

# inspection report

Residential Special School (not registered as  
a Children's Home)

**Oak Lodge School**

101 Nightingale Lane

London

SW12 8NA

9th November 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.

## SCHOOL INFORMATION

**Name of School**

Oak Lodge School

**Address**

101 Nightingale Lane, London, SW12 8NA

**Tel No:**

020 8673 3453

**Fax No:**

020 8673 9397

**Email Address:**

**Name of Governing body, Person or Authority responsible for the school**

London Borough Of Wandsworth

**Name of Head**

Mr Peter Merrifield

**CSCI Classification**

Residential Special School

**Type of school**

Residential Special  
School

**Date of last boarding welfare inspection:**

9/12/04

<b>Date of Inspection Visit</b>		9th November 2004	<b>ID Code</b>
<b>Time of Inspection Visit</b>		10:30 am	
<b>Name of CSCI Inspector</b>	<b>1</b>	Janet Pitt	071708
<b>Name of CSCI Inspector</b>	<b>2</b>	Sharon Newman	
<b>Name of CSCI Inspector</b>	<b>3</b>	Jeremy Howe	
<b>Name of CSCI Inspector</b>	<b>4</b>	Emma Dove	
<b>Name of Boarding Sector Specialist Inspector (if applicable):</b>			
<b>Name of Lay Assessor (if applicable)</b> 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.			
<b>Name of Specialist (e.g. Interpreter/Signer) (if applicable)</b>			
<b>Name of Establishment Representative at the time of inspection</b>		Mr P Merrifield, Head Teacher and Ms S Burgess, Head of Care.	

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## INTRODUCTION TO REPORT AND INSPECTION

Residential Special Schools are subject to inspection by the Commission for Social Care Inspection (CSCI) 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 assess the extent to which the school is meeting the National Minimum Standards for Residential Special Schools, published by the Secretary of State under Section 87C of the Children Act 1989, and other relevant requirements of the Children Act 1989 as amended. Residential Special Schools are not registered as children's homes unless they accommodate, or arrange accommodation for, one or more children for more than 295 days a year.

This document summarises the inspection findings of the CSCI in respect of Oak Lodge School

The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Recommended action by the school
- Advisory recommendations on boarding welfare
- Summary of the findings
- Report of the lay assessor (where relevant)
- The Head's response and proposed action plan to address findings

## INSPECTION VISITS

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.

The report represents the inspector's findings from the evidence found at the specified inspection dates.

## **BRIEF DESCRIPTION OF THE SCHOOL AND RESIDENTIAL PROVISION**

Oak Lodge School is a special school which is maintained by Wandsworth Education Department, it provides Education for ninety-one deaf pupils aged 11-19. It currently offers residential places to twenty-four pupils aged 11-16 in Oak Lodge Hostel, Monday to Friday during term time. There is a sixteen plus facility at the school.

Staff at the Hostel offer pupils who board opportunities to continue learning and gain independence. Pupils who board have access to: table tennis; a pool table; art and craft activities; cooking; sewing; gardening; the schools sports facilities and computer facilities.

The Hostel is within the school, it comprises a lounge, games room, quiet room, boy's television room, kitchen, play areas, twenty single bedrooms and two three bedded rooms.

The Hostel has four full time and two part time staff with two staff on duty in the morning and three to five staff available in the evening depending on the activities on offer and the number of pupils boarding. Additional waking night staff are provided when required.

## **PART A SUMMARY OF INSPECTION FINDINGS**

### **WHAT THE SCHOOL DOES WELL IN BOARDING WELFARE**

The Hostel provides a good environment for the young people to develop independent living skills and develop their interpersonal skills. A wide range of outings and activities are offered. Attention is given to ensuring that care plans detail care required and this care is implemented. Appropriate links are maintained with other agencies and home.

Policies and procedures, which underpin the service, are comprehensive and provide good guidance for staff in the Hostel.

Staff and pupils communicate well and issues are addressed in a democratic manner.

### **WHAT THE SCHOOL SHOULD DO BETTER IN BOARDING WELFARE**

The Hostel environment is of poor quality and does not address the needs of young people and provide adequate communal space. The bedrooms are basic and do not provide a homely environment.  
The Hostel staff should be aware that minority views are relevant and should be acted upon.

## **CONCLUSIONS AND OVERVIEW OF FINDINGS ON BOARDING WELFARE**

The inspection team was made welcome on the days of inspection by both staff and the young people. All recommendations were discussed with the Head Teacher and Head of Care at the time of inspection.

