



*Making Social Care
Better for People*

inspection report

BOARDING SCHOOL

Dauntsey`s School

**West Lavington
Devizes
Wiltshire
SN10 4HE**

Lead Inspector
Wendy Anderson

Announced Inspection
7th February 2006 09:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Boarding Schools*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

Every Child Matters, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above.

SCHOOL INFORMATION

Name of school	Dauntsey`s School
Address	West Lavington Devizes Wiltshire SN10 4HE
Telephone number	01380 814500
Fax number	01380 814501
Email address	informtion@dauntseys.wilts.sch.uk
Provider Web address	www.dauntseys.wilts.sch.uk
Name of Governing body, Person or Authority responsible for the school	Dauntsey`s School
Name of Head	Mr Stewart Roberts
Name of Deputy Head	Mrs Jane Upton
Age range of boarding pupils	11 to 18
Date of last welfare inspection	W/C 20 th November 2002

Brief Description of the School:

Dauntsey's School is situated on the A360 five miles south of Devizes and within easy travelling distance of Bath, Salisbury, Swindon and the M4 and M3 motorways. Set in the Vale of Pewsey, Dauntsey's School was founded in West Lavington in 1542 under the will of Alderman William Dauntsey, Master of the Worshipful Company of Mercers. The school still continues to be generously supported by the Mercers' Company. The school's prospectus states that the school encourages all pupils "to make the most of his or her talents and interests in a lively and caring environment and release their full potential morally, spiritually, culturally and academically." Dauntsey's is a co-educational school offering boarding provisions in five houses. The Manor House is situated off the main school campus and is for younger boarders of either sex, aged 11 to 14. The remaining boarding houses are for older pupils aged 14 to 18 and are separated by gender. Mercers and Fitzmaurice are for older boys, Jeanne and Evans for the older girls.

SUMMARY

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

This was an announced joint inspection with the Independent Schools Inspectorate. There was a team of three Commission inspectors who were at the school for three days and met with staff and boarders and visited boarding houses.

What the school does well:

The school has an effective boarding house system that is managed by the Housemaster or Housemistress attached to each house. A team of tutors also support each boarding house. The boarders have a structured programme of activities with a balance in favour of academic study and achievement. The school has a number of policies and procedures in place to protect the welfare of the boarders. These include a clear anti bullying policy and sanctions policy that is understood and implemented by staff and boarders. The listening service is developing into an excellent resource that is easily accessed by boarders. The mentoring and counselling service also provides additional welfare support for boarders. The inspectors found that each house had set up committees that allowed boarders a way of feeding up issues of concern and allows input into the running of the boarding house. It noted that the relationship between boarders and staff was appropriate and boarders had a good sense of belonging to the house they lived in. The school has invested in the boarding provision and the standard of the accommodation was found to be good.

The school continues to review and develop its boarding practice. The boarders were positive about the facilities provided at the school and were enthusiastic about the boarding experience. Letters received from parents also commended the boarding provision. The inspectors found a dedicated and enthusiastic staff team who were committed to the welfare and boarding principles of the school. The facilities at the school provided boarders with opportunities to develop academic and personal abilities within a structured and safe environment.

What has improved since the last inspection?

The school has actioned all the recommendations from the last inspection report. They are very proactive in the way they review, update and develop their policies and procedures. This includes incorporating any information from situations other schools have worked with, which may not have appeared at Dauntsey's but they feel that their staff team need to be prepared and briefed on all possible eventualities.

What they could do better:

The school needs to ensure that it follows its robust recruitment and vetting procedure for all staff. This could be helped with a centralisation of the personnel files.

The school must ensure that fire doors are not propped open.

The washing and toileting facilities in the Manor need to be improved as they do not meet the Commission's current standards for the number of boys living there.

The school should keep a separate record of any controlled drug administered to young people.

Please contact the Head for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

CONTENTS

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Recommended Actions identified during the inspection

Being Healthy

The intended outcomes for these standards are:

- Boarders' health is promoted. (NMS 6)
- Safeguarding and promoting boarders' health and welfare are supported by appropriate records. (NMS 7)
- Boarders' receive first aid and health care as necessary.(NMS 15)
- Boarders are adequately supervised and looked after when ill.(NMS 16)
- Boarders are supported in relation to any health or personal Problems.(NMS 17)
- Boarders receive good quality catering provision (NMS 24)
- Boarders have access to food and drinking water in addition to main meals.(NMS 25)
- Boarders are suitably accommodated when ill. (NMS 48)
- Boarders' clothing and bedding are adequately laundered.(NMS 49)

JUDGEMENT – we looked at outcomes for the following standard(s):

6, 7, 15, 16, 24, 25,49

Medication is handled safely within the school and appropriate records are kept of all health interventions. The facilities for sick boarders ensure that they are cared for in a safe environment. Catering at the school is of a high standard.

