



*Making Social Care
Better for People*

inspection report

RESIDENTIAL SPECIAL SCHOOL

Sunnydown School

**Portley House
152 Whyteleafe Road
Caterham
Surrey
CR3 5ED**

Lead Inspector
John Chivers

Key Announced Inspection
16th May & 19th May 2006 04:00

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 *Residential Special 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.

SERVICE INFORMATION

Name of school	Sunnydown School
Address	Portley House 152 Whyteleafe Road Caterham Surrey CR3 5ED
Telephone number	01883 342281
Fax number	01883 341342
Email address	
Provider Web address	
Name of Governing body, Person or Authority responsible for the school	Surrey Children's Service
Name of Head	Mr M Armstrong
Name of Head of Care	Mrs T Hawkins
Age range of residential pupils	11-16 years
Date of last welfare inspection	15/11/05

Brief Description of the School:

Sunnydown School is a Residential and Day School for pupils with an emotional, learning or communication difficulties. The school is fully maintained by Surrey Local Education Authority.

The school is located in a pleasant residential area of Caterham in the County of Surrey. The boarding facilities in the school are situated within the original building and in a separate modern building.

Junior and senior boys live in separate residential areas, which are well furnished, decorated and equipped.

The school has large well-maintained grounds, which include a large 'astro-turf' sports ground and play area.

SUMMARY

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

The inspection was announced and was undertaken on 16th and 19th May 06. The duration of the inspection over the two-day period was ten hours. As part of the inspection process pre-inspection information was supplied to the CSCI Surrey Local Office by the school, discussion was held with the head teacher, head of care and senior staff and interviews were held with a group of four staff and ten children.

In addition samples of the school's policies, procedures and records were inspected.

A sample of the children's and staff individual files were scrutinised.

The premises were not inspected on this occasion.

All nineteen of the 'key' standards as set by the National Minimum Standards for Residential Special School's were inspected. In addition information, evidence and observation covering other 'non-key' standards was noted during the inspection process and score ratings have been awarded and included in the score section of the report.

The findings of the inspection were again positive with continued evidence of sound and professional management and a very good standard of care afforded to the children.

Relationships between staff and children were observed to be positive with staff being pro-active at engaging and communicating with children. Children interviewed were complementary about their 'key' workers and other staff input into their placement and care plans and children responded favourably to staff interaction and approach.

Staff were clear that the school has regard for equal opportunity and diversity issues and that no discriminatory attitudes or practices exist within the service. Policies and procedures were in place and records sampled were kept to a very good standard.

There was evidence of staff supervision, appraisals and training, including Child Protection. Most of the care staff have completed or are in the process of completing the NVQ level 4 qualification and in some instances, 'The Registered Managers Award'. Other staff hold the NVQ level 3 certificate. Staff interviewed thought the school to be very supportive at enabling staff training and were supportive of management ethos and practice.

The school has regard for health and medical matters concerning the children and children confirmed that staff are attentive in this area.

The school provides a wide range of activities, which children confirmed they enjoyed.

The school also has regard for children's privacy and children stated that staff treat them with respect and that they had no complaints or concerns about the school or the way staff treat them.

All areas of the school visited were clean and hygienic and no potential safety hazards were evident.

Only one advisory recommendation is made.

The overall quality of this service is **excellent**.

What the school does well:

The school continues to provide a sound and professional all round service to children with special needs.

The staff have established and maintained positive working relationships with the children and provide close individual support via the school's key worker system. Placement plans and care plans are in place and staff remain diligent regarding children's welfare.

There is a stimulating activity programme and staff have regard for encouraging children towards a healthy lifestyle.

Staff training, supervision and appraisals are on going and the school has particular regard for NVQ training.

The school continues to meet its aims and objectives and exceeds the National Minimum Standards for Boarding Schools in a number of areas.

What has improved since the last inspection?

The school has addressed the two welfare recommendations set at the last inspection and maintains it's very good all round standard of care to the children.

What they could do better:

The school will aim to 'build on' its existing commendable practice.