The inspection focused on the welfare provision provided by Oak Lodge.

The inspection was carried out over three days by a team of four inspectors; one of the inspectors is a pharmacist who concentrated on medication issues.

The first day of inspection covered the evening of 9<sup>th</sup> November 2004.

Staff spoken with at the time of inspection were care staff, the Head Teacher, the Business Manager, domestic and maintenance staff and the Head of Care.

The inspectors received one letter from a parent who was satisfied with the care provision and had no concerns.

Staff spoken with at the time of inspection were aware of policies and procedures, which are pertinent to their work.

Staff demonstrated awareness of individuals' needs and the young people and staff interacted well.

There is training in place for staff, which meets their individual needs as well as meeting the requirements of the Standards.

The inspectors spoke to a total of twelve young people and six members of staff.

The inspection team had no concerns with regard to the care and welfare of the young people. The environment is basic and is not designed to accommodate the needs of the young people and ensure that the young people have adequate space and facilities. Issues with the fire alarm system were raised during the inspection, which are detailed under Standard of the report.

The staff of the Hostel are working well within the constraints of the environment.

## NOTIFICATIONS TO LOCAL EDUCATION AUTHORITY OR SECRETARY OF STATE

NO

**Local Education Authority  
Secretary of State**

NO

NO

<b>The grounds for any Notification to be made are:</b>

### IMPLEMENTATION OF RECOMMENDED ACTIONS FROM LAST INSPECTION

YES

No	Standard	Recommended actions	



## RECOMMENDED ACTIONS IDENTIFIED FROM THIS INSPECTION

**Action Plan: The Head is requested to provide the Commission with an Action Plan, which indicates how recommended actions are to be addressed. This action plan will be made available on request to the Area Office.**

### RECOMMENDED ACTION

Identified below are the actions recommended on issues addressed in the main body of the report in order to safeguard and promote the welfare of boarders adequately in accordance with the National Minimum Standards for Residential Special Schools. The references below are to the relevant Standards. Non-implementation of recommended action can lead to future statutory notification of failure to safeguard and promote welfare.

No	Standard*	Recommended Action	
1	RS3	<p>The Hostel should consider reviewing the facilities in order that appropriate communal space is provided for young people and there is adequate private space available. There should be adequate space for bathing. Bedrooms should be of adequate size to allow young people to study in private or have private time. Larger rooms would enable young people to personalise their rooms in a more meaningful way. There should be sufficient communal space to allow both genders to have a lounge of their own. The shared communal space should be large enough to provide space for all service users to use it comfortably at the same time.</p> <p>Furniture provided should be of a suitable quality and similar to what is found in a domestic setting. Repairs to furniture should be undertaken to ensure the safety of the young people.</p>	30/7/05
2	RS26	The Hostel and local authority should ensure that the fire alarm system is appropriate for the Hostel's requirements.	30/3/05

## ADVISORY RECOMMENDATIONS

Identified below are advisory recommendations on welfare matters addressed in the main body of the report and based on the National Minimum Standards, made for consideration by the school.

No	Refer to Standard*	Recommendation
1	RS13	Consideration should be given to providing 'free time' within the activities programme.
2	RS14	<p>It is recommended that all prescribed medication received into the school is labelled with clear directions for administration from the prescriber and where necessary confirmation of the directions be confirmed.</p> <p>It is recommended that the school have a written protocol in place for the administration of all household remedies agreed by a doctor and that the receipt of all household remedies is recorded.</p> <p>It is recommended that a new format of the administration of medication record be developed.</p> <p>It is recommended that staff receive up dated training in the administration of Rectal Diazepam.</p> <p>It is recommended that there is a clear audit trail of medicines into and out of the Hostel and medicines are signed for when given.</p>
3	RS22	It is recommended that young people are encouraged to give views in confidence on the environment and choice of food.
4	RS25	Consideration should be given to installing 'wet rooms' to allow choice.

Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix. E.g. RS10 refers to standard 10.

