

Over the Wall

Over The Wall 03713232, 1075361
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 holiday scheme visited caters for 25 children who have severe allergies and are required to carry adrenaline, either due to previous anaphylaxis or the risk of it. Many of the children attending camp also experience anxiety related to their allergies. The scheme has run four camps over the inspection year; all children who attend the camps live with serious and life-limiting illnesses.

Inspection dates: 6 to 8 October 2018

Overall experience and progress of children and young people, taking into account: **outstanding**

How well children, 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: 23 August 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Key findings from this inspection

This residential holiday scheme for disabled children is outstanding because:

- The camps provided by this holiday scheme give children the chance to be themselves. The outcomes that children achieve are outstanding.
- A parent commented, 'The feeling of being treated as a child and not as a "condition" has helped her feel she can fit into normal society. It's a life-changing experience.' This was reflected in many similar comments from parents.
- The leaders are inspirational, and as a result staff and volunteers are all passionate about what they want to achieve.
- Some volunteers return year after year because they see the difference the scheme makes to children's lives. Volunteers want to be part of these life-changing experiences.
- Keeping children safe is a priority, and risks to them are very well understood by all the staff and volunteers. Children stated that they feel safe.
- Leaders recognise the strengths and weaknesses well and they learn and reflect on practice when the need arises.
- The highest possible care is provided to these children, and a huge amount of planning ensures that this is so. The attention to detail is phenomenal.
- Children are able to participate in a huge range of fun activities, which challenge them and enable them to learn new skills and develop friendships. They try things they previously would not have thought possible.

The areas for development for the residential holiday scheme for disabled children:

- The senior managers need to ensure that Ofsted is notified of all significant incidents and concerns.

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

Recommendations

- Ensure that managers are clear about their roles and responsibilities, in particular when and how to notify Ofsted of significant events.

Inspection judgement

Overall experiences and progress of children and young people: outstanding

The camps offered at this scheme aim to 'help children living with serious and life-limiting illnesses reach beyond the perceived limitations of illness to rediscover a whole new world of possibilities'. What is achieved in practice goes beyond this. Children not only discover a new world; they thrive and achieve beyond anyone's expectation. This is as a result of the excellent individualised care and support provided.

The staff and volunteers successfully promote inclusion. As a result, children develop confidence and learn coping strategies. Children are able to be children and not a diagnosis. The positive impact that attending these camps has on children's emotional and psychological development is significant. The children make huge progress in their independence, in some cases in a very short time. This is largely due to the dedication of the teams. There is a very clear vision of having fun and of enabling children to challenge themselves.

These camps are fundamental to the children's development. Parents and children go on an emotional journey before, during and after the camp because children achieve what was previously perceived as unachievable. Camps provide an opportunity for children to be accepted; this is something that has previously been missing for the majority of these children. The staff have successfully created an environment in which children can thrive and not just survive.

The overwhelmingly positive comments from parents and children clearly describe the impact these camps have on children and included, 'They accept me for being me'; 'I wasn't different anymore'; 'I didn't have to try hard to fit in and be good at things' and 'I wasn't scared.' A parent reported that 'the camp made a notable difference to him [her son] and he has come back having regained some of his spark that has been missing over the last year. He has grown in confidence and maturity.' Another said, 'Without the camp, my daughter would not be in the same mental state she is in now. Each time she has been she has come back stronger/happier/braver/more positive and less scared.'

The quality, range and accessibility of activities are immense and as a result children's worlds are opened up and at times challenged. Children overcome previous fears and learn new skills of coping for when they leave camp. They are able to experience, in a safe way, what a child should have emotionally, socially and physically.

The caring and nurturing staff and volunteer teams are successful in forming secure attachments with the children. It is evident that children enjoy being with staff and that the staff and children care about and respect each other. There is a warm and accepting culture, and friendships are created. The passion and care seen by staff

and volunteers are outstanding and contribute to the overall progress and experiences for the children.

