

Eastleigh College (College House)

Inspection report for further education college

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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

College House is a residential educational facility operated by Eastleigh College offering a 24 hour curriculum for 14 young people of mixed gender aged between 16 and 19 years of age with moderate learning difficulties. It is open from Monday to Friday during the main College term time. Students are in residence from Monday evening until Friday Morning, returning home for weekends and holidays. Running for more than 20 years, it is the only residential unit of its kind nationally that is attached to a mainstream General Vocational Further Educational College. All College House residents are students on Eastleigh College's 'Skills for Working Life' course. It is run over two years for school leavers with moderate learning difficulties who wish to develop their all round confidence and essential skills. The course concentrates on life, literacy, numeracy, ICT, and work related skills to support students as they make the transition into adulthood. Situated in a semi rural setting six miles from the main college site it concentrates on providing the holistic support that the students need in order to develop the necessary skills required to work towards increasing independence based on their individual needs. There are six single and four shared bedrooms. One single bedroom has been adapted with en-suite facilities designed for students with limited mobility. There are also two independent living flats within the house which individual students can access for varying periods. When in the flats students menu plan, purchase their own food, cook for themselves and clean. They also arrange and prepare a number of social events by inviting guests for an evening meal.

Summary

The college provides excellent written information for students and their parents in relation to boarding. The college's expectations of students are made explicit and there are clear details of the support services available. Effective systems are in place to identify those students with additional support needs. Students are made to feel welcome upon arrival at the college and are well supported within the boarding environment where there are positive relationships between residential practitioners and students. College House's operational policy of providing four day weekly boarding enables students to remain registered with their own general practitioners and specialist medical/health professionals. Excellent communication is maintained with medical professionals in ensuring students health needs are met. The college has an extremely good working relationship with the local surgery which students benefit from. A practice nurse visits on a planned basis to provide advice on health awareness. There is also a wide range of information available at College House pertaining to young peoples health issues. The local beat police officer also visits on a planned basis to provide students and parents with information, guidance and advice regarding personal safety and illegal substances. The college provides a physical environment within which students feel safe and where their welfare is suitably protected by the provision for health and safety, and security across the campus. There is however an area of concern regarding the condition of several ground floor window frames and student safety. Management are arranging for double glazing units of British Standard safety glass to be fitted onto window frames and external doors where it has been identified there is significant risk of impact. Boarding students get on well with one another. There is excellent communication between staff across the college and students are provided with a variety of ways in which to express their views and contribute to how the college operates. The college has a strong commitment to quality assurance. There is clear and effective leadership of the college's boarding provision. Comprehensive policies and procedures support and promote good practice across the college.

The overall quality rating is outstanding.

This is an overview of what the inspector found during the inspection.

Improvements since the last inspection

The college has improved in the following areas since the previous inspection which was carried out during September 2004. Students health plans are in place. Recruitment procedures and CRB checks are in accordance with National Minimum Standards. Students are provided with personal lockable storage space in their rooms and hold the key. Risk assessments for individual students are in place. The fire evacuation log details times of evacuation and any action required. A ground floor single bedroom with an en-suite wet room facility for a student with limited mobility. The kitchen is completely refurbished with a worktop suitable for wheelchair use. A ground floor toilet facility for use by students/visitors with limited mobility. New car parking facilities with designated disabled space. A new entrance complete with ramp access. New dining room furniture plus a refrigerator and freezer. Wheelchair access to laundry room. A shower room for sleeping in staff. Office layout and access has been revised. Staffing has been reviewed to increase the compliment by introducing a deputy manager.

Helping children to be healthy

The provision is outstanding.

Students are actively involved in menu planning, budgeting and meal preparation. During the visit students confidently discussed and planned the meals they were going to prepare during their 'key group meeting'. Another group enthusiastically prepared and cooked the evening meal with support from staff. The choice of menus shows students are supported to understand what contributes to a good balanced diet. Fresh fruit is available at all times. All staff receive training in basic food hygiene and nutrition which is put into practice. Students individual health needs are identified and assessed at an early stage as part of the pre admission process. Students, parents (where appropriate), or persons with parental responsibilities are positively encouraged to be part of this process. Health needs which may impact on young peoples future are also identified at the earliest opportunity. To ensure confidentiality management ensure college staff are made aware on a need to know basis with student approval. The recommendation made resulting from previous inspection to ensure each student with health needs has an individual plan specific to their health needs is assessed as being met. There is excellent provision at the college for meeting the health care needs of students. 'Student Services' provide good personal support and a wide range of health related information. They are also able to direct students to external agencies when necessary. Students have access to medical support during college hours and all staff at College House are suitably qualified in first aid. College House's operational policy of four day weekly boarding means students are able to remain registered with their own general practitioners and specialist medical/health professionals. Records seen and discussions show excellent communication is maintained with medical professionals in ensuring students health needs are met. The college also has an extremely good working relationship with the local surgery which students benefit from. A practice nurse visits on a planned basis to provide advice on health awareness. There is also a wide range of information available at College House pertaining to young peoples health issues. The local beat police officer also visits on a planned basis to provide students and parents with information, guidance and advice regarding personal safety and illegal substances. Where appropriate students are provided with clear guidelines in relation to storing and administering their own medication. Records of medication, illnesses, accidents, and injuries are maintained

