



Making Social Care
Better for People

inspection report

Children's Services

Queen Elizabeth`s Community College

Western Road

Crediton

Devon

EX17 3LU

13th October 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.

TYPE OF ADDITIONAL INSPECTION VISIT
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Statutory Unannounced Inspection	
Follow up of Previous Inspection	
Follow up of Enforcement Action	
Complaints Investigation	
Monitoring Visit	YES
Advisory Visit	
Other	
Specify:	

TYPE OF SERVICE INSPECTED

Children's Home	
Boarding School (not registered as a children's home)	YES
Residential Special School (not registered as a children's home)	
Further Education College	
Residential Family Centre	
Independent Fostering Agency	
Local Authority Fostering Service	
Voluntary Adoption Agency	
Local Authority Adoption Service	
ID Code	
Lead Inspector	1 Michael Lane 071569
Name of Further Inspector (if applicable)	2
Name of Further Inspector (if applicable)	3
Name of Further Inspector (if applicable)	4
Name of Lay Assessors (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 Specialist (e.g. Interpreter/Signer) (if applicable)	
Name of Establishment Representative at the time of inspection	Muriel Grimes

Number of Inspector Days spent on site:	0.5
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SPECIFIC OBJECTIVE(S) OF THE VISIT

To learn what progress had been made in addressing recommended actions and advisory recommendations made after the inspection undertaken in July, 2003.

INSPECTION METHODS USED AT THE VISIT

Inspection of relevant part(s) of premises	YES
Interview with senior staff member in charge	YES
Interview with other staff	YES
Discussion with children	NO
Individual interview with a child	NO
Visit foster/adoptive home	NA
Visit lodgings	NA
Interview foster/adoptive parent	NA
Inspection of relevant records	YES
Inspection of relevant policy/practice documents	YES
Children's survey	NO
Parent survey	NO
Placing authority survey	NO
Foster / adoptive parent survey	NO
Staff survey	NO
Date of Inspection	13/10/04
Time of Inspection	11.30
Duration Of Inspection	4

FINDINGS ON KEY ISSUES TO BE ADDRESSED AT ALL UNANNOUNCED, MONITORING AND FOLLOW UP VISITS

The following 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 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.

(I). Inspector's assessment of the extent to which the requirements for consultation with children are being met.		
Key findings/Evidence	Standard met?	3
<p>Informal communication between boarders and boarding house staff continues to be effective as a means through which boarders can share their thoughts on any aspect of the life of the boarding houses.</p> <p>The development of the Boarders Council as a meaningful, formal process for boarders to use to channel their thoughts and recommendations to the school is very welcome.</p>		

(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.		
Key findings/Evidence	Standard met?	2
<p>Boarding houses at the school are relatively small which enhances the opportunity for informal communication between boarders and staff and can enable concerns to be addressed informally.</p> <p>Work needs to be done to fine tune the school's complaints procedure.</p>		

(III). Inspector's assessment of the extent of staff knowledge of the required response to allegations or suspicions of abuse of children (child protection and staff/carer reporting procedures).		
Key findings/Evidence	Standard met?	3
<p>Since the announced inspection all care staff with boarding house duties had been given two days training in child protection by Devon County Council Social Services and ancillary staff had attended a one day course.</p>		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	2
<p>As a result of the observations made at the announced inspection a restructuring of the staff team was underway at the time of this inspection. From the previous inspection it had been recorded that 'staffing levels were considered to be barely adequate', that 'there was no flexibility in the staffing arrangement to cover an emergency' and that 'low levels of staffing also present difficulties in supervision'. It is to be hoped that the outcome of the 'restructuring' will adequately address these points.</p>		

(V). Inspector's assessment of the extent to which any children and staff/carers seen are aware of individual children's plans (where applicable).		
Key findings/Evidence	Standard met?	9
<p>This was not applicable.</p>		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

The following Advisory Recommendations made in the report following the announced inspection of July, 2003 had been met in full:

- *Explore ways in which boarders can make a meaningful contribution to the operation of boarding provision*

House meetings are held every half term or more frequently if there is a need.

A Boarding Council chaired by a member of the upper sixth and whose agenda is set by boarders has been introduced and was perceived by the Head of Boarding as a very positive forum.

Both house meetings and meetings of the Boarding Council are minuted.

- *Reorganise the storage of medication by individual boarder*
- *Return out of date medication to parents for disposal*
- *Remove medication from general store cupboards and locate in designated locked storage in the duty room of each boarding house*

Satisfactory action had been taken on each of these three recommendations.

- *Reconsider the arrangements for boarders to make drinks and snacks to enable them to do so without having to collect essential items from the duty room*

Satisfactory action had been taken.

- *Provide and record training for boarding house staff in fire procedures at the intervals advocated by Devon Fire and Rescue Service – six monthly for staff working during the day and three monthly for all staff working at night*

All staff had received training at three monthly intervals.

- *Ensure that no individual boarder or group of boarders is treated with favouritism*

This recommendation related to the favouritism perceived by boarders to be given to a group of foreign boarders who attended the school for a limited period during the school year. The school has decided that it will not repeat the exercise.

- *Ensure that staff not only knock on bedroom doors before entering, but also wait to be invited in*
- *Remove the CCTV from the computer room in the girls' boarding house*

Staff have been reminded of the need to knock and wait to be invited to enter a boarder's bedroom and the CCTV camera has been removed.

- *When recruiting staff verify qualifications, require a full employment history and seek consent to approach previous employers*

No new boarding house staff have been employed since the last inspection.

- *In the boys' boarding house keep the shower cubicle identified out of action or make alternative provision for the drainage of water from adjoining cubicles*

The cubicle remains out of action.

