



*Making Social Care
Better for People*

inspection report

Further Education College

Farleigh Further Education College

105 Bath Road

Old Town

SWINDON

SN1 4AX

29th November to 2nd December 2004

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

- 4 - Standard Exceeded (Commendable)
- 3 - Standard Met (No Shortfalls)
- 2 - Standard Almost Met (Minor Shortfalls)
- 1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

COLLEGE INFORMATION**Name of College**

Farleigh College

Tel No:01793 613406

Address

105 Bath Road, Swindon, SN1 4AX

Fax No:01793 481205

Email address:

nickkeating@priorygroup.com

Name of Governing body, Person or Authority responsible for the college

Priory Education Services

Name of Principal

Nick Keating

Name of person responsible for welfare and accommodation of students under 18

Jan Paginton

Is the Establishment a Boarding School whose pupils are all aged over 16?

NO

CSCI Classification

Futher Education College

Type of college**Date of last welfare inspection:**

NA

| | | | |
|--|----------|-----------------------------------|----------------|
| Date of Inspection Visit | | 29th November 2004 | ID Code |
| Time of Inspection Visit | | 09:30 am | |
| Name of CSCI Inspector | 1 | Rosie Hodgson | 097235 |
| Name of CSCI Inspector | 2 | Wendy Anderson | |
| Name of CSCI Inspector | 3 | Mary Collier (Pharmacy Inspector) | |
| Name of CSCI Inspector | 4 | | |
| Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process. | | - | |
| Name of Establishment Representative at the time of inspection | | Nick Keating | |

Introduction to Report and Inspection

Inspection visits

Brief Description of the college and of accommodation for students on site and in any lodgings arrangements

Part A: Summary of Inspection Findings

What the college does well in accommodating students under 18

What the college should do better in accommodating students under 18

Conclusions and overview of findings on accommodation of students under 18

Notifications to Secretary of State

Implementation of Recommended Actions from last Inspection

Recommended Actions from this Inspection

Advisory Recommendations from this Inspection

Part B: Inspection Methods Used and Findings

Inspection Methods Used

1. Welfare Policies and Procedures

2. Organisation and Management

3. Welfare Support

4. Staffing

5. Premises

Part C: Lay Assessor's Summary (where applicable)

Part D: Principal's Response

D1.1. Principal's comments

D1.2. Action Plan

D1.3. Principal's agreement

INTRODUCTION TO REPORT AND INSPECTION

Further Education colleges accommodating students under 18, or arranging accommodation for them, are subject to inspection by the Commission for Social Care Inspection (CSCI) to determine whether the welfare of students under 18 is adequately safeguarded and promoted while they are accommodated at or by the college.

Inspections assess the extent to which the college is meeting the National Minimum Standards for Accommodation of Students under 18 by Further Education Colleges, published by the Secretary of State under Section 87C of the Children Act 1989, and other relevant requirements of the Children Act 1989 as amended.

These standards for Further Education Colleges also apply to boarding schools whose pupils are all aged 16 or over.

This document summarises the inspection findings of the CSCI in respect of Farleigh College. The report concerns only the accommodation and welfare of students under 18 accommodated at or by the college, not the college's accommodation or provision for day students or adult students.

The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Recommended action by the college
- Advisory recommendations on welfare of students under 18
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- The Principal's response and proposed action plan to address findings

INSPECTION VISITS

Inspections are undertaken in line with the agreed regulatory framework under the Care Standards Act 2000 and the Children Act 1989 as amended, with additional visits as required.

The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE COLLEGE AND OF ACCOMMODATION FOR STUDENTS ON SITE AND IN ANY LODGINGS ARRANGEMENTS

Farleigh Sixth Form College is a Further Education College based in Swindon. The college provides education and care for young people from the ages of 16 –19 years. It provides a co-educational residential establishment for up to 20 young people. The young people have a diagnosis within the Asperger's Continuum and some with associated disorders. These young people are able to access mainstream education. This education is delivered in partnership with local mainstream Further Education Colleges. Young people follow a structured daily programme and work towards an appropriate level of independence. At the time of inspection, the service also supported three day pupils. There is a 'base room' at the North Star College in Swindon for students to use in addition to the residential provision. This houses a common room facility as well as access to an art therapist and counsellor. The college is run by the Priory Group.

PART A SUMMARY OF INSPECTION FINDINGS

WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

- The inspectors were of the opinion that this is a very understanding and increasingly skilled staff team who are building their experience and understanding of Asperger's Syndrome. They are able to call on their partner college in Frome for further expertise and advice.
- The Principal and his staff group are aware of the importance of providing appropriate supervision and levels of care to students during free time. The inspector acknowledges the variety of complex needs being met and the difficulties inherent in providing a safe and yet independence enhancing provision.
- The inspectors observed during the inspection that there were sound staff/student relationships. Students were able to challenge staff and resolve disagreements in a reasonable way.
- Students and parents both commented in questionnaires completed as part of this inspection how much students enjoy the activity programmes. The inspector saw that because of the location of this college, students are able to access a wide range of sports, recreational and hobby facilities as well as organised activities. Many of the students are assisted to access these provisions.
- With full staffing, these students will receive a high level of individual support both in their education and free time. Students clearly value the support worker relationship.
- The inspectors observed in documentation and in care practice how the college demonstrates a commitment to working in ways that are anti-discriminatory.
- The admissions process is thorough and rigorous, ensuring a high level of commitment to the students' plans.
- The inspectors noted that the students' house is well furnished and has a comfortable homely atmosphere. The house is well decorated and has a lot of positive images and information regarding race, disability and discrimination throughout.

WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18

- The inspectors noted at this inspection, shortfalls in the monitoring of fire safety records, risk assessments and care plans as well as evidence of minimal staff supervision. This evidence supports the inspectors' opinion that organisation and management of the residential provision should be more rigorous.
- The inspectors were unable to find evidence of fire drills, tests of emergency lighting, visual equipment checks, alarm tests or records of staff having received training on fire issues. These need to be completed as a matter of urgency.
- The inspector highlighted the absence of reference to Child Protection and any links with the Social Services team in Swindon. Advice was given to the Principal who acted swiftly to initiate this contact and to arrange training.
- Staff training on restraint is overdue. Without this training it would be difficult for staff to discharge their duty of care to students should a restraint be required.
- The college student complaints procedure should be developed into a policy and procedure on responding to complaints from both students and parents. It was difficult to see any proper resolution to complaints or evidence of regular monitoring by senior staff.
- Health care plans are in place for each student, but lack detail and are therefore of limited value.
- Risk assessments should be in place for the whole residential accommodation where there are adults and students under 18 living together.
- Evidence suggests that policies and procedures in the area of countering bullying may not be as effective in practice as the college or the Standards would expect.
- Both staff and students report that the office space within the house is cramped and overused. The inspector saw and heard how this can compromise privacy for students and staff, as well as affecting the completion of necessary office work. In the inspectors' opinion this office space is inadequate for purpose.

CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18

Overall the inspectors were impressed by the staff team and their commitment to these students. Staff are working with young people with some very complex and demanding needs. They are enthusiastic and there is a great deal of good will.

The Inspector acknowledges that this inspection was carried out at an early juncture in this college's history. The first students started in September 2004 with a new staff group and premises. Consequently although it has been possible to find evidence of policy and procedures in place, it has been difficult to evidence these new systems in practice. College staff themselves report that new systems are in the process of being adapted to fit. In the light of this, the inspector has made advisory recommendations in a number of areas.

Policy developments must be made in a number of areas to bring these in line with the Standards.

NOTIFICATIONS TO SECRETARY OF STATE

Is Notification of any failure to safeguard and promote welfare to be made by the Commission for Social Care Inspection to the Department for Education and Skills under section 87(4) of the Children Act 1989 arising from this inspection?