appropriately and effectively monitored. The recommendation from previous inspection to ensure each student has a personal lockable facility in their room where they can keep medication and valuables is met.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

The issue of countering bullying is an integral part of students 'general studies' programme. Management and staff create an atmosphere where bullying is known to be unacceptable. Students are safeguarded by the college's effective countering bullying policy and procedures. Staff are proactive in identifying possible friction and resourceful in taking co-ordinated action to defuse conflict. Students spoken with confirm they have good relationships and get on well with each other. They do not see bullying as a problem within college or 'College House' but are clear on what to do if they have any concerns. Students have confidence staff are able to 'sort things out' quickly and fairly. The welfare of students is actively promoted within the college. There are systems in place to promote the safety and welfare of students to ensure they are protected from harm. The college has a child protection team comprising of five senior staff who meet monthly to monitor and discuss any issues regarding practice. Members of this team are trained specifically for their role. College House staff receive annual training on child protection. Parents and students are provided with appropriate information in respect of safeguarding young people as part of the admissions and induction process. Students get along with staff, feel safe, are treated fairly and know what to do if they have any concerns. Parents confirm they have full confidence in the staff in keeping their children safe. Students benefit from a clearly defined disciplinary policy that is fairly applied. A comprehensive and clearly written 'College Charter' forms part of the information given to all students and contains the college's expectations of students and their behaviour. Records of significant sanctions are maintained appropriately and no unduly excessive sanctions are applied. The general standard of student behaviour at the college is extremely good. The college has a clear complaints procedure which is included in the student and parents handbooks. Students know how to and feel able to complain if they are unhappy with any aspect of living in 'College House'. There are various forums where they are able to express concerns. These include one to one sessions with their 'key worker', weekly 'key worker groups', monthly group meetings (or at any time personally) with the manager. Minutes of these meetings show the college deals rigorously and effectively with any complaints received and maintains appropriate records. Fire safety arrangements at the college are deemed to be satisfactory by the fire authority. Fire drills are carried out regularly. Checks and tests of fire safety equipment are carried out as required. Risk assessments are up to date, and records in relation to fire safety matters well maintained. Students and staff receive fire safety training provided by the fire authority. The recommendation raised resulting from the last inspection that the fire log needs to detail time evacuations took place and action required is met. There is an effective recruitment process which is followed in respect of all staff. Files seen and discussions show that before being offered a position an application form is completed, a minimum of two references obtained, a full interview conducted and an enhanced Criminal Record Bureau check completed. Staff respect students privacy and confidentiality as is consistent with good parenting. Students have keys to their bedrooms and lockable cabinets. Students confirm staff respect "their space" and only discuss personal matters in private. Non resident students attending the same course use the facilities during the day under stringent procedures to ensure they do not access private accommodation. There are clear guidelines for the appropriate supervision of the college maintenance team and external contractors when accessing 'College House'. Students benefit

from excellent provision for the management of risk across the campus. There is a culture within the college whereby safety is maintained as a high priority. Comprehensive policies and procedures underpin and promote good practice in relation to safety and there are established systems for ensuring a safe environment is provided for students. There is a health and safety committee that meets regularly. All staff cover health and safety as part of their induction to the college, and students are given practical advice in relation to safety. Risk assessments are reviewed and revised as necessary and records of accidents are analysed by the health and safety committee. There is however an area of concern regarding the condition of several ground floor window frames and student safety. Management are arranging for double glazing units of British Standard safety glass to be fitted onto window frames and external doors where it has been identified there is significant risk of impact.

Helping children achieve well and enjoy what they do

The provision is outstanding.