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

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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:

- Children live in a healthy environment and the health and intimate care needs of each child are identified and promoted.(NMS 14)
- Children are provided with healthy, nutritious meals that meet their dietary needs.(NMS 15)

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

14 and 15.

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service.

The school has regard for health and medical matters concerning the children and encourages children to engage in an active and healthy lifestyle.

EVIDENCE:

Health and medical care details were held in the sample of children's individual files inspected. Children stated in discussion that staff take an interest in their health and provide advice and guidance regarding healthy living.

Children are encouraged to participate in physical activity on a regular basis and some have just taken up 'sailing and canoeing'.

Healthy eating is also encouraged and the head teacher stated that none of the current children have special dietary needs.

The school has a medication administration policy and procedure. Staff confirmed their awareness and knowledge of the procedure during interview. The medication policy is scheduled for review in June 06 and was assessed by the CSCI pharmacy inspector at an earlier date.

Medication storage, administration and disposal arrangements were well organised and consistent with appropriate Regulations and Standards.

Medication administered to children was clearly recorded in the sample of children's records inspected.

It was evidenced that 90% of staff had received 'Epi-pen training and two staff attended medication training in July 05. Most of the staff have also received 'first aid' training and this will be updated as appropriate.

Staying Safe

The intended outcomes for these standards are:

- Children's privacy is respected and information about them is confidentially handled.(NMS 3)
- Children's complaints are addressed without delay and children are kept informed of progress in their consideration.(NMS 4)
- The welfare of children is promoted, children are protected from abuse, and an appropriate response is made to any allegation or suspicion of abuse.(NMS 5)
- Children are protected from bullying by others.(NMS 6)
- All significant events relating to the protection of children in the school are notified by the Head of the school or designated person to the appropriate authorities.(NMS 7)
- Children who are absent without authority are protected in accordance with written guidance and responded to positively on return.(NMS 8)
- Children are assisted to develop appropriate behaviour through the encouragement of acceptable behaviour and constructive staff responses to inappropriate behaviour.(NMS 10)
- Children live in schools that provide physical safety and security.(NMS 26)
- There is careful selection and vetting of all staff, volunteers, and monitoring of visitors to the school to prevent children being exposed to potential abusers.(NMS 27)

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

3,4, 5, 6, 8, 10, 26 and 27.

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service.

The school has clear regard for ensuring that appropriate policies and procedures are in place, that staff and children are aware of these and that clear records are kept.

The school is committed to establishing and maintaining positive relationships between staff and children and has further regard for the protection and safeguarding of children's welfare.

EVIDENCE:

Children stated in discussion that their privacy is respected by staff and that they always knock on bedroom doors before entering. It was noted that curtains have been erected in the shower areas in order to afford more privacy for the children. Children confirmed that they can use their mobile phones at appropriate times and that a pay telephone is also available for their use.

The school has a written complaint procedure, including a complaint 'flow chart' and a parent's concerns form.

The schools complaint book evidenced that one complaint had been received since the last inspection. The complaint was received on 4th March 06 and evidenced action taken and an outcome.

Staff interviewed were aware of the schools complaint procedure and knew where it was located.

Children interviewed stated they were aware of the procedure and knew how to make a complaint. The children were clear that they had no complaints or concerns about their placement at the school or how staff treat them.

The school held the Surrey County Council Multi-Agency Child Protection procedures. The school also held the document 'Safeguarding Children in Education).

It was evidenced that all staff attended the Surrey County Council Multi-Agency Child Protection training in September 05.

Currently there are no on-going Child Protection issues at the school.

Staff interviewed stated that they were clear regarding the schools Child Protection procedures and that they would be prepared to 'whistle-blow' on colleagues should circumstances warrant it.

Children stated in discussion that they felt safe in the school and that staff look after them properly.

The school has an anti-bullying policy of which the children stated they were aware. The school also has a written strategy for dealing with bullying.

Staff stated that bullying was not an issue and children were of the opinion that staff would take such matters seriously and immediately challenge and deal with such behaviour. Children also did not perceive bullying as an issue and stated that no one 'picked on' because of their colour, race or any other matter.