NO

The grounds for any Notification to be made are:

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|--|
| |
|--|

IMPLEMENTATION OF RECOMMENDED ACTIONS FROM LAST INSPECTION

Were the Recommended Actions from the last Inspection visit fully implemented?

NA

If No, the findings of this inspection on any Recommended Actions not implemented are listed below:

| No | Standard | Recommended actions | |
|----|----------|---------------------|--|
| - | | | |
| | | | |
| | | | |
| | | | |

RECOMMENDED ACTIONS IDENTIFIED FROM THIS INSPECTION

Action Plan: The Principal is requested to provide the Commission with an Action Plan, which indicates how recommended actions are to be addressed. This action plan will be made available on request to the Area Office.

RECOMMENDED ACTION

Identified below are the actions recommended on issues addressed in the main body of the report in order to safeguard and promote the welfare of residential students under 18 adequately in accordance with the National Minimum Standards for FE Colleges Accommodating Students under 18. The references below are to the relevant Standards. Non-implementation of recommended action can lead to future statutory notification of failure to safeguard and promote welfare.

| No | Standard* | Recommended Action | |
|----|-----------|---|----------|
| 1 | FE1 | To revise the statement of principles and practice so that it reflects the actual current practice at the college. | 01/03/05 |
| 2 | FE2 | To revise the policy and procedures on countering bullying and harassment to bring it in line with Standard 2.2 | 01/03/05 |
| 3 | FE3 | To revise and follow an appropriate policy on protection of students under 18 from abuse, and response to allegations or suspicions of abuse. This must be consistent with local Area Child Protection Committee procedures, and should be known to staff and students. | 01/02/05 |
| 4 | FE5 | To develop an appropriate written policy on responding to complaints from students and parents. | 01/03/05 |
| 5 | FE24 | Recommendations of the Fire Service should be implemented within given timescales. | 01/03/05 |
| 6 | FE24 | Records should demonstrate that fire drills have been regularly (at least once per term) carried out in 'residential time.' | 01/02/05 |
| 7 | FE24 | Records should demonstrate regular testing of emergency lighting, fire alarms and fire fighting equipment. | 01/02/05 |
| 8 | FE30 | Training on control and restraint techniques should be provided for staff. | 01/02/05 |

| | | | |
|---|------|---|----------|
| 9 | FE34 | Staff members subject to the requirements set out in Standard 34.2 should not begin work at the college until satisfactory completion of all checks and receipt of references. All Criminal Records Bureau checks must have been completed. | 01/02/05 |
|---|------|---|----------|

ADVISORY RECOMMENDATIONS

Identified below are advisory recommendations on welfare matters addressed in the main body of the report and based on the National Minimum Standards, made for consideration by the college.

| No | Refer to Standard* | Recommendation |
|----|--------------------|--|
| 1 | FE1 | To revise the student handbook with particular reference to complaints. |
| 2 | FE3 | To explicitly prohibit sexual relationships between staff and students under 18. |
| 3 | FE3 | All staff, at all levels (including newly appointed, ancillary and agency staff) should be given briefing or training on responding to suspicions or allegations of abuse and know what action they should take in response to such suspicions or allegations. |
| 4 | FE3 | A senior member of staff designated to take responsibility for the operation of the student protection policy should receive training in child protection. |
| 5 | FE3 | Any senior student given a position of responsibility in relation to other students should be briefed on appropriate action to take should they suspect or receive any allegations of abuse. |
| 6 | FE4 | The college student disciplinary policy should clearly state both the types of behaviour and breaches of college discipline, which will lead to consideration of sanctions, and the sanctions, which the college may take. |
| 7 | FE5 | Students and parents should be informed of how they can contact the Commission for Social Care Inspection regarding any complaint. |
| 8 | FE6 | To develop a policy on possession of obscene material and ensure students, staff and parents know this. |
| 9 | FE8 | To make appropriate resource provision for the maintenance and development of both accommodation and student welfare services. |
| 10 | FE8 | To implement a process of regular self-assessment of its residential and student welfare practice. |

| | | |
|----|------|--|
| 11 | FE8 | The college's policy and practice should explicitly require staff to report to a senior official of the college or to the CSCI, any concern or allegation about college practices or the behaviour of colleagues which is likely to put students at risk of abuse or other serious harm, and provides protection from retribution against such staff for 'whistleblowing.' |
| 13 | FE9 | To put plans in place for the management of a range of foreseeable crises involving students' welfare. |
| 14 | FE10 | To carry out regular written risk assessment in relation to any adverse welfare implications arising from the accommodation of students under 18 and adults in the same building, and take appropriate action to minimise such implications in the light of those risk assessments and any adverse welfare incidents that may occur. |
| 15 | FE13 | To advise students of the telephone numbers of appropriate helplines outside the college that they may contact for advice and support. |
| 16 | FE14 | Clear instructions for the use of all non-prescribed medication should be available. |
| 17 | FE14 | To make clear to students and parents their policy on storage and administration of medication. |
| 18 | FE16 | Health records should contain all the relevant information required to care for the students' medical needs. |
| 19 | FE18 | To provide one or more landline telephones and ensure they are maintained or repaired as necessary to keep them in working order. |
| 20 | FE18 | Unless the student does not consent to it, the college should contact parents concerning major welfare concerns relating to students. |
| 22 | FE19 | Where the college provides safekeeping for student's money, a proper written record of deposits, withdrawals and balances should be kept, including countersignatures by the students concerned. |
| 23 | FE21 | Records of risk assessments, any sanctions, complaints and accidents should be regularly (at least once a term) monitored by a designated senior member of staff. |
| 24 | FE22 | To store food hygienically and at the correct temperature. |
| 25 | FE30 | All staff with particular responsibilities for the supervision of residential students or the provision of welfare services should have job descriptions reflecting those duties. |
| 26 | FE30 | An appropriate induction training programme should be put in place for all staff. This should include guidance on child protection. |
| 27 | FE31 | Written staff guidance should be revised in line with changes to the college's policies and practice. In particular such guidance should cover the college's approach to child protection. |

| | | |
|----|------|---|
| 28 | FE36 | Office space within the residential provision should be made fit for purpose. |
| 29 | FE36 | To monitor noise levels within the residential accommodation and seek to remedy unnecessary noise intrusion for students. |
| 30 | FE40 | Suitable sanitary disposal facilities should be provided for all female students. |
| 31 | FE42 | An effective system of risk assessment and risk reduction should be put in place, in line with Standard 42.7. |

Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix. E.g. FE10 refers to standard 10

PART B**INSPECTION METHODS AND FINDINGS**

The following inspection methods have been used in the production of this report

| | |
|---|-----|
| Direct Observation | YES |
| Student Guided Tour of Accommodation | YES |
| Student Guided Tour of Recreational Areas | YES |

Checks with other Organisations and Individuals

| | |
|--|-----|
| • Social Services | YES |
| • Fire Service | YES |
| • Environmental Health | YES |
| • Other Inspectorates | YES |
| • College Doctor | NO |
| • Independent Person or Counsellor | YES |
| • Chair of Governors | NO |
| • DfES (if a school) | NA |
| 'Tracking' individual welfare arrangements | YES |
| Group discussion with students | YES |
| Survey of accommodation/welfare staff | YES |
| Interviews with key staff | YES |
| Student survey | YES |
| Parents' survey | YES |
| Early morning & late evening visits | YES |
| Meal taken with students | YES |
| Inspection of policy/practice documents | YES |
| Inspection of records | YES |
| Answer phone for student comments | NO |
| Visit to Sanatorium | NA |
| Visits to lodgings | NA |
| Individual interview with student(s) | YES |

| | |
|----------------------------------|----------|
| Date of Inspection | 29/11/04 |
| Time of Inspection | 10.00 |
| Duration Of Inspection (hrs.) | 36 |
| Number of inspector Days on site | 4 |

COLLEGE INFORMATION

Overall Age Range of Residential Students: From To

Number of Residential Students under 18 at time of inspection:

| | |
|-------|---------------------------------|
| BOYS | <input type="text" value="16"/> |
| GIRLS | <input type="text" value="3"/> |
| TOTAL | <input type="text" value="19"/> |

NUMBER OF SEPARATE COLLEGE BUILDINGS OR UNITS ACCOMMODATING STUDENTS

Number of students under 18 accommodated in Lodgings arranged by the College

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which standards have been met. The following scale is used to indicate the extent to which the standards have been met or not met by placing the assessed level along side the phrase "Standard met?"

