

Ingfield Manor School

Inspection report for residential special school

Unique reference number	SC014584
Inspection date	26 January 2010
Inspector	John Chivers
Type of Inspection	Key

Address	Ingfield Manor School Ingfield Manor Drive Five Oaks Billingshurst West Sussex RH14 9AX
Telephone number	01403 782294
Email	ingfield.manor@scope.org.uk
Registered person	Scope
Head of care	Ian Dean
Head / Principal	Alistair Bruce
Date of last inspection	18 November 2008

© Crown copyright 2010

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Cripins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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

Ingfield Manor is a day and special residential boarding school for children between the ages of three to 16 years. Ingfield Manor provides an educational service to children with cerebral palsy using the model of education called Conductive Education. The school is part of Scope and has a long association with the Peto Institute in Budapest. Ingfield Manor is situated in rural location. The school provides a highly professional, specialist and supportive service to the pupils.

Summary

The inspection was key inspection and announced. All of the key standards in the sections being healthy, staying safe, enjoying and achieving, positive contribution, economic wellbeing and organisation were assessed. There were no actions or recommendations to follow up as a result of the last inspection and no actions or recommendations are made as a result of this inspection. The boarding section of the school is organised and managed to a high professional standard and provides an excellent standard of specialist care and support to the resident pupils, having full regard for equality and diversity issues throughout its operation.

The overall quality rating is outstanding.

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

Improvements since the last inspection

There were no actions or recommendations made as a result of the last inspection.

Helping children to be healthy

The provision is outstanding.

The school has full regard for health and medical matters concerning the pupils and ensures these areas are monitored and reviewed on a regular basis. Staff are aware and knowledgeable regarding pupils specialist health and medical care needs and carry out their duties in these areas in a caring and competent way. Pupils have a healthy diet and are encouraged to engage in activities which help their all round physical development and coordination. The school's health care and medical arrangements are the responsibility of the school's nursing team. The school has a range of health and medical related policies and procedures which are available and accessible to staff. Whilst pupils retain the services of their own doctor a local general practitioner is available to the school. Visits to the doctor and other health related services are clearly recorded. Pupils have detailed health and medical histories and these areas are monitored and reviewed on a regular basis and recorded in their individual care plans which are written to a high standard ensuring information is clear and detailed. Signed parental consent forms regarding medical and emergency treatment are also held. Medication is securely held in locked cupboards within a locked surgery and medication is administered in a caring and sensitive manner, the pupils enjoying the attention afforded them by the school nurses during this process. Medication administration records are diligently kept and entries clear and detailed evidencing no gaps in recording. Old or discarded medication is returned to the pharmacy for disposal and a record is kept. Pupils are encouraged to participate in a range of activities and games of which they enjoy helps develop their coordination, mobility and confidence. Staff are trained in first aid and other specialist areas such as gastronomy feeding etc.

Pupils have a balanced and nutritious diet and a range of special diets are catered for involving the use of specialist feeding equipment and techniques. Meals are of a good standard and enjoyed by pupils and staff. Meals are a well ordered social occasion and staff are proactive in assisting pupils to eat meals. Provisions are safely and correctly stored and refrigerator and freezer temperatures are taken and recorded. A recent food hygiene report from the local environmental health department is available and shows that no recommendations were made. Staff are trained in food hygiene.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Staff treat pupils with dignity and respect their privacy and attend to their personal and intimate care needs in a caring and sensitive way encouraging self help and independence to the optimum of pupils individual abilities. The school has a policy and procedure regarding privacy and confidentiality of which all staff are aware and of which is covered as part of the staff induction programme. Confidential records are securely held in locked cabinets and drawers within locked offices. There is a telephone available for pupils use without reference to staff and there is ample space where pupils can receive visits from their parents and appropriate others in private. Toilet and bathing facilities are very well equipped with a range specialist devices such as hoists and special baths and afford good privacy.