All College House residents are students on Eastleigh College's 'Skills for Working Life' 24 hour curriculum course. The ethos of the course follows a holistic approach supporting students to work towards their independence. College House plays a vital role as part of the course. It provides an excellent stable residential environment to enable students reach their full potential. Students benefit by being enabled to do as much as they can for themselves. This includes budgeting, shopping, menu planning, meal preparation, using public transport plus social and daily living skills. There are also two independent living flats within the house which individual students can access for varying periods. When in the flats students menu plan, purchase their own food, cook for themselves and clean. They also arrange and prepare a number of social events by inviting guests for an evening meal. Students also benefit from gaining the competencies of making choices and opportunity in taking their place as valued members of the community. Students benefit from excellent levels of individual support being available to them. They all have allocated personal tutors and key workers with whom they meet regularly and are easily accessible. Residential practitioners are very approachable and students get to know them very well during their time at the college. Student services operate from a central point on the campus and provide a wide range of support for individual students, including introduction to external agencies when necessary. The student counselling service provides an additional source of advice. Students are provided with the contact details of independent help lines. The ability to provide support for individual students is considerably enhanced by the excellent systems of communication that operate across the college. The college actively promotes equality and diversity which enriches the learning experience of students. It works hard to ensure students do not experience any inappropriate discrimination. The manager of 'College House' is a member of the college's 'Equality of Opportunity and Diversity Forum'. Students describe being fairly treated and not being discriminated against in any way. There are effective systems within the assessment process for identifying students who require additional support. Students benefit from an excellent learning support department who ensure the needs of such students continue to be appropriately addressed during their time at the college. Recent refurbishments greatly improves facilities in meeting needs of students who have limited mobility.

Helping children make a positive contribution

The provision is outstanding.

Students benefit from having a variety of ways in which they can express their views and influence how the college operates. These include, weekly one to one meetings with their 'key worker', weekly 'key worker group meetings', monthly 'coffee and catch up' meetings with the manager and the student decorating group. Students feel staff are very receptive and approachable being ready to listen at any time. The 'decorating group' (made up of elected student representatives) provides a forum for students to express concerns regarding décor, furnishings and equipment. Examples of this are, the redecorating of the lounge and dining room plus dining room and lounge furniture. All of which are chosen by the students. Telephones that can be used for emergency purposes and to receive incoming calls are easily accessible. Students also have access to computers for sending and receiving emails. Majority of students have mobile phones. There is no concern among them about being able to contact their parents. Surveys received from parents and discussions show the college maintains excellent communication regarding welfare matters that affect their children.

Achieving economic wellbeing

The provision is outstanding.

The college does not accommodate any of its students in lodging arrangements. College House is the sole boarding accommodation which is located offsite from the main campus and provides excellent facilities. Students are enabled to choose their social evening activities. They discuss and each week what they want to do then budget for it. Trips which cover more than a day are also planned and budgeted for. This links in with the ethos of a holistic approach supporting students to work towards their independence. Parents are informed. Returned surveys from parents and discussions show activities undertaken meet with their approval. The welfare of students is extremely well safeguarded while being accommodated away from the college site. There are comprehensive procedures in place for all off site trips which are rigorously applied and effectively monitored by senior staff. The procedures meet the requirements of the national minimum standards. They include the following provisions. To ensure risk assessments are completed. Accommodation is assessed for suitability. Staffing levels are appropriate, and the needs of individual students are able to be met.

Organisation

The organisation is outstanding.

The college provides comprehensive information for students and their parents. It clearly describes the residential provision, the principles under which it operates, and the support systems available to students. A student diary and boarders handbook provide students with valuable information and clearly explains the college rules and expectations of student behaviour. In addition the college website provides easy access to college policies and procedures. Students and parents believe they are provided with appropriate and sufficient information. They also feel all staff are very approachable and readily provide answers to questions and uncertainties. Systems of communication and record keeping across the college contribute extremely effectively to student welfare. There are established systems in place for the monitoring of complaints, sanctions, accidents, and risk assessments, with appropriate action being taken to address any matters of concern. College house has a permanent dedicated staff of four residential practitioners and an assistant manager. The team is led by a manager who has been in post for 12 years and holds a social work qualification. The manager is an enthusiastic and forward thinking individual who provides an effective overview of the boarding provision and is committed to its continuing development. This enthusiasm is reciprocated by the assistant

manager and team of residential practitioners. There is effective and appropriate supervision of students, both during the college day and evenings. Residential practitioners operate a duty rota and students are aware of who is on duty at any given time. Students benefit from positive and mutually respectful relationships with residential practitioners who are suitably qualified and experienced to provide appropriate support when needed. The residential practitioners are clear about their responsibilities and lines of accountability. They operate effectively as a group and are successfully overseen by the manager of 'College House'. There are systems in place for induction and appraisal and very good opportunities for further training.

