

Over The Wall Care Home Service

Strathallan School
Forgandenny
Perth
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Telephone: 01738 812546

Type of inspection:

Unannounced

Completed on:

9 July 2018

Service provided by:

Over the Wall

Service provider number:

SP2007009518

Service no:

CS2009216989

About the service

Over The Wall has been registered since July 2009.

Over The Wall is registered to provide a care service to a maximum of 60 children and young people in short break places. The service operates at different sites throughout Britain, with two camps running in Scotland.

This year a camp for children and young people with, or having had, a serious or life threatening illness ran at Strathallan School. Another camp for siblings of children and young people with, or having had, a serious or life threatening illness, also ran at the school. At the camps, children and young people were allocated into teams, each with a team leader. At the Health Challenge Camp, a member of the medical team was based in each of these teams.

From the company's website: "Over The Wall is the only residential camp provider in the UK modelled after Paul Newman's renowned Hole in the Wall Gang Camp and a member of the Association of Hole in the Wall Camps."

What people told us

During the inspection we spoke with many of the children and young people who were attending camp. They all told us they were very happy there and having a fabulous time. They described camp as "amazing", "awesome" and "marvellous".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their own improvement plans and quality assurance systems which identified their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We found that there were excellent outcomes for children and young people attending the Over The Wall camp.

The emphasis of camp was to have fun, enjoy and stay safe. Throughout the inspection we heard laughter and saw the smiles of children and young people enjoying themselves. Camp was an opportunity for children and young people to try new activities and learn new skills. Some of the things children and young people were involved in helped them in their lives after camp. Examples of this were learning leadership skills and how to form friendships. Camp was an opportunity to try new things in a safe place.

The camp ethos of inclusion and respect for all was evident throughout the inspection. All activities were designed to enable everyone to participate, staff and volunteers provided lots of sensitive encouragement. Equal participation and recognition from adults helped children and young people to develop confidence in their own abilities. In addition, every child and young person was encouraged to find those 'magic moments' which were special to them and they could reflect on during and after camp.

We saw very positive relationships between the adults and children and young people. It was clear that they enjoyed each other's company and interactions between them were very considerate and nurturing. These meaningful relationships helped the children and young people to feel valued and respected.

Minimal, sensible rules were used to keep everyone safe. The children and young people were praised for appropriate behaviours and staff provided positive role modelling in their own behaviours.

The service had made improvements to the application process for camp. They had worked with a group of parents to identify what information was needed in order to care for the children and young people safely. This had resulted in better communication between parents, professionals and the service to provide a more holistic picture of the needs of individual children and young people and therefore more focused individual care.

'Beach patrol' provided excellent medical attention for children and young people. Volunteer doctors and nurses were led by a medical director employed by Over The Wall. Medical needs were attended to discreetly and sensitively and were wholly individualised to each child or young person. The detail paid to which medical care and the professional way it was delivered provided the reassurance for parents, children and young people to enable them to attend camp.

A 'camper log' was used to identify all non medical needs. The logs contained information from a variety of sources in order to offer holistic support to those attending camp. This year there was a stronger emphasis on wellbeing and clearer understanding of the social and emotional needs of children and young people and how these could be supported. Success plans were developed on an individual basis in order to provide opportunities for children and young people to develop resilience and self-esteem.

An appropriate system for recording incidents was in place and incidents were being recorded effectively. Overview of incident records by the management team resulted in changes to risk assessments and strategies to minimise incidents in order to keep children and young people safe.

In discussion we found that the staff and volunteers knew the children and young people in their care well. The team approach meant that staff and volunteers could focus on a small group with the necessary required attention.

Both the staff and volunteers showed a high level of motivation, warmth and commitment towards the children and young people.

Whilst we did not examine recruitment files, we discussed the process of safe recruitment and we were confident that this was carried out effectively.

The service provider demonstrated a high level of commitment to training for permanent staff and for volunteers. They were continually improving the opportunities for training including the introduction of e-learning and pre camp practical scenarios for volunteers and monthly practice development for permanent staff.

In addition the service had focused on staff welfare and had devised new working patterns to allow staff additional time to rest and recuperate. This meant that they were then better able to attend to the children and young people's needs.

What the service could do better

At the last inspection we made a requirement that the service provider must contact the Scottish Social Services Council to find out if any of the staff apart from the manager need to be registered and they had actively addressed this.

As a result of these discussions the provider has consulted positively with the Care Inspectorate about whether the service actually needs to be registered, and, if so, in what category that registration would fit. These discussions are ongoing. Meanwhile, Over The Wall continued to demonstrate commitment to improvement and development of the service to further enhance the excellent outcomes experienced by children and young people attending camp.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
17 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
29 Aug 2016	Unannounced	Care and support Environment 6 - Excellent Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
25 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 5 - Very good
19 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent
9 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
31 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
8 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
7 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed

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