**PART B****INSPECTION METHODS AND FINDINGS**

The following inspection methods were used in the production of this report

Direct Observation	YES
Pupil Guided Tour of Accommodation	NO
Pupil Guided Tour of Recreational Areas	YES

Checks with other Organisations

• Social Services	YES
• Fire Service	YES
• Environmental Health	YES
• DfES	NO
• School Doctor	NO
• Independent Person	NO
• Chair of Governors	NO

Tracking individual welfare arrangements	YES
Survey / individual discussions with boarders	YES
Group discussions with boarders	YES
Individual interviews with key staff	YES
Group interviews with House staff teams	NO
Staff Survey	YES
Meals taken with pupils	YES
Early morning and late evening visits	YES
Visit to Sanatorium / Sick Bay	NO
Parent Survey	YES
Placing authority survey	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Individual interview with pupil(s)	YES
Answer-phone line for pupil/staff comments	NO

Date of Inspection	9/11/04
Time of Inspection	10:30
Duration Of Inspection (hrs.)	55
Number of Inspector Days spent on site	7

**Pre-inspection information and the Head's Self evaluation Form, provided by the school, have also been taken into account in preparing this report.**

## SCHOOL INFORMATION

**Age Range of Boarding Pupils**      **From**       **To**

## NUMBER OF BOARDERS AT TIME OF INSPECTION:

**BOYS**

**GIRLS**

**TOTAL**

**Number of separate Boarding Houses**

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which standards have been met. 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.

## STATEMENT OF THE SCHOOL'S PURPOSE

The intended outcome for the following standard is:

- Children, parents, staff and placing authorities have access to a clear statement of the school's care principles and practice for boarding pupils.

### Standard 1 (1.1 – 1.9)

The school has a written Statement of Purpose, which accurately describes what the school sets out to do for those children it accommodates, and the manner in which care is provided. The Statement can be made up of other documents, e.g., Letter of Approved Arrangements and school prospectus, which are required to include specific information.

### Key Findings and Evidence

### Standard met?

3

The School's prospectus includes the overall purpose of the school. The Head teacher stated that the prospectus has been redesigned to a limited extent and is now more reader friendly. The Head teacher also stated that the prospectus is not accessible to the young people, as the language within the document is complex. However, the document is discussed with the young people and their families on admission. The prospectus is made available to parents, placing social workers and staff.

The prospectus details the information required in the Standard.

## CHILDREN'S RIGHTS

The intended outcomes for the following set of standards are:

- Children are encouraged and supported to make decisions about their lives and to influence the way that the school is run. No child should be assumed to be unable to communicate their views.
- Children's privacy is respected and information about them is confidentially handled.
- Children's complaints are addressed without delay and children are kept informed of progress in their consideration.

### Standard 2 (2.1 – 2.9)

Children's opinions, and those of their families or significant others, are sought over key decisions which are likely to affect their daily life and their future. Feedback is given following consultations.

#### Key Findings and Evidence

#### Standard met?

3

The Head of Care informed the inspector that the young people are involved in their care plans and are able to read their plans whenever they wished. The young people are able to make a video care plan. Staff reported that Looked After Children reviews are held at the Statutory intervals. Young people not accommodated by a local authority have annual reviews.

The inspectors were invited to observe an evening meeting between staff and the young people. The meeting is organised weekly to discuss any issues the young people have and to make plans for outings or special occasions. The forum is also used to discuss any concerns staff have with regard to behaviour and safety issues whilst out in the community. The meeting was led by one of the young people and everyone was able to express their points of view and preferences.

Feedback was given by staff to the young people on all issues raised.

Examination of the young people's files indicated that dietary, cultural; health, religious and communication needs are recorded.

Staff communicate with the young people using British Sign Language. There is a mentor available to assist the young people when required.

**Standard 3 (3.1 – 3.11)**

The school and staff respect a child's wish for privacy and confidentiality so far as is consistent with good parenting and the need to protect the child.

**Key Findings and Evidence****Standard met?**

2

A record is maintained of searches of young peoples possessions. Two incidents were recorded which were appropriately signed by staff and one by a young person. There is written guidance available, which details how staff should treat information in respect of a young person, protection implications and entering bedrooms. There is a telephone and minicom available for the young people, which have details of help lines displayed beside them.

There is limited space within the Hostel for young people to have private space. There is separate accommodation, toilet and bathing facilities for male and female young people.

Records relating to young people were seen to be securely stored.

**Standard 4 (4.1 - 4.8)**

Children know how and feel able to complain if they are unhappy with any aspect of living in the school, and feel confident that any complaint is addressed seriously and without delay.

**Key Findings and Evidence****Standard met?**

3

The complaints policy was inspected and noted to be satisfactory. The policy is provided to young people and parents on admission. Records were noted to be maintained of complaints received by the Hostel and included actions taken and any follow up required. Four complaints have been recorded since April 2004.