The scale ranges from:

- | | |
|-------------------------|--------------------|
| 4 - Standard Exceeded | (Commendable) |
| 3 - Standard Met | (No Shortfalls) |
| 2 - Standard Almost Met | (Minor Shortfalls) |
| 1 - Standard Not Met | (Major Shortfalls) |

"0" in the "Standard met" box denotes standard not assessed on this occasion.

"9" in the "Standard met" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.

WELFARE POLICIES AND PROCEDURES

The intended outcomes for the following set of standards are:

- A clear statement of the principles of residential provision and student support at the college is available to those needing this information.
- Students are protected from bullying and harassment.
- Students are protected from abuse.
- Use of discipline with students is fair and appropriate.
- Students' complaints are adequately responded to.
- Under-age drinking, substance abuse and possession of obscene material by students are appropriately countered.
- The safeguarding and promotion of students' health and welfare is supported by appropriate records.

Standard 1 (1.1 – 1.5)

A suitable statement of the college's welfare, accommodation and student support policies and practice is available to parents, students and staff.

| Key Findings and Evidence | Standard met? | 2 |
|---------------------------|---------------|---|
|---------------------------|---------------|---|

There is a clear statement of the principles of residential provision and student support at the college. Students, staff and parents confirm they have seen this.

The inspector has advised some revision of this document so that it reflects the actual, current practice in the college and to bring it in line with Standard 1.2. The statement should encompass any child protection arrangements.

The inspector saw that students also have a handbook, explaining the principles and practice at the college. The inspector also advised some revision of this document, particularly with regard to complaints.

Standard 2 (2.1 – 2.5)

The college has, and follows, an appropriate policy on countering bullying and any form of harassment, which is known to students and staff and which is effective in practice.

Key Findings and Evidence**Standard met?**

2

The Principal told the inspector that he takes a strong view on the issue of bullying and harassment.

Some students spoke to the inspector about bullying. The inspector also saw in student files that instances of 'bullying' between students had also been recorded. It is the inspectors view that some of these instances were of a serious nature, including physical abuse. At the time of inspection, the inspector noted that there were two students not at the college due to disciplinary issues. The inspector was told that there had been some difficulties with these students, including aggressive behaviour and bullying. Because of the absence of these students it was difficult for the inspector to gain a true picture of the difficulties they present.

Three parents who responded to questionnaires as part of this inspection reported that they felt unsatisfied with what the college was doing to prevent bullying.

- 'My child was bullied and although it has been dealt with I'm not sure how quickly. I would like to feel sure things are acted upon immediately and adequate planning is done to ensure it is less likely to happen again.'
- 'My child had an issue with this and I am not sure that all staff were dealing with the problem as well as they could have.'
- 'My child is regularly upset about some students being bullied by others.'

The above evidence suggests that policies and procedures in this area of countering bullying may not be as effective in practice as the college or the Standards would expect. Any reports on students files should also cross reference to the incident report log with a clear record of the outcome of any investigation. The inspector did not see evidence of this. A revision of policies and procedures is recommended.

Percentage of residential students under 18 reporting never or hardly ever being bullied:

X %

Standard 3 (3.1 – 3.9)

The college has, and follows, an appropriate policy on protection of students under 18 from abuse, and response to allegations or suspicions of abuse, which is consistent with local Area Child Protection Committee procedures, and is known to staff and students.

Key Findings and Evidence**Standard met?**

1

The inspector noted that the statement of purpose refers to a 'Vulnerable Adults 'No Secrets' Policy.' This document also indicates college links with the Vulnerable Adults Department of the Wiltshire Police Force. The inspector highlighted the absence of reference to Child Protection and any links with the Social Services team in Swindon. Advice was given to the Principal who acted swiftly to initiate this contact and to arrange training.

The inspector read the college Child Protection Policy and found that it was not consistent with the requirements of 'Working together to Safeguard Children' (Department of Health, Home Office, DfES, 1999).

The inspector heard from the local Child Protection team that there is no record of any Child Protection enquiries involving Farleigh College. Neither are they aware of any outstanding Child Protection concerns in relation to this establishment. The Child Protection Officer in this team indicated that she was unaware that Farleigh College existed. Advice was given to the Principal regarding contact with local Social Services to ensure that Standards 3.1, 3.2 and 3.8 are met.

Staff spoken to during this inspection reported a variable response as to how they would receive allegations of abuse. The inspector recommends policy and procedure revision, briefing at induction for staff and further training in child protection in line with Standards 3.3, 3.4, 3.6 and 3.7.

The inspector heard that some students could take on a mentoring role with other more vulnerable students. The inspector spoke to students who have taken on this role and heard that they had not been briefed on appropriate action to take should they suspect or receive any allegations of abuse. This should be addressed under Standard 3.9.

Number of recorded child protection enquiries initiated by the social services department concerning students under 18 at the college in the past 12 months:

0

Standard 4 (4.1 - 4.9)

The college has, and follows, a fair and appropriate student disciplinary policy, in relation to unacceptable behaviour and breaches of student discipline, known to students, staff and parents.

Key Findings and Evidence

Standard met?

2

The inspector read the college policies and procedures on Behaviour and Sanctions, Dealing with Misconduct and Discipline, Control and Restraint and the Student Code of Conduct. Students have the code of conduct outlined in their handbook. Policy documents outline minor, serious and gross misconduct procedures for students who misbehave. There are procedures in place to handle serious incidents and instances of the use of reasonable force by staff. Logs and recording sheets were in place to record such events. The inspector saw that there were 4 incident sheets in the incident log. It was difficult to see an investigation of these incidents or a clear picture of the outcome. Neither was there evidence of rigorous management oversight.

The inspector did hear from students and from staff that there had been difficult incidents between some of the students. The inspector was also made aware that two students were on 'time out' because of their behaviours. The inspector was told that 'time out' is used as a way of managing difficult behaviour at an early stage. The inspector heard of instances where behaviours were linked to difficulties at home and of sensitive practice to ensure the safety and welfare of all concerned. The use of 'time out' should in the inspectors opinion be clarified to avoid misunderstanding of its use and to bring policies in line with Standards 4.1, 4.2 and 4.3.

One parent reported in a questionnaire received as part of this inspection 'They need well-defined rules and everyone needs to be aware of them. This should include parents. Consequences should be made clear and stuck to.'

The inspector observed that standards of student behaviour during the inspection were satisfactory. Students do not report excessive use of sanctions.

Staff report that they have been trained in de-escalation techniques to manage difficult behaviours. They report also that they have been told not to restrain students. The inspector noted that further training on control and restraint is not due until March 2005. In the inspectors' opinion this is overly delayed and should be brought forward. Without this training it would be difficult for staff to discharge their duty of care to students should a restraint be required. *(Also links to Standard 30).*

Standard 5 (5.1 - 5.5)

The college has, and follows, an appropriate written policy on responding to complaints from students and parents about the college's role in safeguarding and promoting the students' welfare, which is known to students, parents and staff.