What must be done to secure future improvement?

Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure suitable safety glass units are fitted onto window frames and external doors where it has been identified there is significant risk of impact. Standard 42. (Welfare concern)

Annex

Annex A

National Minimum Standards for further education college

Being healthy

The intended outcomes for these standards are:

- under-age drinking, substance abuse and possession of obscene material by students are appropriately countered (NMS 6)
- students receive first aid and health care as necessary (NMS 14)
- students are adequately supervised when ill (NMS 15)
- students are supported in relation to any health or personal problems (NMS 16)
- students receive good quality catering provision (NMS 22)
- students have access to food and drinking water in addition to main meals (NMS 23)
- students are suitably accommodated when ill (NMS 43)

Ofsted considers 14 and 16 the key standards to be inspected.

Staying safe

The intended outcomes for these standards are:

- students are protected from bullying and harassment (NMS 2)
- students are protected from abuse (NMS 3)
- use of discipline with students is fair and appropriate (NMS 4)
- students' complaints are adequately responded to (NMS 5)
- students are protected from the risk of fire (NMS 24)
- the welfare of any young people accommodated by the college other than its own students is safeguarded and promoted (NMS 26)
- students' safety and welfare are protected during high risk activities (NMS 27)
- students' personal privacy is respected (NMS 33)
- there is careful selection and vetting of all staff and volunteers working with residential students (NMS 34)
- students are protected from unsupervised contact with adults who have not been, subject to the college's complete recruitment checking procedures (NMS 35)
- students have their own living accommodation, secure from public intrusion (NMS 37)
- any security or surveillance measures provide security to protect students without compromising their privacy (NMS 38)
- students are given reasonable protection from safety hazards (NMS 42)

Ofsted considers 2, 3, 4, 5, 24, 33, 34, 35, 37 and 42 the key standards to be inspected.

Enjoying and achieving

The intended outcomes for these standards are:

- students have access to a range and choice of activities (NMS 11)
- students receive personal support from staff (NMS 13)
- students do not experience inappropriate discrimination (NMS 17)
- student welfare is not compromised by unusual or onerous demands (NMS 25)
- students have access to a range of recreational areas (NMS 41)

Ofsted considers 13 and 17 the key standards to be inspected.

Annex A

Making a positive contribution

The intended outcomes for these standards are:

- students are enabled to contribute to the operation of residential provision in the college (NMS 12)
- students can maintain private contact with their parents and families (NMS 18)
- students receive guidance, both on arrival at the college and in preparing to leave the college (NMS 20)
- there are sound relationships between staff and students (NMS 32)

Ofsted considers 12 and 18 the key standards to be inspected.

Achieving economic well-being

The intended outcomes for these standards are:

- the college's organisation of residential provision safeguards students' welfare (NMS 10)
- students' personal possessions and money are protected (NMS 19)
- students are provided with satisfactory living accommodation (NMS 36)
- students have satisfactory sleeping accommodation (NMS 39)
- students have adequate and adequately private toilet and washing facilities (NMS 40)
- there are arrangements to ensure that students' clothing and bedding are adequately laundered (NMS 44)
- students can buy food and personal requisites while accommodated at college (NMS 45)
- the welfare of students placed in lodgings by the college is safeguarded and promoted (NMS 46)
- the welfare of students is safeguarded and promoted when accommodated away from the college site on a short-stay basis (NMS 47)

Ofsted considers 46 and 47 the key standards to be inspected.

Organisation

The intended outcomes for these standards are:

- a clear statement of the principles of residential provision and student support at the college is available to those needing this information (NMS 1)
- the safeguarding and promotion of students' health and welfare are supported by appropriate records (NMS 7)
- there is clear leadership of residential provision in the college (NMS 8)
- crises affecting students' welfare are managed effectively (NMS 9)
- risk assessment and college record keeping contribute to students' welfare (NMS 21)
- students are appropriately supervised during free time (NMS 28)
- students are adequately supervised by staff (NMS 29)
- staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training (NMS 30)
- students are looked after by staff following clear residential and welfare policies and practice (NMS 31)

Ofsted considers 1, 21, 29 and 30 the key standards to be inspected.