**Number of complaints about care at the school recorded over last 12 months:**

4

**Number of above complaints substantiated:**

4

**Number of complaints received by CSCI about the school over last 12 months:**

0

**Number of above complaints substantiated:**

0

## CHILD PROTECTION

The intended outcomes for the following set of standards are:

- The welfare of children is promoted, children are protected from abuse, and an appropriate response is made to any allegation or suspicion of abuse.
- Children are protected from bullying by others.
- All significant events relating to the protection of children accommodated in the school are notified by the Head of the school to the appropriate authorities.
- Children who are absent without authority are protected in accordance with written guidance and responded positively to on return.

### Standard 5 (5.1 - 5.12)

There are systems in place in the school which aim to prevent abuse of children and suspicions or allegations of abuse are properly responded to. These are known and understood by all staff (including junior, ancillary, volunteer and agency staff).

### Key Findings and Evidence

### Standard met?

3

One inspector spent time discussing child protection protocol with the designated person for the school.

Comprehensive policies are available at the school. The Wandsworth Child Protection policy is used and the school have adapted this policy as required. The member of staff responsible for child protection stated that there are two main routes of reporting to help identify any issues. Reports may be made via the child welfare route or through the discipline procedure. This member of staff is responsible for co-ordinating all the records, statistics and training for all child welfare issues, the records are audited and trends can be ascertained.

Weekly meeting are held to discuss child welfare and the minutes were available for inspection. The information and decisions made at these meetings are then passed on to other school staff. One of the means of providing feedback is through the weekly staff meeting.

The school maintains strong links with social services departments and health care professionals.

Number of recorded child protection enquiries initiated by the social services department during the past 12 months:

X



**Standard 6 (6.1 - 6.5)**

The school has, and follows, an anti-bullying policy, with which children and staff are familiar and which is effective in practice. Where possible children in the school contribute to the development of the policy.

**Key Findings and Evidence****Standard met?**

3

There is an anti-bullying policy in place and this is available in the Hostel handbook. The child welfare officer stated that bullying is not tolerated and there are structured procedures in place to deal with this issue. If a case of bullying were to persist the person was bullying would be referred to a member of staff trained in behaviour support and the victim of bullying would be given a mentor.

One complaint relating to bullying had been recorded in the complaints record and was appropriately managed.

**Percentage of pupils reporting never or hardly ever being bullied**

100 %

**Standard 7 (7.1 - 7.7)**

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.

**Key Findings and Evidence****Standard met?**

3

The designated child welfare officer is aware of whom to contact when there is any significant events relating to the protection of the young people. The CSCI is included in the authorities to which incidents must be notified.

**NUMBER OF THE FOLLOWING NOTIFIED TO CSCI DURING THE LAST 12 MONTHS:**

- conduct by member of staff indicating unsuitability to work with children
- serious harm to a child
- serious illness or accident of a child
- serious incident requiring police to be called

0

0

0

0

<b>Standard 8 (8.1 - 8.9)</b> <b>The school takes steps to ensure that children who are absent from the school without consent are protected in line with written policy and guidance.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
The Head teacher reports that there is a policy on pupils' absence without authority. This is not an area in which the School experiences any issues.		
<b>Number of recorded incidents of a child running away from the school over the past 12 months:</b>		<b>0</b>

## CARE AND CONTROL

The intended outcomes for the following set of standards are:

- Children have sound relationships with staff based on honesty and mutual respect.
- Children are assisted to develop appropriate behaviour through the encouragement of acceptable behaviour and constructive staff response to inappropriate behaviour.

### Standard 9 (9.1 - 9.8)

Relationships between staff and children are based on mutual respect and understanding and clear professional and personal boundaries which are effective for both the individuals and the group.

Key Findings and Evidence	Standard met?	3
<p>The inspectors observed that there are clear professional and personal boundaries between staff and the young people. There were positive interactions between staff and young people.</p> <p>The Hostel meetings enable young people to take turns in raising issues and discussing them.</p> <p>Expectations of behaviour are outlined on admission to the Hostel. At meetings in the Hostel these expectations are reiterated if required. The Head teacher commented that the policy on behaviour is very effective with most young people. The behaviour management practice is continually evolving to meet the needs of young people.</p>		

### Standard 10 (10.1 - 10.26)

Staff respond positively to acceptable behaviour, and where the behaviour of children is regarded as unacceptable by staff, it is responded to by constructive disciplinary measures which are approved by the Head of Care.