EVIDENCE:

The school has a new purpose-built medical centre. This houses all the facilities for medical care, including ample provision for sick boarders who need to stay in the sanatorium. The children themselves chose to keep the name of 'The San'.

A nurse is on duty 24 hours a day and a GP visits twice a week with whom all boarders are registered. They can also be seen in the GP surgery and are accompanied to hospital and other healthcare appointments as appropriate. All medicines are administered by the nurses in the medical centre and recorded on the children's files. Some 'homely remedies' are also kept for use. Parental consent is recorded for the use of these medicines and first aid treatment. All medicines are kept securely and correct records maintained. A few older children may keep their own medicines, but this is assessed and supervised by the nursing staff. One drug used is classed as a controlled drug and should be recorded separately. Nursing staff inform other staff of the medical needs of the children as appropriate and all staff are made aware of serious allergies. First aid boxes are provided and checked. Nurses are involved in the teaching of first aid and in some health education.

Boarders told inspectors that the food at the school was of a high standard and that there was always plenty of choice.

Each house has a food committee which meets termly. This provides boarders with a forum for their views and suggestions on catering. These meetings are minuted and attended by the catering manager who then responds at the time to the boarders. Boarders told the inspectors that this system works well and changes had been implemented as a result of these meetings.

Boarders told the inspectors that the laundry service at the school was good. They reported that there was very little loss or damage. In discussion with inspectors the boarder in Mercer and Fitzsimaurice said that they would like to have a washing machine in their houses so they could also do some of their own laundry.

Staying Safe

The intended outcomes for these standards are:

- Boarders are protected from bullying.(NMS 2)
- Boarders are protected from abuse.(NMS 3)
- Use of discipline with boarders is fair and appropriate.(NMS 4)
- Boarders' complaints are appropriately responded to.(NMS 5)
- The operation of any prefect system safeguards and promotes boarders' welfare (NMS 13)
- Boarders' welfare is protected in any appointment of educational guardians by the school.(NMS 22)
- Boarders are protected from the risk of fire. (NMS 26)
- The welfare of any children other than the school's pupils is safeguarded and promoted while accommodated by the school.(NMS 28)
- Boarders' safety and welfare are protected during high risk activities.(NMS 29)
- Boarders' personal privacy is respected.(NMS 37)
- There is vigorous selection and vetting of all staff and volunteers working with boarders.(NMS 38)
- Boarders are protected from unsupervised contact at school with adults who have not been subject to the school's complete recruitment checking procedures and there is supervision of all unchecked visitors to the boarding premises.(NMS 39)
- Boarders have their own accommodation, secure from public intrusion. (NMS 41)
- Boarders are protected from safety hazards.(NMS 47)

JUDGEMENT – we looked at outcomes for the following standard(s):

2, 3, 4, 5, 13, 26, 29, 37, 38, 39, 41, 47.

The school has effective behavioural management systems. There is also a robust recruitment and vetting process which safe guards the young people. The minor gaps in staff records could potentially diminish the effectiveness of these processes.

EVIDENCE:

The school has a clear anti-bullying programme, which has been running at the school for over ten years. The school is pro-active in reducing the incidents of bullying at the school and the policy is available to boarders and parents/guardians. The policy refers to measures to prevent bullying and what actions it will take. The school clearly states that bullying in any form is not

acceptable and will not be tolerated. The school also has in place an effective listening service that pupils fully participate in. Bullying is also one of the many topics covered within PSHE. The school has three school counsellors, who boarders can access on a confidential basis. There has recently been an anti-bullying competition within the school to further raise boarders' awareness and knowledge. Prefects within the school receive clear training and guidance on dealing with any instances of bullying.

In discussion with boarders, inspectors found that they were aware of the need to report any incidents of bullying and felt safe and supported in making a complaint when necessary. Boarders were aware of the Listening Service and how to contact them. This was also reflected in the boarders questionnaires and feedback from parents.

Training and briefing sessions on child protection are provided for the whole staff team at appropriate levels. All staff are provided with a laminated card which has bullet points regarding action they should take if a disclosure is made or if they have any concerns.

The school's Designated Child Protection Officer has made productive links with the Area Child Protection Committee and the Local Authority so they receive up to date information and training. The Designated Child Protection Officer said that she was unaware of whom to contact if there were child protection concerns regarding overseas pupils in their country of origin. At the time of inspection she was in the process of exploring this area.