- *Risk assess the window in the shower room/WC on the second floor of the boys' boarding house and fit a restrictor if necessary*

A restrictor had been fitted to the window and had subsequently been broken. The school plans to fix the window shut and to install an extractor fan.

The following Advisory Recommendations made in the report following the announced inspection of July, 2003 had been met in part or not at all:

- *Incorporate admission criteria into the statement of the school's boarding principles and practice*

The Head of Boarding told the inspector that this was under review.

- *Provide the school's policy on countering bullying to the parents of boarders*

The Head of Boarding told the inspector that this was under review.

- *Make provision for boarders and their parents to be made aware of the school's policy on behaviour, discipline and the use of punishments*

The Head of Boarding told the inspector that this was under review.

- *Amend the complaints procedure to give greater clarity to whom and in what manner complaints can be made and with some indication of the timescale within which complaints will be dealt with.*

The Head of Boarding told the inspector that this was under review.

- *Expand the crisis management plan to guide staff on the action they are to take in specified situations*

The Head of Boarding told the inspector that this was under review.

- *Introduce a policy on the provision of household remedies*
- *Introduce drugs books to record all medication for which the boarding houses assume responsibility*

The Head of Boarding told the inspector that action on these recommendations was in Queen Elizabeth's Community College

process.

- *Make provision for boarders to be able to use the telephone in private and in such a way that boarders do not have to seek permission from staff to use the telephone*

The Head of Boarding told the inspector that action was being taken on this and that the school had not complied with this recommendation because of a delay on the part of contractors.

- *Make arrangements to demonstrate that a senior member of staff regularly monitors the records of risk assessments, punishments, complaints and accidents*

The Head of Boarding told the inspector that this was under review.

- *Consider increasing the staffing level to improve the ability of the staff team to supervise the boarders adequately and to have adequate staff to deal with an emergency*

The Head of Boarding told the inspector that a restructuring of the staff team was underway.

- *Ensure that the draft staff handbook is considered by the school's governing body*

Policies relating to boarding policies and practice were seen in draft form at the last announced inspection. They were to be submitted to the governing body for consideration and ratification. It appeared that no action had been taken on this.

- *Decorate the landing in the boys' boarding house and the ceiling of the shower/WC identified by the inspector*

This work was underway at the time of the inspection.

- *Review the school's Health and Safety policy*

The Head of Boarding told the inspector that the recently appointed Health and Safety officer would be undertaking this task.

**FOLLOW UP OF PREVIOUS RECOMMENDED ACTIONS
FOR UNANNOUNCED, MONITORING AND FOLLOW UP VISITS**

Recommended actions from last Inspection visit fully actioned?

NO

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

RECOMMENDED ACTIONS

Identified below are areas not yet addressed from the last inspection report which indicate a non-compliance with applicable Regulations or Standards under the Care Standards Act 2000.

No.	Regulation if applicable	Standard	Required actions	
1		BS3	Revise the school's Child Protection procedure to: <ul style="list-style-type: none"> • Name a designated person to whom all concerns relating to child protection should be put • Specify the action to be taken if the Head of Boarding is not on duty • Specify the reporting process if the allegation is made against the designated person • Include a statement that a member of staff 'whistle blowing will be immune from retribution or disciplinary action 	31.8.05

Compliance with Conditions of Registration (if applicable)

for Unannounced, Monitoring and Follow up Visits

(Establishments Registered as Children's Homes or Residential Family Centres, Independent Fostering Agencies or Voluntary Adoption Agencies only)

Providers and managers of registered services must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this Additional Inspection Visit.

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector	Michael Lane	Signature	
Second Inspector		Signature	
Locality Manager		Signature	
Date	7.4.05		

FURTHER ISSUES RAISED OR DISCUSSED AT THIS VISIT

The following further issues, not already identified in this report, were raised with the inspector, identified by the inspector, or discussed at this visit, with the conclusions identified below.

Issues raised by children:

Issues raised by staff or carers:

Issues raised by inspector:

REQUIRED ACTIONS FOLLOWING THIS INSPECTION

REQUIRED ACTIONS

Identified below are the actions required following this Additional Inspection Visit, either outstanding from the previous inspection or identified subsequently or at this visit. Action is required on these areas within the given timescales in order to meet the statutory requirements under the Care Standards Act 2000, Children Act 1989, or applicable Regulations and National Minimum Standards.

No.	Regulation if applicable	Standard *	Requirement	

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are any additional areas arising from this visit which relate to the National Minimum Standards and are seen as good practice issues to be considered for implementation.

No.	Refer to Standard *	Recommendation Action

Note: Standard code is in respect of the relevant service; e.g.
BS = Boarding School, CH = Children's Home, etc

INSPECTOR'S DECLARATION

(where applicable)

Lead Inspector _____ **Signature** _____

Date _____

Public reports

It should be noted that all CSCI inspection reports are public documents.

PROVIDER'S RESPONSE

Registered Person'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 on <enter date(s) of inspection here> and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to provider comments:

Amendments to the report were necessary

Comments were received from the provider

Provider comments/factual amendments were incorporated into the final inspection report

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

Note:

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

Please provide the Commission with a written Action Plan by which indicates how required or recommended actions and good practice 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 Provider's Action Plan at time of publication of the final inspection report:

Action plan was required

Action plan was received at the point of publication

Action plan covers all the statutory requirements in a timely fashion

Action plan did not cover all the statutory requirements and required further discussion

Provider has declined to provide an action plan

Other: <enter details here>

Public reports

It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

PROVIDER'S AGREEMENT

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

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 required/recommended actions made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

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 Registered Provider both views will be reported. Please attach any extra pages, as applicable.

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