Key Findings and Evidence	Standard met?	3
<p>Staff spoken with at the time of inspection indicated awareness of sanctions available to use. A record is maintained of sanctions used and this indicated that sanctions are appropriate; sanctions used are sending to bed early and not being able to participate in an activity. The staff member who made the sanctions did not sign three entries in the sanctions record.</p> <p>Five young people spoken with reported that they had either not been sanctioned, but were aware of consequences of inappropriate actions, or that they had been sanctioned and they deemed the action to be reasonable.</p>		

## QUALITY OF CARE

The intended outcomes for the following set of standards are:

- Children experience planned and sensitively handled admission and leaving processes.
- The school's residential provision actively supports children's educational progress at the school.
- Children have ample opportunity to engage in purposeful and enjoyable activities both within school and in the local community.
- Children live in a healthy environment and the health and intimate care needs of each child are identified and promoted.
- Children are provided with healthy, nutritious meals that meet their dietary needs.
- Children 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.

### Standard 11 (11.1 - 11.6)

Admission and leaving processes are planned and agreed with the child – and as appropriate, with parents and carers and placing authorities – as far as possible and handled with sensitivity and care by those concerned.

#### Key Findings and Evidence

#### Standard met?

3

An introduction pack is provided to young people prior to staying at the Hostel. Examination of two review records indicated that issues regarding independent living are addressed. The Head of Care provided information in relation to activities available for young people in the evenings, these ranges from artwork, cooking, laundry skills and watching television. The social aspect of the Hostel is important for the young people, however it is the inspector opinion that the young people should be given sufficient private time if they require it. The pre inspection information indicated that there are adequate procedures for ensuring health needs are met. The inspectors noted that some young people had not taken care of their appearance, this was discussed with the Head of Care and the inspectors were reassured that the issues were being dealt with.

**Standard 12 (12.1 - 12.7)**

Care staff and the school's residential provision and activities actively contribute to individual children's educational progress, and care staff actively support children's education, ensuring regular attendance, punctuality and a minimum of interruption during the school day.

**Key Findings and Evidence****Standard met?**

2

The Hostel has a table in the lounge and a quiet room for young people to complete their homework. Staff supervise homework. The bedrooms, which have a desk and chair, are cramped and the provision is not conducive to studying. The case files inspected identified that young people are assisted for independent living whilst at the Hostel.

**Standard 13 (13.1 - 13.9)**

Children have ample opportunity to engage in purposeful and enjoyable activities both within the school and in the local community.

**Key Findings and Evidence****Standard met?**

2

As stated in the previous Standard there is a wide range of activities available within the Hostel. The Hostel also has access to outdoor activities such as football and basketball. The inspectors observed at the Hostel meeting that the young people reach a consensus on activities and outings that are planned. One evening during the inspection a group of young people were visiting a theatre. Records are maintained of activities that take place. One inspector was shown various photographs of activities that had occurred in the hostel; these photographs were displayed on notice boards. The young person was enthusiastic about activities provided.

When outings occur off the Hostel premises, the Head of Care informed the inspectors, that risk assessments are undertaken.

The time after school is predominately organised with homework, activities or outings.

Young people spoken with did not raise any issues with this. However, it is the inspectors' opinion that the young people should have meaningful 'free time', in order that they can spend time on their own if they wish.

The head of care reported that young people are only allowed to bring age appropriate films and games to the Hostel.

Four young people made positive comments regarding the activities available at the Hostel.

One young person said that there were a large number of sports type activities and that they would rather spend their money shopping than on activities.

**Standard 14 (14.1 - 14.25)**

**The school actively promotes the health care of each child and meets any intimate care needs.**

**Key Findings and Evidence****Standard met?****2**

The young people's files examined contained details of health needs and evidence of multidisciplinary liaison with healthcare professionals. Young people will be taken to doctors and dental appointments if required although this is a task usually undertaken by the service users parent/foster carer.

There is a health programme and staff try to ensure all service users are up to date with their immunisations. The child welfare officer has developed a health information booklet with the school nurse and each service user has one of these.

The school has links and regular meetings with the Deaf Child and Family Service at Springfield.