Prefects and 6th Formers who act as Mentors of Listeners are briefed in child protection matters. Those interviewed by inspectors were clear and confident on what action they would take. Inspectors would suggest that this information also be included within the written information provided for these pupils.

The school has clear rules, policies and procedures on behavioural management including a rewards and sanctions booklet. This is sent out with the prospectus so that boarders and parents can be clear about the school's expectations from the outset. There is guidance contained in the staff handbook on the use of force to control or restrain pupils, this includes safe practice methods of restraint. The school maintains clear records on sanctions. There is a restraint log but the school does not use restraint. The school recognises the boarders' achievements and in the Lower School has a system of merit points. In addition there are various school prizes, headmaster's commendation certificates and positive pupil comments in the pupil planners. Inspectors felt that the school's senior pupils provided the rest of the school with excellent role models.

The school has a clear complaints procedure and process. Staff were well informed on what to do if they had or received a complaint as were boarders on what they should do if they wish to make a complaint. add the

The school does not appoint educational guardians.

The school has an external Health & Safety Consultant who visits every term. He covers different sections of the school on each visit. The Bursar chairs a termly Health & Safety meeting that is minuted. At these meetings all accidents are reviewed and the Health & Safety Consultant submits and discusses his reports. These reports also contain action plans for work to be undertaken. Subsequent meetings review these action plans and notes progress made. The Bursar keeps the school abreast of developments in Health & Safety legislation.

Within Jeanne and the Sanatorium, fire doors were seen to be propped open. This had been raised in the Health & Safety Consultant's reports but was still happening. The majority of the school's recording of fire issues is comprehensive with the exception of some minor gaps when recording fire drill and alarms. There were gaps in recording the time of the drill or alarm and some gaps in staff signing these records.

The school does not accommodate any young people other than pupils.

The school has a comprehensive system of risk assessment. These assessments are regularly reviewed and updated. There was evidence of parental consents being sought for trips and activities. When pupils are out of school on trips or activities pupils are provided with clear information on staying safe and given a laminated card, which contain relevant phone numbers. Boarders interviewed were clear on arrangements for activities and trips and all had their laminated cards.

Boarders told the inspectors that staff respected their privacy and always knocked on dorm doors and waited for a response before entering.

The school has a good recruitment process, however there were three short falls found by inspectors. These were that occasionally ancillary workers, such as house cleaners would be employed and start work prior to their CRB application having been received. This should not happen. Also on one staff file inspected there was no record of the school having made direct contact with referees or a record of the interview for this person. Inspectors felt that this short fall could be resolved by centralising the personnel files. The school has an appropriate agreement with adults who live in the school ground and do not work at the school such as staff spouses.

All the boarding houses have keypads and entry codes and these are changed termly. The school has a team of security guards employed for out of school hours. These security guards are enabled by the school to attend appropriate training courses, which include training offered by the Security Industry Association. There are also CCTV and sensor lights.

Health and Safety is built into the culture of the school. There is a clear policy, which is reviewed and updated. The swimming pool has operating procedures covering its use by school and public. Boarders would not be mixing with members of the public in the swimming pool as separate sessions are arranged.

As boarders store food in the boarding house fridges a record of these temperatures should be kept

.

Enjoying and Achieving

The intended outcomes for these standards are:

- Boarders have access to a range and choice of activities.(NMS 11)
- Boarders do not experience inappropriate discrimination.(NMS 18)
- Boarders' welfare is not compromised by unusual or onerous demands.(NMS 27)
- Boarders have satisfactory provision to study.(NMS 43)
- Boarders have access to a range of safe recreational areas.(NMS 46)

JUDGEMENT – we looked at outcomes for the following standard(s):

11, 18, 43

The school provides boarders with a vast array of activities and a good work life balance. There is no evidence of discrimination within the school

EVIDENCE:

Boarders are able to take part in a wide range of activities and they also have input into what activities and trips are on offer. Boarder told inspectors that staff try to make the weekend activities special. There are a variety of clubs at the school and pupils are able to take part in the Duke of Edinburgh Award Scheme. Inspectors were told that boarders are able to have occasional inter house parties. The school has a cyber café which pupils have extensive use of. All PC's have the appropriate safeguards connected. Boarders also told inspectors that as well as all the clubs and activities they do have free time just to relax.

Inspectors found no evidence of discrimination. The school is proactive in promoting and celebrating difference and different cultures. Those boarders who come from overseas receive support both in groups and one to one sessions. The Head Master and Director of Studies visit prospective boarders from overseas before they are accepted into the school. Wherever possible and with all new building there is disabled access.

