminding them of the importance of being kind.

Staff report all incidents or matters of concern to leaders, regardless of how minor they may seem. This enables leaders to monitor, review and act in response to all concerns. For example, despite detailed planning for a child's food allergy, the child inadvertently experienced mild exposure to an allergen. This did not cause significant ill health. Leaders took prompt action to further review procedures with the site catering staff to ensure that this would not reoccur.

There is a key focus upon monitoring and addressing children's well-being needs. Staff regularly share information about any well-being matters with leaders. There is a well-being trolley stocked with resources to assist children, such as fidget toys, colouring sheets, and games. Staff are very attentive and responsive to children's well-being.

The effectiveness of leaders and managers: outstanding

Leaders and managers set very high expectation for the quality of care for children at camp. This begins with staff and volunteer recruitment. There is a rigorous selection process, and the relevant safer recruitment checks are made. Leaders only appoint volunteers who have values that align with the ethos of the organisation.

There is a very structured staff training and induction plan. This adopts a variety of approaches to suit different learning styles. The pre-camp online learning is role specific and covers a breadth of topics. This learning is consolidated through scenario-based exercises during the induction day. This equips staff well for their roles at camp.

Staff feel very well supported by leaders and managers. There is an open culture at camp where staff can seek support at any time. The use of two-way radios enables constant communication. Leaders and managers are very responsive to all requests for advice or support. Leaders act to ensure that staff and volunteer well-being is

maintained, through regular checks and ensuring that they get breaks in a dedicated space. Leaders role model this high level of support and, in turn, staff and volunteers are very supportive of each other; teamwork is exceptionally strong.

Leaders and managers are committed to seeking and listening to feedback. Children are encouraged to provide feedback through suggestion boxes at the camp. Parents have surveys to complete, and volunteers attend a feedback event. There have been improvements to the training and an increase in volunteer numbers as a direct result of feedback from last year's camps. The registered manager has a comprehensive understanding of the strengths and areas for development and takes clear action to make continuous improvements to the holiday scheme. This drive for ongoing development to enhance children's experiences makes this scheme exceptional.

Leaders and managers inspire staff and volunteers to give children a magnificent and memorable experience. They highly value children and lead by example. This results in an atmosphere of constant fun and a highly valuable experience for children.

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

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

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Inspector

Alison Snell, Social Care Inspector

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