

# Hampden House

Inspection report for residential special school

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<b>Inspector</b>	Martha Nethaway
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<b>Address</b>	Hampden House Hostel Cats Lane SUDBURY Suffolk CO10 2SF
<b>Telephone number</b>	01787 373583
<b>Email</b>	head@hampdenhouse.net
<b>Registered person</b>	Hampden House
<b>Head of care</b>	Andrew J Chidwick
<b>Head / Principal</b>	Head of Care (Vacant)
<b>Date of last inspection</b>	22 January 2008

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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**

Hampden House is a residential pupil referral unit maintained by the Local Education Authority and has its own management committee. The committee is made up of various organisations, including Social Services and the Local Education Department as well as a number of elected members of the County Council. Hampden House was purpose built in the late 1960s and is set in its own grounds, which provides sporting and recreational facilities. The boarding accommodation is in the main building and teaching is undertaken in a number of newly-built classrooms. Hampden House aims to assist children with special needs and to reintegrate successfully into the community and into mainstream schools. On admission, each child is educated in a Hampden House classroom and after a period of time is placed in a local mainstream school, with staff from the school offering support. Children can board from Monday to Friday during term time. At the time of the inspection visit there were 10 boarders in residence.

### **Summary**

This inspection was an key announced visit. The outcome groups for Being Healthy, Staying Safe, Enjoy and Achieve, Positive Contribution, Economic Wellbeing and Organisation were examined. The recommendations set at the last inspection were also followed up as part of this visit. Children were observed interacting with staff. Discussions were held with children, staff and management.

Hampden House continues to provide a good approach to the care and education of the children accommodated. Staff continue to provide good support and guidance. There is a persistent programme of action taken to help children through reflection and thought about the consequences of their unacceptable behaviours. Staff help children to understand and agree short and medium term goals to help them improve and self-regulate their own behaviours. This assists children and helps them to move towards reintegration back to mainstream schooling.

There are three recommendations set as a result of this inspection visit.

The overall quality rating is good.

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

### **Improvements since the last inspection**

Hampden House continues to demonstrate commitment to ensuring the service meets the National Minimum Standards.

At the last inspection, Hampden House was recommended to review the records for sanctions and medication. This has now been achieved. All of the actions from the fire brigade department's report have now been fully complied with by Hampden House.

### **Helping children to be healthy**

The provision is good.

Children's health is well promoted. Hampden House addresses children's physical, emotional, mental and educational needs through the 24 hour curriculum. Staff provide good emotional support to children who are in need. Children are secure and confident about approaching staff

for help. Hampden House has in place a comprehensive range of health promotion policies. Staff complete all the necessary health information for each child who attends the boarding provision. Care plans address all the primary health care matters for children. Parents and carers are still responsible for ensuring that all health needs are fully met. Hampden House works in partnership with parents and carers and this ensures the best outcomes for children. Hampden House employs an independent counsellor to support the children to address any problems or worries that the children might have. All children are encouraged to take responsibility for their own personal hygiene and staff are provided with good practice guidelines to help maintain good standards of care.

Staff are provided with suitable policies in relation to the receipt, storage and return of medication for children. Since the last inspection, Hampden House has moved the medication cabinet to the medical room. Records show that the correct procedures are being adopted for all prescribed medication. Good procedures are in place to manage over the counter medications. However, controlled medications are not being properly recorded and this compromises the ability of staff to maintain accurate and safe records. Similarly, the designated staff who take the lead role for managing medication have not received accredited medication training. As a consequence, staff are not fully aware of good practice and the current legislation governing the handling of medication.

Staff ably manage medical health conditions which include diabetes and cystic fibrosis. Staff have received specialist training to ensure that safe protocols are adopted to manage these conditions. This demonstrates they have a thorough understanding so that children can lead a healthy and active life.

Children enjoy healthy, nutritious meals that meet their dietary needs. They are satisfied with the quality of the food provided. The catering team prepare healthy meals and take pride in their work and ensure the quality and presentation of the dining room experience for children is positive. One child commented, 'I love shepherd's pie' and another child commented, 'I love the pasta bake which is my favourite'.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Child safety is given good consideration by Hampden House. Staff are provided with training that reflects the latest guidance from the Local Safeguarding Children Board. Hampden House provides whole school staff training days to ensure a consistent understanding of welfare and protection. All staff have completed refresher safeguarding training and are experienced in child protection issues. Child protection issues are dealt with effectively.

Staff provide good levels of supervision in relation to children's behaviour during activities. As a result, their whereabouts are competently monitored by the staff. Hampden House has effective systems in place should a child be absent without permission. Staff are provided with clear procedures to manage health and safety across the site. Staff take positive steps to reduce risks and this is demonstrated by the availability of a documented risk assessment for all children. The headteacher reviews and monitors these assessments. Children are protected from the risk of fire because staff give fire safety instructions and fire drills are carried out on a regular basis. Hampden House has in place a fire risk assessment which is up to date.

Staff show respect for the privacy of children and staff understand when they may share confidential information. Children are encouraged to be independent and responsible for their own personal hygiene. Staff are provided with clear guidelines and adopt good safe care practices.

Hampden House provides a clear policy on responding to complaints. Access to the complaints process is prominently featured in the literature that children receive about Hampden House. A central record is kept of all complaints and the headteacher deals with complaints without delay. Staff feel they are receptive and learn from complaints.