The school has a 'missing persons' policy and procedure.

The school's missing person records evidenced that one incident of absconding had occurred since the last inspection. This occurred in January 05.

Children stated, "no one runs away because it's a good place to be".

The school has a 'Behaviour Management' policy. The policy is dated November 05 and covers a total of ten headings. Staff were aware of the policy and

stated that the school provides an accepting environment where compliance is based on good working relationships with children and that sanctions are infrequently used. The school's sanctions book was available and evidenced that a total of fourteen sanctions had been administered since the last inspection. The sanctions book showed that only permitted sanctions are used. Children stated that restraint/physical intervention is not used and that any sanctions administered were fairly applied.

Relationships between staff and children were observed to be positive with pro-active engagement, interaction and good humour evident. Children responded favourably to this approach by staff.

During the inspection none of the children were observed to be a problem in terms of management or control.

Staff are to be commended for their input into the way children's behaviour and relationships are managed and maintained.

The school is currently liaising with the Fire and Rescue Service regarding drawing up a comprehensive fire risk assessment and fire policy.

Fire evacuation drills and alarm tests are held at appropriate intervals and the servicing of fire fighting equipment was evidenced. A wide range of written risk assessments were held. Whilst these are reviewed annually it would be important to also review and update the assessments following individual incidents or mishaps. An advisory recommendation will be made regarding this.

A sample of two staff files were inspected. The files evidenced that the school's recruitment and vetting procedures are sound; however there was only 'letter' confirmation of a satisfactory Criminal Records Bureau check from the 'Vetting Agency' regarding a member of staff. Currently the CSCI are in discussion with the Vetting Agency regarding their current vetting arrangements in respect of evidencing Criminal Record Bureau checks.

Enjoying and Achieving

The intended outcomes for these standards are:

- The school's residential provision actively supports children's educational progress at the school.(NMS 12)
- Children have ample opportunity to engage in purposeful and enjoyable activities both within the school and in the local community.(NMS 13)
- Children receive individual support when they need it.(NMS 22)

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

12, 13 and 22

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service.

Staff have an input into children's education and learning 'out of school' hours and provide a wide range of interesting and stimulating activities for the children. Key workers provide close support to individual children.

EVIDENCE:

The sample of children's care plans inspected clearly indicated how children's educational needs are linked to 'after school' care. Boarding staff have an input into children's education and children confirmed this during discussion. The school has an activity policy and procedure, which contains a list of approved 'off site' visits.

The school provides a wide range of active and sedentary activities, which children confirmed they enjoy and find interesting. Written risk assessments were held regarding both internal and external activities.

Key workers provide close support to individual children and children stated in discussion that they valued and were appreciative of their key workers and other staff input.

Staff are to be commended for their commitment and diligence to children's education, learning and welfare.

Making a Positive Contribution

The intended outcomes for these standards are:

- Children are encouraged and supported to make decisions about their lives and to influence the way the school is run. No child should be assumed to be unable to communicate their views.(NMS 2)
- Children have sound relationships with staff based on honesty and mutual respect.(NMS 9)
- Children experience planned and sensitively handled admission and leaving processes.(NMS 11)
- Children have their needs assessed and written plans outline how these needs will be met while at school.(NMS 17)
- In accordance with their wishes children are able and encouraged to maintain contact with their parents and families while living away from home at school.(NMS 20)

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

2, 17, 9 and 20

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to the service.

The school has regard for consulting with children and ensuring that written placement/care plans are prepared and reviewed.

The school has further regard for enabling contact between children, their families and significant others.

EVIDENCE:

Children are voted on to the school council and school council meetings are held fortnightly. Children stated that staff listen to their views and opinions and that they are consulted and allowed choice regarding day to day and other events. Daily meetings are also held with children.

Written care plans and placement plans were held in the sample of children's individual files inspected. There is a set of eight targets, which children aim to achieve. These are reviewed and updated on a weekly basis. In addition 'life skills' goals are also monitored.

Staff are to be commended for their input into these areas.

Children confirmed that they have contact with their families every weekend and could telephone them at any reasonable time.