Key Findings and Evidence**Standard met?**

1

The inspector read the college student complaints procedure. This should be developed into a policy and procedure on responding to complaints from both students and parents. This policy should also provide for consideration of major complaints to involve a person from an organisation independent of the college.

In documentation read during this inspection the inspector saw that there had been 4 formal complaints. One additional complaint had also been misfiled in the incident log. It was difficult to see any proper resolution of these complaints or evidence of regular oversight by senior staff.

The inspector spoke to one student who had a number of complaints about the college. None of these had been formally recorded so it was difficult to see any resolution or outcome. The inspector spoke to the Principal and Head of Care about these complaints.

The inspector noted in parent questionnaires received after the inspection that two parents reported making complaints about the service. One of these parents reported that 'The principal failed to deal with any of our complaints and we eventually had to ask the directors.' Another reported 'They need to have a definite procedure for dealing with complaints.' These parent complaints were not recorded in the complaints file.

Students and parents are not informed through college documents as to how they can contact the Commission for Social Care Inspection regarding any complaint. Advice was given to include the local CSCI telephone number in the prospectus, statement of principles and student handbook.

Number of college-recorded complaints about welfare of students under 18 in past 12 months

4

NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:

X

Number of complaints made to CSCI about welfare of students under 18 in past 12 months:

0

NUMBER OF ABOVE COMPLAINTS SUBSTANTIATED:

0

| | | |
|---|----------------------|----------|
| Standard 6 (6.1 - 6.5) | | |
| The college has, and follows, appropriate policies on countering and responding to under-age purchase of alcohol, excessive consumption of alcohol, substance abuse, and possession of obscene material, which are known to students and staff and are effective in practice. | | |
| Key Findings and Evidence | Standard met? | 3 |
| <p>The inspector read policies covering Drugs and Alcohol as well as the college's approach to eliminate smoking. The Student Handbook refers to 'What not to bring to the college.' This stipulates alcohol, illegal drugs and offensive weapons. There is no reference to obscene material. No specific policy was read concerning the possession of obscene material.</p> <p>Three parents who replied to questionnaires as part of this inspection expressed their opinions that the college was doing the right things to prevent underage drinking, substance abuse and access to pornography. One did not know how the college dealt with these issues. Another indicated that her child had been offered alcohol and drugs by other students.</p> <p>The inspector heard how staff had blocked certain sites on the computer to prevent access to inappropriate material.</p> | | |

| | | |
|--|----------------------|----------|
| Standard 7 (7.1 - 7.6) | | |
| Where Students and parents provide the information, adequate records are kept in relation to individual students' health and welfare needs and issues. | | |
| Key Findings and Evidence | Standard met? | 1 |
| <p>The Pharmacy Inspector advised that Student Health Records were too scanty to provide a reliable document. These health care plans are in place for each student, but lack detail and are therefore of limited value.</p> | | |

ORGANISATION AND MANAGEMENT

The intended outcomes for the following set of standards are:

- **There is clear leadership of residential provision in the college.**
- **Crises affecting students' welfare are effectively managed.**
- **The college's organisation of residential provision safeguards students' welfare.**
- **Students have access to a range and choice of activities.**
- **Students are enabled to contribute to the operation of residential provision in the college.**

Standard 8 (8.1 - 8.8)

There is clear management accountability for the accommodation and welfare of students under 18.

Key Findings and Evidence**Standard met?****2**

There is a clear management structure for the accommodation and welfare of students. The Principal, Head of Care and Deputy are responsible for day-to-day management. An Advisory Board is in place to cover Strategic Planning and Quality Assurance. The inspector saw that quality assurance and planning is in place and that a monthly reporting system from the Principal is used to highlight issues to senior managers.

The inspector noted that the Head of Care is drawn into tasks that would be expected of Learning Support Workers. This may be to cover in staff shortages. It is the inspectors' opinion that the Head of Care should be freed of such tasks so that she can fulfil her management remit. The inspectors noted at this inspection shortfalls in the monitoring of fire safety records, risk assessments and care plans as well as evidence of minimal staff supervision. This evidence supports the inspectors' opinion above.

The inspector met with the Estates Manager to discuss gaps and delays in relation to safety and maintenance in the residential building. The inspector heard that there is no dedicated maintenance worker for the site. This has meant that maintenance can fall behind, fire drills and checks have not been carried out and adequate risk assessments on the building are not in place.

The inspector read the three-year development plan for Farleigh College, Swindon. This indicates a predicted growth in the number of residential and day students. The Principal informed the inspector that there would be no further student admissions in this academic year.

Budgetary information was provided for inspection. This shows predicted spending on development of the accommodation and student welfare services.

The inspector heard that regular self-assessment of the residential and student welfare practice is planned. It is expected that student and parent questionnaires will be used to inform this assessment.

The Principal has highlighted that development is needed in staff induction. An induction pilot programme is planned for February 2005. The inspector has emphasised the importance of incorporating child protection training in the induction of staff, as well as further on going training in protection.

Policy and practice documents should explicitly require staff to report concerns or allegations about college practices or the behaviour of colleagues under Standard 8.8.

One staff member who completed a questionnaire as part of this inspection indicated 'We are informed we can speak to management on issues, but they are very busy and students are either in or out of the office all the time so it is not a place to bring up concerns.' Staff reported to the inspector that they were lucky to have a good team, which supports one another. These staff felt they did not want to add to the management workload. It is important that management address these issues.

| | | |
|--|----------------------|----------|
| Standard 9 (9.1 - 9.3) | | |
| The college is capable of satisfactorily managing crises affecting students' welfare. | | |
| Key Findings and Evidence | Standard met? | 2 |
| <p>The inspector noted that there were no specific plans in place for the management of a range of foreseeable crises involving student welfare. The inspector advised the Head of Care about drawing up this plan.</p> <p>The inspector heard how the college had successfully managed a stomach bug outbreak during the term.</p> <p>The inspector heard in staff hand over meetings how day-to-day crises are dealt with. Staff were observed making sensible decisions in students best interests.</p> | | |

| | | |
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| Standard 10 (10.1 - 10.4) | | |
| Student accommodation does not lead to welfare concerns where students under 18 are accommodated with adult students, or where both genders are accommodated together. | | |
| Key Findings and Evidence | Standard met? | 2 |
| <p>The inspector noted that there is no discrepancy in the quality of accommodation and facilities for different genders.</p> <p>The inspector stressed that students under 18 should not share bedrooms with adult students where that might be detrimental to their welfare. Senior staff were quick to respond to this issue, putting in place a bring forward system so that any student room shares are risk assessed prior to their 18th birthday. These risk assessments should also be in place for the whole accommodation where there are students resident over 18 years old.</p> | | |

| | | |
|---|----------------------|----------|
| Standard 11 (11.1 - 11.4) | | |
| An appropriate range and choice of recreational activities and provision is made for students under 18. | | |
| Key Findings and Evidence | Standard met? | 3 |
| <p>The inspector observed the evening activity routines and heard from students and staff about the activity programmes in the evenings and weekends. The inspector also spoke to the weekend activity coordinator.</p> <p>Students and parents both commented in questionnaires completed as part of this inspection how much students enjoy the activity programmes. One staff member who completed a questionnaire as part of this inspection indicated that 'The activities need more structure so that the students are not bored waiting for decisions.' One parent replied to a questionnaire 'I would like to see more timetabling of activities so students have more structured recreational time.'</p> <p>The inspector saw that because of the location of this college, students are able to access a wide range of sports, recreational and hobby facilities as well as organised activities. Many of the students are assisted to access these provisions.</p> <p>Students were also observed making use of unorganised free time.</p> | | |

Standard 12 (12.1 - 12.3)**Students under 18 are consulted over accommodation and welfare provision.****Key Findings and Evidence****Standard met?****3**

The inspector heard about the Student meetings with the Principal. These take place weekly and are well attended. There are no minutes of these meetings so that it was difficult to evidence the efficacy of this student consultation.

