

Over The Wall Support Service

c/o Strathallan School
Forgandenny
Perth
PH2 9EG

Telephone: 02392 477 110

Type of inspection:
Announced

Completed on:
15 July 2025

Service provided by:
Over the Wall

Service provider number:
SP2007009518

Service no:
CS2019376146

About the service

Over The Wall is a support service. It provides a residential summer camp for up to 80 children and young people aged eight to 17 with serious health challenges.

The service operates for up to one week each year at Strathallan School in Forgandenny, about 10 miles from Perth. This year the camp took place over four nights. Campers are supported by a team of staff and volunteers. They stay in some of the school's boarding houses, which provide single and shared rooms, some with en-suite bath and shower facilities, and a range of communal spaces. They have access to the school grounds and various amenities and facilities including the swimming pool, gym and dining hall. They also take part in organised trips to places of interest.

About the inspection

This was an announced inspection which took place between 08:30 and 19:00 on 8 July 2025. 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 intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with eight children and young people (campers), in groups
- spoke with nine staff, managers and volunteers
- observed practice and daily life
- reviewed documents.

Key messages

- Children and young people had very positive experiences of the camp. The companionship, wide variety of activities, high quality facilities and beautiful setting all contributed to a very successful holiday.
- Campers' health was maximised and effective risk management processes kept them safe.
- Campers benefitted from impressive care and support provided by a team of highly motivated volunteers and staff, who enabled them to make the most of all the opportunities.

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 staff team?	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**. The service's performance demonstrated major strengths and supported very positive outcomes and experiences for campers. As a result, there was no need for any significant adjustment.

The service's aims and objectives, based on the provider's inspiring ethos, vision and values, very successfully underpinned the operation of the camp. Approaches to the care and support of campers reflected relevant legislation and guidance. These had also provided the foundation for safe recruitment and selection processes and an effective induction and training programme for volunteers.

A team of clinical staff with a range of disciplines supported the application process to ensure the camp could cater for all campers' needs and health challenges. They provided relevant guidance and health protocols for individual campers and for the duration of the camp, were available to offer additional support and advice. Where appropriate, they took a lead role in the provision of care, for example in management of medication and responding to emergencies. Comprehensive risk management processes covering the site, activities, emergency protocols, external providers and off-site trips were also in place and operated effectively.

Processes for wider health and safety were very effective and contributed to reducing the risk of injury and harm to campers. These included communication systems for the very large site, first aid provision, good hydration and visitor security. Regular rest periods ensured campers didn't overdo things in what was a very busy and active holiday.

Most aspects of medication management reflected good practice. In response to an area for improvement in the last inspection report, staff had implemented a system for counting and recording medication when campers arrived and left at the end of the holiday. This provided a clear audit trail and increased safety and security. We signposted managers to guidance on the practice of secondary dispensing, which is not recognised as good practice, though there was no evidence of any adverse outcomes.

Mealtimes were a key highlight of the day and very upbeat, social occasions. There was plenty of choice to meet most preferences and meals were well presented and tasty. There was also careful attention to meeting campers' dietary requirements. Most of the comments campers made to us about the food were positive.

How good is our staff team?

5 - Very Good

We evaluated this key question as **very good**. This meant there were major strengths in supporting positive outcomes for children and young people and very few areas for improvement. Those that did exist had minimal adverse impact and did not require significant adjustment.

The volunteer team, which had a wide range of experience and included some with clinical skills, was supplemented by managers and staff, some of whom were also health professionals. This provided an appropriate level of adult support for meeting campers' needs, keeping them safe and ensuring they could make the most of the opportunities available. It also meant that individual support for those campers with additional needs was possible when appropriate.

The service had developed a documented staffing assessment in response to the last inspection. The deployment of staff and volunteers took into account a range of factors, including individual support needs, the camp programme, site-related issues, emergency protocols and key tasks and responsibilities. The latter included support for health challenges and management of medication. Managers had reviewed the assessment in response to last-minute changes to ensure the camp could go ahead with the required levels of support.

A flexible approach by the whole team allowed an effective response to changing needs and circumstances. A number of volunteers had previous experience in both this and other camps, and provided a core group of adults who were familiar with the role and with the site. Volunteers had high levels of enthusiasm, motivation and energy. They were well prepared and supported, for example with mandatory online and in-person induction and training. They benefitted from a volunteer champion, separate wellbeing room for relaxation and were encouraged to take rest periods in the very busy holiday. They had regular opportunities to meet to discuss events of the day, make adjustments and plan ahead.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order that children and young people's medication is managed safely and can be accounted for, the provider should ensure that the service maintains an accurate record of all medication received by staff at the start of the holiday and subsequently returned to parents.

This is in order to comply with the Health and Social Care Standards (HSCS), which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This area for improvement was made on 20 September 2022.

Action taken since then

The provider had implemented a system for staff to count and record campers' medication on arrival and departure. This complied with good practice, improved safety and provided an audit trail of medication for which the service was responsible.

Previous area for improvement 2

In order that young people have the best possible outcomes and experiences, the provider should ensure that all their personal plans include information about how staff will meet their needs in this area.

This is in order to comply with the Health and Social Care Standards (HSCS), which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

This area for improvement was made on 20 September 2022.

Action taken since then

The staff and clinical team had provided guidance for volunteers on how best to respond to campers' health challenges, keep them safe, meet their needs and preferences and promote maximum enjoyment of the holiday. This guidance took into account the information provided by parents.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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