The school takes complaints seriously and allows pupils and parents unrestricted access to the appropriate procedures. Pupils are settled and content in their environment and raise no complaints or concerns verbally or via questionnaires. The very caring and supportive service provided helps to ensure a stable and nurturing environment. There is a clear complaints procedure and a staff whistle blowing policy. In addition there is a simplified pictorial version of the procedure for the pupils. A list of advocates is also available to the pupils which lists their contact details should their services be sought. The complaints procedure is covered during staff induction and is reinforced periodically at staff team meetings. The school's complaints book shows that no complaints have been received and no complaints or concerns have been received by Ofsted regarding the service provided.

Staff are alert to any safeguarding issues and their commitment and diligence in this area coupled with the close supervision arrangements help to secure and promote pupils wellbeing and safety. The school has a detailed and comprehensive child protection policy and procedure and staff also have access to the county council multi agency safeguarding procedures. Child protection and safeguarding is covered as part of the staff induction programme staff attend regular updated and refresher training in this area of a regular basis. Pupils learn about aspects of their personal safety via the school's curriculum and this is reinforced during pastoral time. The head of care said there are no current or ongoing child protection or safeguarding issues regarding the boarding service at the school.

The homely friendly and nurturing service helps to reduce the likelihood of bullying occurring. The school has an anti bullying policy and no issues regarding bullying or intimidating behaviour among the pupils is evident and pupils live and develop in a bullying free environment. There have been no unauthorised absences from the school.

Pupils behaviour is very well managed and relationships between staff and pupils are positive. Staff engage and interact with pupils continuously and appropriately and pupils benefit from staff inputs in this area enormously, with pupils regularly laughing, smiling and showing signs

of contentment and being at ease during boarding time. Pupils respond to staff requests and instructions in a positive way and any challenging behaviour is dealt with in a caring, sensitive and reassuring manner. There is a policy and procedure regarding behaviour management and the school follows a recognised system of behaviour management which is appropriate for residential special schools and children's residential settings. There have been no sanctions used in boarding time, staff preferring to use distraction, verbal disapproval and non verbal signals and signing when dealing with inappropriate conduct. Good behaviour is praised and pupils are awarded 'stickers' and good behaviour and achievement certificates for their efforts. The school's restraint book shows that physical interventions are rarely used. Restraint records are clear and all entries appear appropriate and necessary in the circumstances described in the record.

The school takes active steps to keep pupils, staff and visitors safe from the inherent risks of fire and other potential safety hazards ensuring that all live and work in a safe and well maintained environment. The school has a health and safety policy and the health and safety poster is prominently displayed. Health and safety checks are carried out on a regular basis and quarterly reports in this area are forwarded to the school's managing organisation. Staff are trained in aspects of health and safety and all staff attend fire awareness training. There is a written fire risk assessment and fire evacuation drills and fire alarm tests occur on a regular basis. Fire fighting and fire equipment is regularly serviced. There are up to date utility safety test certificates and a wide range of generic risk assessments which are monitored and reviewed on an annual basis. Standards of cleanliness and hygiene are high throughout the boarding areas and no safety hazards are evident in the areas of the premises accessed.

The school's recruitment and vetting arrangements help ensure that only suitable people are employed to look after the pupils. Staff personnel files show the school's recruitment and vetting procedures to be robust and sound and hold all required information including two written references and checks via the Criminal Record Bureau at enhanced level.

Helping children achieve well and enjoy what they do

The provision is outstanding.

The promotion of pupils education and learning is of an excellent standard with pupils clearly benefiting from the inputs and support that staff provide. The school has a clear and committed holistic approach to children's education and welfare with multi disciplinary staff working alongside each other within the boarding provision and classrooms. There is close liaison and corporation between the disciplines which ensures continuity and consistency regarding pupils education and learning. Pupils are involved in activities which also have a learning component in addition participating in pursuits for interest and enjoyment. The boarding provision is well equipped with games, books and a range of play and learning materials and activities are arranged each evening. Pupils have individual education plans of which all staff are aware of and are knowledgeable about. Pupils attainments and achievements are displayed around the school.

Pupils receive a high level of individual care and support from staff who demonstrate their commitment to pupils welfare in a wide range of educational, social and health related areas. Pupils have key workers known as 'black file' workers who are responsible for a range of duties including contributing to assessments, care plans and setting objectives. Pupils care plans are detailed and are prepared to a high standard covering a range of key areas. Staff also support

pupils in their personal and intimate care providing this with sensitivity in a way that does not compromise pupils dignity. A range of other specialist support is available to the pupils and their parents as appropriate.