Students told the inspector that they could meet either formally or informally with their Key Worker or with the Head of Care or Principal if they had any difficulties or wanted to express views or concerns.

In questionnaires completed as part of this inspection, students reported a variety of responses regarding consultation

- 'I have worked really hard to encourage positive change and was blanked.'
- 'Student meetings are more productive.'
- 'Rules, activities and the communication has got worse.'
- 'They promise things and don't follow through.'
- 'Its easier to cope because everything is getting sorted.'

WELFARE SUPPORT

The intended outcomes for the following set of standards are:

- **Students receive personal support from staff.**
- **Students receive first aid and health care as necessary.**
- **Students are adequately supervised when ill.**
- **Students are supported in relation to any health or personal problems.**
- **Students do not experience inappropriate discrimination.**
- **Students can maintain private contact with their parents and families.**
- **Students' personal possessions and money are protected.**
- **Students receive guidance, both on arrival at the college and in preparing to leave the college.**
- **Risk assessment and college record keeping contribute to students' welfare.**
- **Students receive good quality catering provision.**
- **Students have access to food and drinking water in addition to main meals.**
- **Students are protected from the risk of fire.**
- **Student welfare is not compromised by unusual or onerous demands.**
- **The welfare of any young people accommodated by the college other than its own students is safeguarded and promoted.**
- **Students' safety and welfare are protected during high-risk activities.**
- **Students are appropriately supervised during free time.**

Standard 13 (13.1 - 13.8)

Each student has one or more members of staff to whom he or she can confidently turn for personal guidance or with a personal problem.

Key Findings and Evidence

Standard met?

3

The inspector heard and read about the variety of support available for students. All students should have a Learning Support Worker who helps them with their education, social skills and independence. These workers can also help with personal care if required.

The inspector saw many examples of the individual work done to support students. The inspector was impressed by the work done by Learning Support Workers with their students. This is sensitive and supportive work that clearly helps these young people in their development. The inspector saw how students are appropriately matched wherever possible with Learning Support Workers. Sensitivity is shown to gender, age and cultural needs. The inspector heard that for some students a Learning Support Worker had not been allocated. The inspector heard that this was due to staffing issues. These students sought their support from a number of adults.

In questionnaires completed as part of this inspection, students report that they seek support from a variety of people. (See attached questionnaire analysis).

In staff handover meetings, the inspector witnessed staff planning and promoting student welfare.

The inspector interviewed the art therapist and student counsellor who both provide personal support to students. (*This is picked up under Standard 16*).

The inspector advised the addition of outside helpline numbers as well as the Independent Visitors number to the Student Handbook.

Standard 14 (14.1 - 14.13)

Appropriate first aid and minor illness treatment are available to students at college, with access to medical and dental services as required.

Key Findings and Evidence**Standard met?**

2

Most students are registered with a local GP, but some prefer to be registered with a doctor at their home address.

Medicines are currently sent into the college with the students, but there are plans for a local pharmacy to dispense the prescriptions into individual dossett boxes. Medication administration records are used to record all doses of medicines administered to the students. Students who self medicate are supported to do so and are risk assessed and regularly reviewed. The inspectors saw a sharps bin in one of the double bedrooms. Part of the lid of this bin was broken providing access to the used needles and syringes. Although the Head of Care told the inspectors that this was not usually kept in the bedroom, students told inspectors that this was normal practice. The student who uses this bin had been out of the house since Friday. This bin was found on the Monday morning.

Parental permission is sought for self-medication, first aid and treatment by homely remedies. These homely remedies are often supplied by the families. Clear information about the dosages and reasons for treatment must be included in the consent forms sent in by the parents. The college keeps records of all the medication and treatments given to individual students. All illnesses are recorded.

Staff receive first aid and medication handling training. First aiders are available in the college at all times.

Standard 15 (15.1)

There are satisfactory arrangements in place to ensure that students who are ill while at college or in college arranged accommodation are regularly checked and are able to summon assistance readily and rapidly when necessary.

Key Findings and Evidence**Standard met?**

3

Students are sent home if very ill. Otherwise they are supervised in the house. Inspectors saw evidence of this during the inspection.

Standard 16 (16.1 - 16.9)

Significant health and personal problems of individual students are identified and managed appropriately.

Key Findings and Evidence**Standard met?****3**

The inspector read in student files how health and personal problems were highlighted prior to admission. Individual Care Plans are then drawn up. These plans are of a good standard and provide working tools for the management of health and personal issues. The inspector noted in the statement of purpose that these plans should be reviewed monthly. This was not happening for the students tracked at this inspection. The inspector highlighted to senior staff the importance of regular reviewing of the Care Plan so that it can be adapted and continue to be a useful document.

In questionnaires completed as part of this inspection, parents reported 'I do not yet have any information about my child's programme and this is an increasing source of frustration because I don't know what their aims for him are.'

The inspector heard how students undergoing times of personal stress (because of problems at home, bereavements or social and educational pressures) were well supported. Staff demonstrated that they were particularly sensitive to these student pressures.

Students who have medical or welfare needs are supported, and the help of outside agencies is employed where appropriate. Students identified as at risk of suicide are supported. Expertise from outside the college is also accessed here.

The inspector heard how the art therapist and counsellor are developing their roles to increase the support they can give to students. Students spoken to during this inspection reported how they valued these services. The inspector heard from students how other professional services such as anger management and speech and language therapy have been less easy to access. Students told the inspector how they felt let down by the slowness of these referrals. Whilst the inspector acknowledges that this is a new service with developing systems, the inspector highlighted in feedback to senior staff how important it is that the services stipulated in the Statement of Purpose are made available in practice.

Standard 17 (17.1 - 17.5)

The college does not inappropriately discriminate on grounds of gender, disability, race, religion, cultural background, linguistic background, political beliefs, sexual orientation or academic or sporting ability. The college takes these factors into account in its care of students, and appropriately supports and integrates identifiable minority groups amongst students and students who do not "fit in" to the college, residential unit or student body.

Key Findings and Evidence**Standard met?****3**

The inspector observed how in documentation and in care practice how the college demonstrates a commitment to working in ways that are anti-discriminatory. Students are carefully matched where possible with Learning Support Workers who reflect their needs.

The inspector noted how issues of race, religion, culture and sexual orientation were addressed for particular students. The inspector also heard how since all students have an Aspergers diagnosis at this college, their needs arising from this disability can then be met by an understanding and increasingly skilled staff team.

Standard 18 (18.1 - 18.5)**The college enables students to contact their parents and families in private.****Key Findings and Evidence****Standard met?****2**

The inspector noted that at the house the students have access to a pay phone. This is situated on the first floor landing. However at the time of inspection this was not connected or not working. Since the house opened in September 2004, the inspectors would expect this to be working.

The inspector heard that because students have regular weekend visits home, there is a high level of contact maintained between students and their families. Learning Support Workers told the inspector how they have weekly contact with parents. In this way staff and parents can develop good communication. The inspector read in parent questionnaires how poor communication was an issue for some parents. Whilst the inspector acknowledges that this is a difficult area for the college to get the right balance, Standard 18.4 highlights the importance of these communications. The inspector advised that student consent is obtained regarding these contacts.

In questionnaires completed as part of this inspection, parents expressed the following views

- 'I would like more opportunity to meet with, phone calls etc with those running the facility.'
- 'I would like a more regular, formalised pattern of contact.'
- 'I definitely need more information and liaison.'
- 'There are not enough phone lines.'