Staff actively encourage acceptable behaviour from children. Counteracting bullying is addressed in the procedures. Incidents of bullying are dealt with effectively. Children readily identify that staff have a zero tolerance to bullying behaviours and everyone is frequently reminded of expected standards of behaviour. One pupil commented, 'staff act quickly when any incidents occur'.

Staff view building relationships for children who have emotional, behavioural and social difficulties as vital to their success. Staff give positive praise and encouragement to children to manage their own behaviours. Staff are trained in the use of physical intervention. The use of physical intervention is kept to a minimum. The headteacher uses an analysis tool to evaluate the circumstance in the use of restraint and to monitor any emerging themes or patterns. This action ensures that the tracking of restraint is taking place. However, the physical intervention records are not following the correct headings as outlined in the National Minimum Standards. As a consequence, this does not help staff to maintain correct and accurate records.

Hampden House has a clear system in place for the management of health and safety. Risk management is considered for children. There are suitable risk assessments carried out and their findings are addressed by the headteacher.

All personnel records are held at Hampden House and were available during the inspection visit. All of the recruitment checks are sound.

## **Helping children achieve well and enjoy what they do**

The provision is good.

Children receive good support to meet their individual educational needs. Hampden House provides its own on-site educational facilities. Children's attainment is recorded and the residential staff support home work, during children's recreational periods. Children positively benefit from this focussed approach to learning. The 24 hour curriculum is designed to raise children's sense of self-worth, self-image and self-esteem leading to a greater self-control. Children's attitudes are generally positive and they respond well to clear expectations from the staff. The individual needs of children are met through the 'Individual Education Plans' (IEP) and through their care plans.

Children have access to an independent counsellor and this role is well promoted throughout the school by teaching and care staff.

Children develop positive relationships with staff. Staff are clear about the aim to provide a stable, safe and caring environment. Children are encouraged to be independent and self-motivated. Children are engaged in a variety of activities. Children commented positively

about the additional resources which include the outdoor football pitch, indoor pinball and table football.

The school has an effective policy on valuing diversity. The remit of the school is to provide a good quality service for children to overcome their social problems and to learn to live with their peers. Staff have effective working relationships with social care services and the youth offending team.

### **Helping children make a positive contribution**

The provision is good.

Children are helped by staff and feel secure in voicing their concerns, wishes, aspirations and hopes. Hampden House uses the key worker system and children are able to discuss issues with any member of staff. There are facilities for children to meet with parents, carers and other visitors. The children have the opportunity to communicate their issues through circle times and a nightly meeting. These are facilitated by the headteacher and children's views are sought on a range of issues and feedback to staff is given. For example, children made suggestions for activities, choosing the colour of the carpet in the lounge and menus. Children are also provided with one to one discussions with the headteacher, their key worker and other staff at different times.

Children benefit from good placement planning which sets out how the staff will meet their assessed needs. At the initial stage, parents and carers are actively involved and contribute to the admission process. Hampden House develop the care plans which are basic and straightforward in the description of children's needs. Staff ensure that the home's records represent the current needs of children and their progress is monitored and reviewed.

The arrangements for children to retain contact with their parents or carers is clearly agreed in the case records. Parents are given a designated number to contact their children during the week. Children have access to a convenient telephone if they wish. Mobile phones are permitted at Hampden House but are handed in during the school day.

### **Achieving economic wellbeing**

The provision is good.

Pupils continue to benefit from a boarding environment that is meeting their needs. The residential provision is of a good standard. The dormitory areas are split into blocks of four so that children who require more privacy are able to have this. The outside areas have now been refurbished in order to provide a suitable outdoor space to play.

### **Organisation**

The organisation is good.

Hampden House is effectively managed, which has good outcomes for children. Staff know and understand the stated aims and objectives with it's clear vision of the service which is consistent with the Statement of Purpose. Children are well informed about how the school runs and the facilities and the staff support available in the residential provision.

Hampden House is well managed and ably led by the headteacher but the role of the head of care is currently vacant. Senior managers and some experienced care staff have taken on the

rota duties to fulfil this gap in the management team at Hampden House. This is an interim arrangement and the next recruitment drive is planned for Spring 2009. The senior management team show clear direction to all staff demonstrating a common sense of purpose which is reflected in the documentation and the policies.

All staff receive appropriate levels of supervision. Senior managers ensure annual appraisals are completed. The majority of staff are suitably qualified to Level 3. Staff also receive additional training to keep their skill and knowledge base up to date. For example, 'diabetic training, cystic fibrosis, restraint training, attachment training, and supporting the education of emotionally traumatised children'. Staff have also identified further training to help address children's needs with emotional, behavioural and social difficulties.

The headteacher has a clear direction for Hampden House and has in place a system to monitor and review all aspects of Hampden House and continues to improve the quality assurance functions for the setting.

Hampden House has an independent visitor who completes the Standard 33 visits. These visits are unannounced and time is spent with the children and staff. Where areas of weakness are found the headteacher responds promptly to address shortfalls. This demonstrates that the independent visitor role is able to provide a critical friendly approach. This helps enhance the working practices.

Hampden House has established a 'Management Committee' who are expected to take a strategic role in shaping the aims and objectives of the setting. The outcomes of children's education and care are examined closely and similarly the performance of the management team.

## **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):

- review the medication policy and written guidelines for administering medication. (NMS 14.7)
- ensure the school has satisfactory arrangements in place for staff to receive medication training. (NMS 14.5)
- ensure the record of any use of physical intervention on a child by an adult includes all the headings outlined in Standard 10.14. (NMS 10.14).