Making a Positive Contribution

The intended outcomes for these standards are:

- Boarders are enabled to contribute to the operation of boarding in the school.(NMS 12)
- Boarders receive personal support from staff.(NMS 14)
- Boarders can maintain private contact with their parents and families.(NMS 19)
- New boarders are introduced to the school's procedures and operation, and are enabled to settle in.(NMS 21)
- Boarders have appropriate access to information and facilities outside the school.(NMS 30)
- There are sound relationships between staff and boarders.(NMS 36)

JUDGEMENT – we looked at outcomes for the following standard(s):

12, 14, 19, 36.

The school encourages young people to have a voice in the school and they have a number of forums where this can happen. Individual support for young people is provided or available where needed or requested by the young person, staff or Parents. Boarders are enabled and encouraged to maintain contact with their families and friends.

EVIDENCE:

Within the school there are a wide range of informal and formal means for pupils to be consulted. There are regular house meetings and a food committee. Boarders were able to tell and show inspectors how their ideas had been implemented. One was the naming of the new medical centre. Staff felt that it should be called the medical centre but the pupils wanted it to be call the Sanatorium, so it is.

The school has three qualified school counsellors which pupils are able to access confidentially. The counsellors have a separate room in the Sanatorium so pupils do not feel people know who they are going to see. Boarders told the inspector that they felt they had a wide range of staff that they could speak to if they needed. This group of staff also included the Senior Management Team. The Tutor system and the Matrons at the school are valued by boarders.

Each house has pay phones for the boarders use. The one in Evans should be re-sited to improve privacy. The majority of boarders do have a mobile phone. Boarders also have Internet access with the appropriate safeguards

The relationship between the boarders and the staff is excellent. Boarders interviewed were very complementary about the staff team, as were parents who responded to the Commissions letter requesting their input to the inspection process. Boarders said that the staff were very caring, looked after them well and were always there for them. Inspectors observed, during their time at the school, that there was a great deal of mutual respect and care.

Achieving Economic Wellbeing

The intended outcomes for these standards are:

- Boarders' possessions and money are protected.(NMS 20)
- Boarders are provided with satisfactory accommodation.(NMS 40)
- Boarders have satisfactory sleeping accommodation.(NMS 42)
- Boarders have adequate private toilet and washing facilities.(NMS 44)
- Boarders have satisfactory provision for changing by day.(NMS 45)
- Boarders can obtain personal requisites while accommodated at school.(NMS 50)

JUDGEMENT – we looked at outcomes for the following standard(s):

20, 40, 42, 44, 50.

Boarding provision within the school is of a good to high standard and boarding houses are welcoming and homely. With the exception of the boys' toilets and washing facilities at the Manor, the rest of the school has adequate provision. The school has a clear system for the protection of boarders' possessions and money. The school shop provides boarders with a variety of items at market prices.

EVIDENCE:

Boarders have access to a locked space in their rooms and can ask the house staff to look after their personal possessions for safekeeping. The school acts as an agency for a major bank and encourages boarders to use this facility. Pocket money is distributed to boarders only in the Manor. This is charged to the parents' bill and subsequently claimed back. Parents direct the school on how much their child may have to spend each term. Detailed records are kept by the Finance Office and at the Manor listing the amount allowed each term, amount requested and the amount left.

Accommodation for the boarders is variable and ranges from satisfactory to exceeding this Standard. Boarders said they were happy with the accommodation and were very proud of their individual houses. Boarders are able to personalise their bedrooms and in the senior school they are sometimes able to choose between single or double rooms. With the exception of the boys' washing and toilet facilities in the Manor the rest of the school has ample toilet and bathing facilities. The inspectors were told that the school is looking at increasing the facilities for the boys at the Manor. The inspectors would support this happening as soon as possible.

Boarders are able to obtain most of the things they need from the school shop. Boarders said that the staff who run the school shop were 'great' and if they wanted anything that the shop did not stock, the shop staff would get it for them. Items in the shop were of a comparable price to the high street shops. The staff at the shop also run the lost property system which boarders said was 'fantastic' and 'if you lose something it always turns up with the ladies at the shop'. Boarders also said that the shop staff were every caring and always made time to talk to them.

The school does not place boarders in off site lodgings.