Helping children make a positive contribution

The provision is outstanding.

The school is proactive regarding obtaining pupils and their parents views which help to monitor what the school does well and indicates any areas for improvement as part of the school's on going quality assurance system. Pupil's views, opinions and choices are actively and openly sought by a range of forums including one to one discussion, group meetings and via pupil questionnaires. Parents also contribute by completing questionnaires. All questionnaires have positive comments such as 'I like my school and the staff', 'The school look after me well'. 'I think the school is a great place and the staff do a lot for me' and 'I would like to thank the school and the staff for all their hard work and support given to my child'. Children communicate verbally or by signing and by voice computers.

There is a clear admissions criteria and procedure which helps to ensure pupils are correctly and accurately matched and can benefit to the maximum of their potential from the service provided. Transition plans and details of independence training are written in to pupil's individual care plans and are monitored and reviewed regularly.

Pupils have comprehensive written assessments and statements of special educational needs in their individual files and their progress is reviewed within the statutory time scales and review reports held. Pupils and their parents contribute to the review reports which have a multi disciplinary input from a range of professionals as appropriate.

Any contact that pupils have with their parents and significant others is clearly recorded.

Achieving economic wellbeing

The provision is outstanding.

Parents supply pupil's pocket money, clothing and personal requisites. Pupils are neat and tidy in appearance and well presented in age and fashion appropriate clothes.

Older pupils have transition plans and independence training programmes written in to their individual care plans which have been detailed in the previous section of the report.

Pupils live in a high quality, homely and safe environment which has a range of purpose built facilities and equipment that cater for the wide range of pupils special needs. The boarding areas have adequate communal and private space to meet the needs of the pupils. Communal areas are decorated and furnished to a high standard and are very well maintained. Pupil's bedrooms are of an equal standard and are personalised to varying degrees by their occupants. Bedding and linen are of good quality. Toilet and bathing facilities have specialist equipment and afford good privacy. Standards of cleanliness and hygiene are high throughout the boarding areas and no safety hazards are evident in the areas of the premises accessed.

Organisation

The organisation is outstanding.

The promotion of equality and diversity is outstanding with training in these areas seen as an essential component to the school's operation with the managing organisation receiving an equality and diversity award.. The boarding provision is organised and managed to a high professional and specialist standard and affords an equal standard of care and support to the pupils. Pupils benefit from the holistic inputs the school provides which actively promotes their development, safety and wellbeing.

The school has detailed and comprehensive prospectus which fully and accurately describes the service and facilities provided. The prospectus is available to parents and is reviewed annually.

The school has a high staff-pupil ratio. There is a balance in terms of gender, ethnicity and disabilities among the staff team. The staff duty roster is available and gives a clear account of staff on duty and duty times worked. Pupils know who is on duty throughout the day and night. The head of care holds the National Vocational Qualification at level 4 and most of the majority of the staff team have gained the National Vocational Qualification at level 3. Other staff are currently undertaking the NVQ at level 3. Most of the staff team have substantial experience of working with pupils with disabilities and the less experienced staff are closely supervised by their more experienced colleagues. Staff are highly committed to the pupils and perform their duties in a competent and professional manner, having full regard for the holistic education and care of the pupils. Staff are avidly supportive of the school's management and ethos and are appreciative of management approachability and support. There is an excellent training programme and individual supervision arrangements which staff also confirm their appreciation of. Staff appraisals are held annually. Staff confirm the school's commitment to equal opportunities and equality and diversity and that no discriminatory attitudes or practices exist within the service.

There is sound communication within the staff team and staff team meetings are held on a regular basis. The school's senior staff monitor the conduct of the school and sign various records as part of the quality assurance system. In addition questionnaires are received from parents and pupils in order to complement the existing sound monitoring arrangements. There is school business strategy plan which covers the period 2009-18 and a current insurance liability certificate is held.

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
----------	--------	----------

Recommendations

There are no recommendations.