Standard 19 (19.1 - 19.3)**The college provides reasonable protection for students' personal possessions and any student's money looked after by the college.****Key Findings and Evidence****Standard met?****2**

The inspector heard how most students keep their own personal possessions and money. These can usually be kept safe by locking bedrooms and drawers.

In some instances the college provides a safekeeping service. The inspector was shown how money is kept in the college safe for individual students. There is a system in place to keep a track of this money. However, the inspector did not consider this rigorous enough. Arrangements should be made so that a proper written record of deposits, withdrawals and balances is kept, including countersignatures by the student concerned.

Standard 20 (20.1 - 20.3)
There are appropriate processes of induction and guidance for new students arriving at the college, and guidance and preparation for students prior to leaving the college.

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| Key Findings and Evidence | Standard met? | 3 |
|----------------------------------|----------------------|----------|

The inspector read and heard about the pre-admission process for students. This includes a detailed assessment of each student's educational and welfare needs. The inspector saw how students and parents input into this process, ensuring a high level of commitment to the plan. The inspector heard how an advisory group considers pre-admission information to ensure the appropriateness of each admission. The inspector has advised that the college may benefit from psychiatric advice to inform the admissions process.

Students confirm that they received prospectus information and a student handbook. These documents include information about college routines and rules.

The inspector heard how the college hopes to model its exit/transition programme on the partner college in Frome, with clear moving on and progression guidance.

Standard 21 (21.1 - 21.3)
A senior member of the college's staff regularly monitors the college's records of risk assessments, sanctions against students, complaints and accidents, to identify any issues requiring action.

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|----------------------------------|----------------------|----------|
| Key Findings and Evidence | Standard met? | 2 |
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The inspector noted that there is as yet no evidence of monitoring of the college's records of risk assessments, sanctions, complaints and accidents. Whilst the inspector acknowledges that with such an early inspection this evidence may be difficult to find, an advisory recommendation is made to ensure that a senior member of the college's staff establishes this important monitoring.

Standard 22 (22.1 - 22.11)
Meals are provided to students, which are adequate in quantity, quality, choice and provision for special dietary, medical or religious needs, with clean and suitable cutlery, crockery and dining facilities.

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| Key Findings and Evidence | Standard met? | 2 |
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Students prepare their own breakfast and are provided with a packed lunch. The college employs an agency chef who prepares the evening meal. These meals need to be recorded on weekly menu sheets. The inspector was unable to evidence if there was variety in the foods served due to the lack of menu records. The inspectors were told that the students are encouraged to take part in the preparation of meals.

In the house, students use the dining room and conservatory for mealtimes. These are pleasant rooms and are well equipped. The inspectors saw clear records of the temperatures food was served at. However, there were significant gaps in the records of the fridge and freezer temperatures. The inspectors were told this was due to one chef leaving and there being a gap before the new chef started. The staff within the house need to ensure that these temperatures are taken on a daily basis and recorded. The storage of foodstuffs within the fridge was reasonable except for sandwich mixes being stored on top of raw meats. This practice needs to be revisited with the staff. The inspector also found fresh vegetables in plastic bags being stored on the kitchen floor next to a waste bin. The

inspectors suggested that the Head of Care contact their local Environmental Health Officer regarding the keeping of samples of food served. The inspectors saw evidence of cleaning schedules.

Students and their parents report a variety of responses to the catering provision in the house. These are documented in questionnaire analysis attached. A number of students report that the food is improving.

Standard 23 (23.1 - 23.4)

Students have access to drinking water in both residential and teaching areas, and to food or the means of preparing food at reasonable times in addition to main meals.

Key Findings and Evidence

Standard met?

3

The inspector observed that students have access to drinking water in both the residential and teaching areas. The base rooms have two water dispensers, one of which dispenses hot and cold water. Bottled water is provided in the house. All the taps in the en-suite bathrooms have labels stating it is not drinking water.

Students confirm that they are able to make snacks and prepare food at reasonable times in addition to the main meals.

Standard 24 (24.1 - 24.6)

Students and staff with residential provision duties are aware of emergency evacuation procedures from residential accommodation. Such procedures should include any special arrangements for students or staff with disabilities. Any recommendations of the Fire Service are implemented within given timescales and maintained.

Key Findings and Evidence

Standard met?

1

The College has a comprehensive fire risk assessment document, which was provided for inspection. The inspectors were unable to find record/evidence of fire drills, tests of emergency lighting, visual equipment checks, alarm tests or records of staff having received training on fire issues. These need to be completed as a matter of urgency. The inspector was told that the new maintenance worker would take on this role when appointed in the new year. The inspector told the Principal that this was not an adequate arrangement. A member of the current staff was nominated to cover these duties in the interim.

A report from the fire officer received as part of this inspection indicates that there were deficiencies in the means of escape from these premises. Recommendations were made to bring the premises up to a recognisable and safe standard as soon as practicable. The inspector noted that these works had not yet been completed. The Principal and Estates Manager assured the inspector that these works would be completed in the February half term when the students are away.

Standard 25 (25.1 - 25.3)
Colleges where there are unusual or especially onerous demands on students ensure that these are appropriate to the students concerned and do not unacceptably affect students' welfare.

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| Key Findings and Evidence | Standard met? | 9 |
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Standard not applicable.

Standard 26 (26.1 - 26.2)
The college makes satisfactory provision for the welfare of any young people aged under 18 it accommodates who are not its own students.

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| Key Findings and Evidence | Standard met? | 9 |
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Standard not applicable.

Standard 27 (27.1 - 27.7)
Identifiably high-risk activities provided for students, particularly outside the normal educational day, are competently supervised and accompanied by adequate and appropriate safety measures.

| | | |
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| Key Findings and Evidence | Standard met? | 3 |
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The inspector was told that one student participates in a high-risk activity. This student is taking climbing tuition. The Principal confirmed that this activity takes place indoors and is supervised by an experienced and qualified climber.

The inspector emphasised that written parental permission should be obtained for students under 18 to participate in identifiable high-risk courses, recreational or enhancement activities run or arrange by the college.

Staff told the inspector how some of the students daily activities can be high risk. For example, students who because of their disability have little road sense. *(This issue is picked up under Standard 42).*

Standard 28 (28.1 - 28.6)

Students under 18 are sufficiently supervised during free time to reduce significant risks to their welfare, given their legal status as children, while preserving their freedom to participate in student activities and to access local facilities outside the college.

Key Findings and Evidence

Standard met?

3

Students, parents and staff provided a variety of evidence with regard to this Standard. In the inspectors opinion this demonstrates the difficulties faced by the college as it strives to strike the correct balance. The inspector acknowledges the variety of complex needs being met and the difficulties inherent in providing a safe and yet independence enhancing provision.

Daily routines are set out in policy and procedure documents as well as the student handbook. Care plans and the Student Independence Skills Assessments document substantial welfare concerns as outlined in Standard 28.5.

The inspector observed that a close check is kept on student whereabouts both within and outside the residential provision. Team meeting minutes inspected showed that staff have expressed concerns about keeping levels of supervision at a high enough level.

Students reported to the inspector 'They treat us like kids and we hate it.' And also 'We are able to go out and meet new people and do interesting things.'

In questionnaires completed as part of this inspection parents reported the following views

- 'I feel that my child's needs and supervision requirements have been individually assessed and are being met.'
- 'We think that when everything is in place that the balance will be what the students need to be able to function as an independent person.'
- 'My child is particularly vulnerable and requires a great deal of supervision. We are very satisfied with what is being provided.'

The Principal and his staff group are aware of the importance of providing appropriate supervision and levels of care to students during free time. In the inspectors opinion this must hinge on good communication, proper staffing levels, contracts, and regular revision of care plans.

