



Champions for
Social Care
Improvement

inspection report

Children's Services

Cloughwood Special School

Stones Manor Lane

Hartford

Northwich

Cheshire

CW8 1NU

14th January 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	
Advisory Visit	YES
Other	
Specify:	

TYPE OF SERVICE INSPECTED

Children's Home	
Boarding School (not registered as a children's home)	
Residential Special School (not registered as a children's home)	YES
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 Karen Forster 078194
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 NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.	Not applicable
Name of Specialist (e.g. Interpreter/Signer) (if applicable)	Not applicable
Name of Establishment Representative at the time of inspection	Mr Andy Law Mr Ian Mcready

Number of Inspector Days spent on site:	1
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SPECIFIC OBJECTIVE(S) OF THE VISIT

Residential Special Schools are subject to inspection by the National Care Standards Commission (NCSC) to determine whether the welfare of children (i.e. those aged under 18) is adequately safeguarded and promoted while they are accommodated by the school. 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.

Cloughwood Special School received an inspection visit in November 2002 and a further inspection was planned for this inspection year. However Cheshire County Council, the authority that maintain the school, advised the commission that the residential facility had been closed in the early part of the academic year 2003. A full inspection is not therefore required but an additional advisory visit was completed within the inspection year as the authority plan to reopen the facility in the academic year 2004.

The report represents the inspector's findings from the evidence found at the advisory visit and from correspondence between the local education authority's consultant and the NCSC.

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	NO
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	NO
Inspection of relevant policy/practice documents	YES
Children's survey	NO
Parent survey	NO
Placing authority survey	NO
Foster / adoptive parent survey	NA
Staff survey	NO

Date of Inspection
Time of Inspection
Duration Of Inspection

14/01/04
9.30
2.5

**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?	9
As the school population are using the educational services on a day placement basis the following standards are not applicable at this time.		
Not assessed on this occasion but will be included in the next inspection.		

(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.		
Key findings/Evidence	Standard met?	9
Not assessed on this occasion but will be included in the next inspection.		

(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?	9
Not assessed on this occasion but will be included in the next inspection.		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	9
Not assessed on this occasion but will be included in the next inspection.		

(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
Not assessed on this occasion but will be included in the next inspection.		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

The objectives of this visit were to relay advice regarding the standards for residential special schools to the local education authority's consultant, currently linked to Cloughwood Special School and to confirm the current position within school regarding residential placements.

The authority's consultant met with the inspector on site to address these objectives and confirmed that the acting head teacher was running a day school for male students with emotional and behavioural difficulties.

With the consultant's advice and support the authority plan to appoint a residential school head and head of care, prior to reopening the residential facility. An action plan with time scales relating to these aims; has been forwarded to the commission.

The internal issues and commission's advice relating to premises, physical intervention, senior management team and care associate team are outlined below.

The last inspection report was revisited and issues relating to premises, where the standards were not met were highlighted. Advice for the future provision related to the provision of bedroom areas of four beds or less with toilet provision of one toilet to four resident pupils. The inspector referred the consultant to the School Premises Regulations 1999 for guidance on room dimensions.

The lounge areas should provide communal recreational areas, with sufficient space for the number of intended users and staff members. The problems of nocturnal access to the toilet, by the occupant of the single bedrooms that are currently provided at the end of each dormitory, were highlighted. The duty flats for any sleep in staff members must be in close proximity to the sleeping areas and in sufficient number to meet the standard [see recommendation action 5]. The authority should consider access to telephone lines for the resident population.

The issue of a model of physical intervention was discussed and whereas the commission cannot recommend a model for use, advice was given that the chosen model should be accredited with the British Institute Of Learning Disability.

The make up of the new senior management team and the care associate team were discussed. The authority plan to appoint a new residential school head and then recruit a head of care who meets the standard in relation to qualification and experience.

Advice was provided that any care associate staff members appointed after January 1st 2004, should be qualified to NVQ level three or equivalent or be willing to register on such an award within three months of appointment [see required action 9].

FOLLOW UP OF PREVIOUS REQUIRED ACTIONS FOR UNANNOUNCED, MONITORING AND FOLLOW UP VISITS

Requirements from last Inspection visit fully actioned?