Management

The intended outcomes for these standards are:

- A suitable statement of the school's principles and practice should be available to parents, boarders and staff (NMS 1)
- There is clear leadership of boarding in the school.(NMS 8)
- Crises affecting boarders' welfare are effectively managed.(NMS 9)
- The school's organisation of boarding contributes to boarders' welfare.(NMS 10)
- Risk assessment and school record keeping contribute to boarders' welfare.(NMS 23)
- Boarders are adequately supervised by staff.(NMS 31)
- Staff exercise appropriate supervision of boarders leaving the school site.(NMS 32)
- Boarders are adequately supervised at night.(NMS 33)
- Boarders are looked after by staff with specific boarding duties, with adequate induction and continued training.(NMS 34)
- Boarders are looked after by staff following clear boarding policies and practice.(NMS 35)
- The welfare of boarders placed in lodgings is safeguarded and promoted.(NMS 51)
- The welfare of boarders is safeguarded and promoted while accommodated away from the school site on short-term visits (NMS 52)

JUDGEMENT – we looked at outcomes for the following standard(s):

1, 8, 9, 10, 23, 31, 34, 35.

The school is well managed and run efficiently, providing young people with a safe and nurturing environment for them to live in.

EVIDENCE:

The school provides comprehensive information for pupils and their families. This includes a clear statement of their boarding principles.

The school has a clear management structure and leadership. The staff team are very pro active with their development work for the school. The school has a very stable and experienced staff team. The Head and the Deputy Head monitor the practice within the boarding houses.

The school has a comprehensive crisis management policy and procedures. This includes detailed information on what actions are required in a crisis to

care for those pupils in wheelchairs. Staff have been specifically trained for such an event. The school is also pro active in reviewing its crisis policy as they take lessons learnt from crises at other schools and incorporate them into their own plan.

The inspectors found no major discrepancies between the boarding houses. Despite the age of the boarding houses varying greatly, the school has ensured that all houses are of at least an adequate standard and they have made the best use of, what can be at times, limited space. The siting of the Manor away from the senior school enables the young children to be able act age appropriately. The school has a rolling programme of refurbishment.

Boarder are well supervised throughout the day and night both during the week and at weekends. This includes a good gender and age mix. Boarders said that there was always plenty of staff on duty and they always knew where to find a member of staff if needed.

Staff files inspected contained all the relevant information on induction; supervision, training, staff developments and staff job descriptions. The induction programme is very thorough and includes new staff shadowing experienced staff and support. Staff interviewed told inspectors that they received a great deal of both formal and informal supervision. They said that the Senior Management Team were very supportive and operated an open door policy. Staff are able to access training courses as identified in their appraisal or through request.

The school has a comprehensive and clear handbook for staff, which provides guidance on boarding practice and principles as well as all the school policies and procedures. Staff interviewed said that they found this handbook invaluable. Again the school is pro active with this handbook as it is constantly being reviewed and up dated, incorporating information on a variety of situations, which, hopefully, staff will not have to deal with. The Senior Management Team want their staff to be equipped for all eventualities so pupils are as safe and as well looked after as possible.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Boarding Schools have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion

"N/A" in the standard met box denotes standard not applicable

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
6	4
7	4
15	4
16	4
17	X
24	4
25	4
48	X
49	4

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
2	4
3	4
4	4
5	3
13	3
22	X
26	2
28	X
29	4
37	3
38	2
39	3
41	4
47	3

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
11	4
18	4
27	X
43	X
46	X

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
12	3
14	3
19	3
21	X
30	X
36	4

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
20	3
40	3
42	3
44	3
45	X
50	4

SCORING OF OUTCOMES

Continued

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	3
8	4
9	4
10	3
23	3
31	4
32	X
33	X
34	4
35	4
51	X
52	X

Are there any outstanding recommendations from the last inspection? No

RECOMMENDED ACTIONS

This section sets out the actions that must be taken so that the proprietor meets the Children Act 1989, Inspection of Schools and Colleges Regulations 2002 and the National Minimum Standards.

No.	Standard	Recommendation	Timescale for action (Serious welfare concerns only)
1	BS33	The written information provided for prefects should contain information on Child Protection.	
2	BS15	Separate records should be kept of any controlled drugs kept in the school.	30/06/06
3	BS19	The privacy of the pay phone in Evans must be improved.	
4	BS26	Fire Door must not be propped open.	30/06/06
5	BS38	Ancillary staff must be CRB check prior to commencing work at the school.	30/06/06
6	BS38	The school must make contact with those providing references for staff.	30/06/06
7	BS38	A record of interview must be retained on staff personnel files.	30/06/06
8	BS38	The school should consider centralising its personnel files	
9	BS44	The toilet and washing facilities for the boys at the Manor should be improved	30/06/06
10	BS47	A record should be kept of the temperatures of the fridges in the boarding houses.	
11	BS49	The school should consider providing the boarders in Mercers and Fitzmaurice with a washing machine.	

Commission for Social Care Inspection

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