STAFFING

The intended outcomes for the following set of standards are:

- Students are adequately supervised by staff.
- Staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training.
- Students are looked after by staff following clear residential and welfare policies and practice.
- Sound relationships between staff and students.
- Students' personal privacy is respected.
- There is careful selection and vetting of all staff and volunteers working with students.
- Students are protected from unsupervised contact with adults who have not been subject to the college's complete recruitment checking procedures.

Standard 29 (29.1 - 29.13)

While resident at the college or in college arranged accommodation, students know which member of staff is responsible for them and are able to contact them when necessary.

| Key Findings and Evidence | Standard met? | 3 |
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| <p>Staff rotas provide 1-1 staff cover during the daytime, 3-1 staff cover from 5pm to 11pm and 5-1 staff cover from 11pm to 7am. The inspector noted that at the present time, this cover couldn't be achieved without the use of relief/agency staff. The college needs to obtain this cover without the use of agency/relief staff.</p> | | |
| <p>At the time of inspection inspectors were told that the college was still in the process of recruiting and that delays in CRB checks had meant that proper staffing of the team has not yet been achieved. The inspector observed and heard from students, parents and staff how this has impacted on the organisation and supervision of students. One parent who replied to the questionnaire indicated 'I think they have taken on too many students with different problems to cater for with the staffing levels.'</p> | | |
| <p>The inspector observed how a close check is kept on the number of students in the building at any one time. Increased supervision is provided in areas where bullying is known to occur.</p> | | |

Standard 30 (30.1 - 30.11)
All staff with particular responsibilities for the supervision of residential students or the provision of student welfare services have job descriptions reflecting those duties, have appropriate competence, receive induction training in those responsibilities when newly appointed, and receive regular review of their supervisory and student welfare practice, with opportunities for continuing training.

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| Key Findings and Evidence | Standard met? | 1 |
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The inspector saw a sample of staff files and job descriptions. These need to be more role specific. Only one file has evidence of any induction. The college needs to develop a proforma for recording the induction given to staff and develop its present induction programme. The inspector gave advice about this, including the important addition of child protection training for all staff. The inspectors were told there is an induction programme planned for January/February 2005. This supplements the initial 2-day induction before the college opened.

One staff who completed a questionnaire as part of this inspection when asked 'How well are you supported' reported that they were 'largely left to cope on their own.'

The college has just begun to carry out staff supervision. The proforma for this provides clear information on what a supervision session should cover and records the session itself.

Staff training on restraint is overdue. Staff report that they have been trained in de-escalation techniques to manage difficult behaviours. They report also that they have been told not to restrain students. The inspector noted that further training on control and restraint is not due until March 2005. In the inspectors opinion this is overly delayed and should be brought forward. Without this training it would be difficult for staff to discharge their duty of care to students should a restraint be required.

Standard 31 (31.1 - 31.4)
All staff with responsibilities for supervision of residential students or the provision of student welfare services are provided with up to date written guidance on the college's policies and practice for the supervision of residential students and the safeguarding and promotion of their welfare. (This document is not necessarily a single document.)

| | | |
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| Key Findings and Evidence | Standard met? | 2 |
|----------------------------------|----------------------|----------|

Staff confirm that they have been issued with the Farleigh Further Education College, Swindon Staff CD. They also have access to the Policy and Procedures file. In the inspectors opinion, this documentation does not adequately cover all of those matters outlined in Standard 31.3. Particularly the guidance does not cover the college's approach to child protection.

As policies and procedures are revised in line with the recommendations of this report, subsequent revision of the staff handbook will be required.

| | | |
|---|----------------------|----------|
| Standard 32 (32.1 - 32.3) There are sound staff/student relationships including an understanding of respective roles, rights and responsibilities. | | |
| Key Findings and Evidence | Standard met? | 3 |
| <p>The inspector observed during the inspection that there were sound staff/student relationships. Students were able to challenge staff and resolve disagreements in a reasonable way.</p> <p>Some students reported that they have very good relationships with the staff who care for them. Other individual students reported either in their questionnaires or directly to the inspector about difficult relationships with staff. It was not possible to assess the extent of these difficulties at such an early inspection. Future inspections should gain a clearer picture here. In the inspectors' view, this may reflect an inevitable part of communal living.</p> | | |

| | | |
|---|----------------------|----------|
| Standard 33 (33.1 - 33.3) Staff supervision of students avoids intruding unnecessarily on students' privacy. | | |
| Key Findings and Evidence | Standard met? | 3 |
| <p>The inspectors saw evidence of staff respecting students' privacy by knocking and waiting before entering their bedrooms. There are also notices on all the bedroom doors stating that all people need to observe this.</p> <p>There is a policy in place to cover instances where room checks or searches of students' bedrooms are necessary.</p> <p>Students who replied to questionnaires completed as part of this inspection have reported intrusion into their privacy. One young person overheard staff discussions in the office. Staff themselves highlight in questionnaires completed as part of this inspection that 'I am not sure that the office with all the comings and goings can guarantee privacy to students or staff.' (<i>This is addressed under Standard 36</i>)</p> | | |

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| Standard 34 (34.1 - 34.7) Recruitment of all staff (including ancillary staff and those on a contract/sessional basis) and volunteers who work with students under eighteen includes checks through the Criminal Records Bureau at the Standard or Enhanced level as applicable to their role with a satisfactory outcome. There is a satisfactory recruitment process recorded in writing. | | |
| Key Findings and Evidence | Standard met? | 1 |
| <p>The inspector sampled staff files and found that they did not contain all the information required under standard 34.2. In particular there was no evidence of any references for the Head of Care and one of the workers only had a standard CRB check. There was also no evidence of any verbal follow-up on references provided. The inspector was unable to evidence staffs' professional qualifications.</p> <p>None of the adults employed by the college live within the student accommodation.</p> | | |

Standard 35 (35.1 - 35.3)

The college does not allow any member of staff (including ancillary staff, sessional/contract staff or volunteers) to have regular contact with students under 18 unless that member of staff has been satisfactorily checked with the Criminal Records Bureau.

Key Findings and Evidence

Standard met?

3

The inspector observed that visitors to the residential accommodation are properly booked in and supervised. In this way students are protected from unsupervised access by adults who have not been satisfactorily checked with the Criminal Records Bureau.

The Head of Care confirmed that all agency, ancillary and contract staff have been satisfactorily checked.

PREMISES

The intended outcomes for the following set of standards are:

- Students are provided with satisfactory living accommodation.
- Students have their own living accommodation, secure from public intrusion.
- Any security or surveillance measures provide security to protect students without compromising their privacy.
- Students have satisfactory sleeping accommodation.
- Students have adequate and adequately private toilet and washing facilities.
- Students have access to a range of recreational areas.
- Students are given reasonable protection from safety hazards.
- Students are suitably accommodated when ill.
- There are arrangements to ensure that student's clothing and bedding are adequately laundered.
- Students can buy food and personal requisites while accommodated at college.
- The welfare of students placed by the college in lodgings is safeguarded and promoted.
- The welfare of students is safeguarded and promoted while accommodated away from the college site on a short stay basis.