Since the last inspection, a well-being coordinator has been introduced; this has further enhanced the level of support provided. All new applications for camp are carefully considered by all the teams and the necessary support is then put in place. The whole child is considered, not just the medical need.

Children are able to express their views in many ways. It is an area the staff are constantly reviewing to ensure that all children are able to give their views on all aspects of the camp. Staff support children to achieve and reach their full potential. There are many examples of excellent practice, which make an exceptional difference to the lives and experience of children. The organisation has created something very special.

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

Risks are minimised by highly effective planning prior to the start of the camps. This involves immense organisation and communication. The attention to detail is outstanding and vital, and it contributes to the success of the camps. Every potential risk is considered and explored. At the camp that was taking place at the time of the inspection, all children ate together from the same menu despite there being 89 different allergies and 49 of these associated with food. For some children, the risks have been too high to do this anywhere else. This involved months of planning. The ethos is for inclusion and the organisation succeeds in achieving this.

One child told the inspector, 'It's absolutely amazing here as we know we are safe.' Children on the camp could face the daily anxiety of not feeling safe because of their diagnosis. Due to the planning that has taken place, children relax and know they are safe and well cared for. There is proactive and creative safeguarding practice. Senior leaders and staff consider the risks in the environment and on an individual basis.

Risks are very well understood by staff and volunteers and they are able to recognise and respond well to any concerns. Immediate action is taken, and senior leaders work with all the necessary professionals if concerns arise. There is a consistent approach to ensuring that children are safe and feel safe and well cared for. Each team has an independent safeguarding lead. These volunteers have a range of experiences and training in safeguarding. They are able to advise and direct staff and volunteers.

The senior staff recognise the need to ensure that staff and volunteers are well equipped to support children, and they regularly review the training provided. They learn from incidents and concerns and then review the practice. The organisation has recognised that it needs to be aware and up to date on all current safeguarding matters even if these are not current risks for the children who access the scheme.

There have not been any cases of children going missing during the camps. The processes and procedures in place should this occur are excellent, and staff and volunteers practise procedures. The health and safety coordinator is extremely knowledgeable and ensures that all information is known about each site prior to children arriving so that emergency procedures can be updated and communicated to the staff and volunteers.

There are excellent links with professionals. The senior leaders contact all the necessary parties in the local area prior to the camp starting.

Children have a strong sense of safety and well-being and some children are able to feel safe in an unknown environment for the first time. Children are able to reflect the positive impact this has on their confidence. Parents are confident that their children are safe and, as a result, their children 'have the time of their lives'.

The effectiveness of leaders and managers: outstanding

The manager was registered with Ofsted in September 2018. She has worked for the organisation for several years. She has an extensive range of knowledge and experience, which benefits the senior leadership team. The managers are inspirational and lead by example. Their expectations are high, and staff and volunteers share their passion. All involved are influential in improving the experiences for children who access the scheme. Children are the priority in all decisions made.

Staff feel very well supported and encouraged to undertake their necessary roles. The senior team creates positivity within the staff teams and all ensure that the children have enjoyable holidays and that they achieve and progress in their independence and self-esteem.

Strengths and weaknesses are very well understood by the senior team. Team members learn from feedback and then look at how to improve future schemes. Feedback has been very positive but there is no complacency; leaders are constantly considering what they can do better.

The scheme achieves what it sets out to do. It makes a difference to the life of every child who attends the camps. Promoting equality and diversity is at the centre of the scheme. All children feel valued and included.

Managers are ambitious and are looking to ensure that they achieve high standards. They do this by using research to inform practice, and this is fed back to the teams to aid learning and development, which ensures that children's needs are fully met.

Monitoring takes place, which identifies any areas for improvement. This enables the home to reflect on current practice. A senior leader notifies the necessary

professionals and parents when any incidents occur. Leaders are aware they now need to also look at the notification process to Ofsted to ensure that the regulator is provided with any necessary information.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of the help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the residential holiday scheme for disabled children knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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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Inspectors

Emeline Evans, social care inspector



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