NO

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

REQUIRED 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	N/A	RS24	The school must maintain the partitioned areas within dormitories at a maximum of four beds.	1.9.04
2	N/A	RS19	The school must maintain written parental agreements to emergency treatment for students.	1.9.04
3	N/A	RS33	The school must maintain a programme of monitoring visits from the governing body and records maintained of the same	1.9.04
4	N/A	RS27	The individual from the governing body designated to complete standard 33 visits, must complete criminal record bureau clearance at an enhanced level.	28.7.04
5	N/A	RS19	The school must maintain individual records of student medication administration.	1.9.04
6	N/A	RS25	The school must provide a ratio of one toilet facility for four resident students	1.9.04
7	N/A	RS27	Resident adults must complete standard Criminal Record Bureau checks.	28.7.04

8	N/A	RS25	The school must risk assess the provision of over-rideable locks on shower and bath doors.	1.9.04
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Action is being taken by the National Care Standards Commission to monitor compliance with the above requirements.

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	
Not applicable as Cloughwood is a residential special school.		
Comments		

Condition	Compliance	
Not applicable as Cloughwood is a residential special school.		
Comments		

Condition	Compliance	
Not applicable as Cloughwood is a residential special school.		
Comments		

Lead Inspector	Karen Forster	Signature	
Second Inspector		Signature	
Locality Manager	Marian Turnbull	Signature	
Date	29 April 2004		

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:

Not assessed on this occasion but will be included in the next inspection.

Issues raised by staff or carers:

The local education authority's consultant enquired over the appointment of a registered manager. It was confirmed that due to Cloughwood's projected status, as a residential special school not registered as a children's home, a registered manager is not required.

The policy document for the school should cover the pertinent elements of appendix three the standards.

Issues raised by inspector:

The use of the medical room, both currently and in the future, was raised by the inspector.

All medical screening should be provided within the current medical room.

The future medical room provision should incorporate the medication storage facility and the isolation beds, which was not the case at the last inspection.

The issue of liaison with the Department of Education and Skills was raised by the inspector and agreed to by the authority's consultant.

REQUIRED ACTIONS FOLLOWING THIS INSPECTION

<p>REQUIRED ACTIONS</p> <p>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.</p>

No.	Regulation if applicable	Standard *	Requirement	
1	N/A	RS24	The school must provide sleeping areas of four beds or less.	1.9.04
2	N/A	RS19	The school must maintain written parental agreements to emergency treatment for students.	1.9.04
3	N/A	RS33	The school must maintain a programme of monitoring visits from the governing body and records maintained of the same	1.9.04
4	N/A	RS27	The individual from the governing body designated to complete standard 33 visits, must complete criminal record bureau clearance at an enhanced level.	28.7.04
5	N/A	RS19	The school must maintain individual records of student medication administration.	1.9.04
6	N/A	RS25	The school must provide a ratio of one toilet facility for four resident students	1.9.04
7	N/A	RS27	Resident adults, not employed by school must complete standard Criminal Record Bureau checks.	28.7.04
8	N/A	RS25	The school must provide a choice of bath and shower facilities, with over-rideable door locks.	1.9.04
9	N/A	RS31	The school must appoint care associates qualified to NVQ level three or ensure newly appointed staff register for the award within three months of appointment.	1.1.04

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
1	RS14	The school should include a healthcare component within the individual educational care plan.
2	RS27	The school should provide care associate job candidates with person specifications relating to the role.
3	RS29	The school must maintain a formal induction programme for care associates in line with TOPSS specifications.
4	RS29	The school must record and address the training needs of care associates within personal development plans.
5	RS28	The school should provide sufficient duty sleep in flats in line with the amount of nocturnal cover listed within the standard.

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)

Not applicable.

Lead Inspector _____ **Signature** _____

Date _____

Public reports

It should be noted that all NCSC 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 January 14th 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the NCSC in response to provider comments:

Amendments to the report were necessary

NO

Comments were received from the provider

NO

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 31 March 2004 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

YES

Action plan was received at the point of publication

NO

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:

Public reports

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

PROVIDER'S AGREEMENT

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

I, David Cracknell of Cheshire County Council Education Services, confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on 14 January 2004 and that I agree with the required/recommended actions made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

I, David Cracknell of Cheshire County Council Education Services, 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 14 January 2004 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.