Standard 36 (36.1 - 36.8)

Student residential accommodation (including sleeping and living areas), and other accommodation provided for students, are appropriately lit, heated and ventilated, suitably furnished, accessible to any students accommodated who have disabilities, and adequately decorated, cleaned and maintained.

| Key Findings and Evidence | Standard met? | 2 |
|---|---------------|---|
| <p>The inspectors noted that the students house is well furnished and the residential provision has a comfortable homely atmosphere. The house is well decorated and has a lot of positive images and information regarding race disability and discrimination throughout.</p> <p>The house is appropriately lit and well ventilated. However there were two windows, in bedrooms 11 and 12 that the inspector could not open.</p> <p>Students told the inspector that there are delays when maintenance issues are reported. It is important that the college keeps a proper log of any maintenance issues with dates recorded when the problems are rectified.</p> <p>A number of students reported in their questionnaires and directly to the inspector that the residential accommodation is unnecessarily noisy. The inspector did not find direct evidence of this, but was told that people with Aspergers can be particularly sensitive to noise levels. Some students who share rooms were finding particular difficulties with noise. It is advised that the college monitor noise levels and seek remedial action where possible.</p> | | |

Both staff and students report that the office space within the house is cramped and

overused. The inspector saw and heard how this can compromise privacy for both students and staff, as well as affecting the completion of necessary office work. In the inspectors opinion this office space is inadequate for purpose.

The base rooms for the students are well furnished and the students are involved in decorating these rooms. There is also disabled access to the base rooms.

A parent who replied to the questionnaire stated 'I think the standard of accommodation is good but I think there are too many students to be accommodated.'

Standard 37 (37.1 - 37.6)

As far as is practicable, students' residential accommodation is reserved for the use of those students designated to use it, and protected from access by the public.

Key Findings and Evidence

Standard met?

3

There are keypads on the base rooms and at the students' house. The student house is for their sole use. The house has an intruder alarm, motion sensor and security lights. The base rooms are fully alarmed. Staff report that safety can be an issue in this isolated building. Senior staff told the inspector that they are planning to install security lights here.

Windows at the house have window restrictors with the exception of one on the landing where the pay phone is situated.

Standard 38 (38.1 - 38.4)

Any security measures, provision of security staff, and CCTV or other surveillance equipment on college premises contributes positively and effectively to student safety and welfare, but does not compromise or intrude upon their reasonable privacy.

Key Findings and Evidence

Standard met?

9

This Standard is not applicable. At the time of inspection the college did not have CCTV installed. The principal informed inspectors that they are investigating the possibility of installing this at the house.

Standard 39 (39.1 - 39.11)
Student bedrooms are suitably furnished and of sufficient size for the accommodation and needs of the students accommodated.

| Key Findings and Evidence | Standard met? | 3 |
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Bedrooms at the house are either singles or doubles. Some of the double rooms are only just of an adequate size.

The windows in bedrooms 11 and 12 could not be opened.

All bedrooms are well equipped and furnished and they also all have en-suite facilities. There is ample storage in each bedroom. Students are able to personalise their rooms. There is study space within the rooms but in some this is limited. During the inspection the inspector saw rooms with trailing leads and extension leads. The College should carry out a risk assessment on this. *(This is picked up under Standard 42).*

Standard 40 (40.1 - 40.5)
Adequate toilet and washing facilities should be readily accessible to students, with appropriate privacy.

| Key Findings and Evidence | Standard met? | 2 |
|----------------------------------|----------------------|----------|
|----------------------------------|----------------------|----------|

All the bedrooms have en-suite facilities. During the inspection the inspector only evidenced one sanitary disposal bin in one of the girls bathrooms. These should be in all the girls' bathrooms. The en-suite in bedroom 9 has a broken door lock and this needs to be replaced.

The inspector was told that those boys who only have a bath in their en-suite are able to access the staff shower facility, which is part of the staff office. The inspectors feel that this is not appropriate.

Standard 41 (41.1 - 41.5)
Students have access to a range and choice of safe recreational areas, both indoors and outdoors.

| Key Findings and Evidence | Standard met? | 3 |
|----------------------------------|----------------------|----------|
|----------------------------------|----------------------|----------|

The base rooms have a quiet room and common room, which has table tennis in it. The college is also looking at putting a pool table in this room. Both of these rooms are in the process of being decorated and personalised by the students.

The house sitting room is very welcoming. It is well decorated and furnished. The students have access to a TV, video and DVD. The students also have the use of I.T. rooms at the base rooms and the house.

Standard 42 (42.1 - 42.7)**Indoor and outdoor areas used by, or accessible to, students are free from reasonably avoidable safety hazards.****Key Findings and Evidence****Standard met?****2**

The college has the relevant Health and Safety information. This contains inspection schedules and information for contractors.

The Principal said that the college had recently had an asbestos inspection but this documentation was not provided for inspection.

All windows at the house except one have window restrictors on.

There are risk assessments in place. These need to contain a review date. The college need to carry out risk assessments on the student's bedrooms, including the use of extension leads and trailing leads. They also need to carry out a risk assessment on the kitchen.

The inspectors found some evidence of PAT testing. This needs to be done for all portable electrical appliances.

Standard 43 (43.1 - 43.2)**Suitable accommodation and care area available for the care of students who are ill.****Key Findings and Evidence****Standard met?****3**

The inspectors were informed that students who are ill would either stay at the house with staff available on hand or otherwise they would go home.

Standard 44 (44.1 - 44.4)**Adequate laundry provision is made for students' clothing and bedding.****Key Findings and Evidence****Standard met?****3**

The house has 2 washing machines and 2 tumble dryers.

The inspectors were told that these provided ample laundry facilities for the students.

Standard 45 (45.1 - 45.2)

Students are able to purchase basic foods and minor necessary personal and stationery items while accommodated at college.

Key Findings and Evidence**Standard met?**

3

The inspectors saw and heard that because of the proximity of the college to town, it is possible for most students to purchase basic foods, personal items and stationery easily. For those students who need help, this is on hand.

The inspectors saw that it is often these areas that are part of the students' independence skills development programme. The inspector saw direct evidence of staff supporting students in these areas.

Standard 46 (46.1 - 46.10)

Any lodgings arranged directly by the college to accommodate students under 18 provide satisfactory accommodation and supervision, are checked by the college before use, and are monitored by the college during use.

Key Findings and Evidence**Standard met?**

9

NA

Standard 47 (47.1 - 47.5)

Any off-site short-stay accommodation arranged by the college for any of its students provides satisfactory accommodation and supervision, is checked by the college, where reasonably practicable, before use, and is monitored by the college during use.

Key Findings and Evidence**Standard met?**

9

NA

PART C

LAY ASSESSOR'S SUMMARY

(Where Applicable)

NA

Lay Assessor

Signature

Date

D.1 Principal's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted from 29 November to 2 December 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to Principal's comments:

| | |
|--|------------------------------|
| Amendments to the report were necessary | <input type="checkbox"/> NO |
| Comments were received from the provider | <input type="checkbox"/> NO |
| Principal's comments/factual amendments were incorporated into the final inspection report | <input type="checkbox"/> NO |
| The inspector believes the report to be factually accurate | <input type="checkbox"/> YES |

Note:

In instances where there is a major difference of view between the Inspector and the Principal both views will be made available on request to the Area Office.

D.2 Please provide the Commission with a written Action Plan by 12th January 2005, which indicates how recommended actions and advisory recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Principal's Action Plan at time of publication of the final inspection report:

| | |
|--|------------------------------|
| Action plan was required | <input type="checkbox"/> YES |
| Action plan was received at the point of publication | <input type="checkbox"/> YES |
| Action plan covers all the statutory requirements in a timely fashion | <input type="checkbox"/> YES |
| Action plan did not cover all the statutory requirements and required further discussion | <input type="checkbox"/> NO |
| Provider has declined to provide an action plan | <input type="checkbox"/> NO |
| Other: <enter details here> | <input type="checkbox"/> |

D.3 PRINCIPAL'S AGREEMENT

Principal's statement of agreement/comments: Please complete the relevant section that applies.

D.3.1 I _____ of _____ confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the recommended actions made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

D.3.2 I _____ of _____ am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Print Name _____
Signature _____
Designation _____
Date _____

Note: In instance where there is a profound difference of view between the Inspector and the Principal both views will be reported. Please attach any extra pages, as applicable.

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