Achieving Economic Wellbeing

The intended outcomes for these standards are:

- Children can wear their own clothing outside school time, can secure personal requisites and stationery while at school, and are helped to look after their own money.(NMS 16)
- Children about to leave care are prepared for the transition into independent living.(NMS 21)
- Children live in well designed and pleasant premises, providing sufficient space and facilities to meet their needs.(NMS 23)
- Children live in accommodation which is appropriately decorated, furnished and maintained to a high standard, providing adequate facilities for their use.(NMS 24)
- Children are able to carry out their personal care in privacy and with dignity.(NMS 25)

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

These standards were not assessed on this occasion; however the standards were met at the previous inspection. No safety hazards were evident at this inspection.

EVIDENCE:

It was noted that the school had a development plan and refurbishment policy for the period February 05 to May 07.

No potential safety hazards were evident during the evening observations of the children in the boarding houses on the evening of 16th May 05.

Management

The intended outcomes for these standards are:

- Children, parents, staff and placing authorities have access to a clear statement of the school's care principles and practice for boarding pupils.(NMS 1)
- Children's needs, development and progress is recorded to reflect their individuality and their group interactions.(NMS 18)
- There are adequate records of both the staff and child groups of the school.(NMS 19)
- Children are looked after by staff who understand their needs and are able to meet them consistently.(NMS 28)
- Children are looked after by staff who are trained to meet their needs.(NMS 29)
- Children are looked after by staff who are themselves supported and guided in safeguarding and promoting the children's welfare.(NMS 30)
- Children receive the care and services they need from competent staff.(NMS 31)
- Children and staff enjoy the stability of efficiently run schools.(NMS 32)
- The governing body, trustees, local authority, proprietor or other responsible body monitors the welfare of the children in the school.(NMS 33)

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

1, 28, 29, 30, 31, 32 and 33.

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to the service.

The school is managed in a sound and professional manner and the skills, experience and competence of the staff team enable the boarding section to meet its aims and objectives and afford a very good standard of pastoral care to the children

EVIDENCE:

The school's Statement of Purpose was available.

The document is comprehensive and accurately describes the service provided.

The Statement of Purpose was reviewed and updated in May 06.

Children interviewed confirmed their receipt of the school's Statement of Purpose.

The school's boarding section has a total of six and a half care staff. The staff duty roster was available and gave a clear account of duty times. Staff were observed to be appropriately deployed and working in a caring and competent manner. There was evidence of positive relationships between staff and children with interaction and engagement evident. Staff interviewed were clear regarding the school's key policies and procedures and confirmed attendance at a range of training courses and individual supervision/appraisal meetings. Children interviewed stated staff "look after them well, have a good sense of humour, are 'not over the top', are interested in us and want the best for us".

The 'Head of Care holds the NVQ level 4 and the Registered Managers Award. Three other staff have either completed NVQ level 4 training or are currently attending the course. Two staff hold the NVQ level 3 qualification. There was recorded evidence of staff attending a range of relevant training courses and staff annual appraisals were evident.

The school's Annual Development Plan for 2005-7 was available. The plan covered a wide range of areas. The school's senior staff monitor the conduct of the school and key records each half term and Standard 33 inspections are also undertaken. The sample of Standard 33 reports inspected evidenced close scrutiny and monitoring of the service and the report format was consistent with the 'Inspecting for Better Lives' policy under the five 'outcome' headings of: - Being Healthy, Staying Safe, Enjoying and Achieving, Making a Positive Contribution, Achieving Economic Wellbeing and Management.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Residential Special 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>
14	3
15	3

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
3	3
4	4
5	4
6	4
7	X
8	3
10	4
26	3
27	3

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
12	4
13	4
22	4

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
2	4
9	4
11	X
17	4
20	3

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
16	X
21	X
23	X
24	X
25	X

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	3
18	X
19	X
28	4
29	4
30	4
31	4
32	4
33	4

No.

Are there any outstanding recommendations from the last inspection?

ADVISORY 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	
1	RS26	That the school review and update appropriate risk assessments following individual incidents or mishaps.	

Commission for Social Care Inspection

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