

inspection report

Children's Services

St Margarets School

Merry Hill Road

Bushey

Hertfordshire

WD23 1DT

24th January 2005

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	YES
Follow up of Enforcement Action	
Complaints Investigation	
Monitoring Visit	
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 Pat House 089620
Name of Further Inspector (if applicable)	2 Marian Byrne
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.	None present
Name of Specialist (e.g. Interpreter/Signer) (if applicable)	Derek Brown, Pharmacy Inspector
Name of Establishment Representative at the time of inspection	Miss M de Villiers, Head Teacher

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

The CSCI inspectors conducted a full two day inspection of the school on 9th March 2004. From this, a number of Recommended Actions were made, and this visit has been made in order to monitor the progress and check the implementation of the recommended actions.

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	YES
Individual interview with a child	NO
Visit foster/adoptive home	NO
Visit lodgings	NO
Interview foster/adoptive parent	NO
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	24/01/05
Time of Inspection	10.00
Duration Of Inspection	16.00

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
Staff told the inspectors that the boarders now have more regular meetings, at which their views of boarding practice can be expressed. A new Housemistress has also been appointed. Extra staff now cover boarding duties on exeat weekends, as boarders had requested that they be allowed to remain in their accommodation during these periods. It is suggested that all formal boarding meetings are minuted, so records and outcomes can be seen at the next inspection visit.		

(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.		
Key findings/Evidence	Standard met?	3
The school's written complaints policy now includes details of the CSCI and has been made available to all students and staff. The Head Teacher will ensure that revised copies of the Student Handbook contain the Complaints Policy, together with details of the Independent Listener who has been recruited to the school. The contact number for this Independent Listener, as well as the number of the CSCI, are going to be displayed on all boarding notice boards.		

(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
In September all staff, including ancillary staff, had Child Protection training on an inset day. Further training was provided in January. The school now has a written Child Protection Policy, which staff spoken to said they were ware of and understood. The Head Teacher is the designated person responsible for Child protection, an additional staff member will train to deputise this role.		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	3
Staffing numbers and competencies were assessed during the main inspection in March, and found to be adequate. There have been new staff appointed since then, as described above, but otherwise the situation remains the same.		

(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?	0
This area was not re-assessed on this occasion.		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

Almost all the recommendations made at the main inspection have now been actioned at the school and some are described in the text above.

The school has produced a policy on Absence, which includes procedures to be followed for Unexplained Absences. A copy has been given to the CSCI and this meets the requirements of the standard. The school now has a Whistle Blowing Policy, which includes CSCI details, and has updated the policy on Discipline, Punishment and Rewards. Staff said that the boarders have been made aware of this policy and it is included in the School Handbook.

The inspectors saw the file, which now contains all the school's policies and procedures. The Head Teacher said these would be regularly revised and updated. A Log Book has been set up in which to record major punishments and this is kept in the boarding office. Staff showed this to the inspector and also showed the newly introduced "Daily Book" which is now used to record daily events. The Bursar said he will be responsible for the twice termly reviews of records, including risk assessments, punishments, complaints and accidents. Staff spoken to said that regular supervision is taking place and records of induction training planning were seen. A new staff member has recently completed a "Boarding Course" and has another course booked which is directed at responding to the needs of overseas students. Staff confirmed they now have a Handbook, which contains the school's policies. The Head Teacher said that issues about the boarders' common room were not fully resolved, but boarding staff said that new beanbag seating had been purchased and one sofa has been replaced. On the day of the visit the room was still very cold and unwelcoming. Staff said that most of the boarders now preferred to meet in smaller groups in their rooms. The issue of the common room is an area which should be discussed further at boarders' meetings and comments should be minuted. Recruitment files were checked, and the Head Teacher said the school now follows procedures recommended in the Standards for appointing staff.

However, two of the staff files checked did not contain two references, although the individuals had started work at the school. There was a Pharmacy Inspector present during this visit he spent some hours with the School Nurse, reviewing the procedures for storing and administering medication. The Pharmacy Inspector has produced a separate report about the visit, this is included at the end of the main report, and has additional Good Practice Recommendations listed at the end. The School Nurse has spoken to the CSCI inspector, since this visit was made and is working to implement all the recommendations made.

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	Not applicable	BS38	The School must ensure that all recruitment checks are in place before new staff take up appointments, and these checks must include two written references.	24 th January 2005 and henceforth.
2	Not applicable	BS15	The school should produce written procedures as described in the separate Pharmacist Inspector's report, and should implement all the additional recommendations listed in that report.	1 st May 2005.

Action is being taken by the Commission for Social Care Inspection 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		
Comments		

Lead Inspector	Pat House	Signature	
Second Inspector	Marian Byrne	Signature	
Regulation Manager	Helen Pettengell	Signature	
Pharmacy Inspector	Derek Brown	Signature	
Draft Date	08 03 05		
Final Report date	25 04 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:

There were none.

Issues raised by staff or carers:

There were none.

Issues raised by inspector:

There were none.

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	
1	Not applicable	BS38	The School must ensure that all recruitment checks are in place before new staff take up appointments, and these checks must include two written references.	24 th January and henceforth
2	Not applicable	BS15	The school should produce written procedures as described in the separate Pharmacist Inspector's report, and should implement all the additional recommendations listed in that report.	1 st May 2005

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
		There were none

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

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 24th January 2005 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

We are working on the best way to include provider responses in the published report. In the meantime responses received are available on request from the Hertfordshire Area office.

Action taken by the CSCI in response to provider comments:

Amendments to the report were necessary

☐ NO

Comments were received from the provider

☐ YES

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

☐ YES**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 22nd March 2005, 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

☐ YES

Action plan covers all the statutory requirements in a timely fashion

☐ YES

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

☐ NO

Provider has declined to provide an action plan

☐ NO

Other: <enter details here>

☐ NO**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 **Mark Ferris** of **St Margaret's School** 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	<u>Mark Ferris</u>
Signature	<u></u>
Designation	<u>Acting Head Teacher</u>
Date	<u>18 04 05</u>

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	<u></u>
Signature	<u></u>
Designation	<u></u>
Date	<u></u>

~~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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