All medication is kept in a locked cabinet. The medicines were examined. The inspector noted that there was not a clear audit trail of medicines, one young person records was not consistent with the amount of tablets within the home and there were three missing according to the record maintained at the Hostel. There was no record of whether the tablets had been sent home. One medicine had been given but not signed for. The inspector requested that the inspecting pharmacist visited the home and their findings are detailed below.

A first aid box is available in the office of the Hostel with a list of qualified first aiders displayed. Case files examined indicated that records are maintained of accidents. Staff spoken with reported that records would be maintained of illness occurring whilst a young person is at the Hostel.

**Inspecting Pharmacist Report:**

From the records seen and discussion with staff, children with particular health problems were provided with support to help avoid potential embarrassment and negative reactions. The records clearly showed implementation of treatment as stated in the child's care plan. From the records refusal of any treatment is recorded and appropriate action taken in accordance with the child's wishes.

Children retain their own medical, optical and dental arrangements. The school has access to a school nurse and doctor. Access to emergency hospital departments and any specialist input was documented.

A written care plan for each child was in place containing necessary details related to medication.

Each child has on record written permission from a person or body with parental responsibility for the administration of first aid, appropriate non-prescription medication.

Children are able to choose whether they are accompanied by staff when being seen by health professionals. This is documented in the care plans.

All prescribed medication was given to the child for who it was prescribed. No prescription medication was kept as stock.

All medication was kept securely in a locked cupboard in the office and only removed when needed.

One item of medication for one child was labelled to be used "as directed". No written instructions from the prescriber were available. All other items of medication were labelled with directions for administration. It is recommended that all prescribed medication received into the school is labelled with clear directions for administration from the prescriber and where necessary confirmation of the directions be confirmed.

A policy was seen covering all areas of medication management within the school.

No written protocol describing the use of individual household remedies was seen. The receipt of household remedies into the school was not recorded. It is recommended that the school have a written protocol in place for the administration of all household remedies agreed by a doctor and that the receipt of all household remedies is recorded. A written record of all prescribed medication received into the school was seen.

**Standard 15 (15.1 - 15.15)**

**Children are provided with adequate quantities of suitably prepared wholesome and nutritious food, having regard to their needs and wishes, and have the opportunity to learn to prepare their own meals. Where appropriate special dietary needs due to health, religious persuasion, racial origin or cultural background are met, including the choice of a vegetarian meal for children who wish it.**

**Key Findings and Evidence**

**Standard met?**

**2**

The inspectors were invited to take lunch and an evening meal with the young people, the food was home made and was nutritious and of sufficient quantity. Young people spoken with at meal times said they enjoyed the food. A selection of drinks were offered with the meals. Drinking water is freely available at all times.

The main course was paella with an alternative being offered. There was a choice of desserts.

Four young people made positive comments regarding the food they receive at the Hostel.

One young person reported that they are not keen on the food provided, but had not wished to raise it as an issue as they did not wish to offend anyone.

Young people have access to a small kitchen in the hostel.

The catering manager was spoken with at the time of inspection. She stated that the menu is discussed with the young people and differing cultural needs are recognised. A vegetarian option is always available in addition to the main course. The kitchen staff have recently been awarded a Heartbeat Award by Wandsworth Council in recognition of the healthy food served at the school. The catering manager stated that they try to ensure that two portions of vegetables are offered each day. In addition six pieces of bite-sized fruit.

They have ensured they have cut down on the amount of salt and sugar in the food.

The school has also been given an award by the environmental health agency.

**Standard 16 (16.1 - 16.7)**

Children are provided for adequately on an individual basis and encouraged to exercise their own preferences in the choice of clothing and personal requisites. Children who require assistance to choose what they wear and/or how they spend their money are provided with the assistance they need, in a way, which maximises their choice.

**Key Findings and Evidence****Standard met?****3**

Young people were observed wearing clothing of their choice. The young people wear school uniform during school hours and change clothing after school. A basic school uniform is provided for pupils.

Young people are able to visit local shops to purchase personal requisites. Sanitary provision is provided if required. The inspectors observed that there is a central supplying The Head of Care stated that young people are aware of the store and have access to the store.

Bedrooms are personalised (see further comments under Environment Standards).



## CARE PLANNING AND PLACEMENT PLAN

The intended outcomes for the following set of standards are:

- Children have their needs assessed and written plans outline how these needs will be met while at school.
- Children's needs, development and progress is recorded to reflect their individuality and their group interactions.
- There are adequate records of both the staff and child groups of the school.
- 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.
- Children about to leave care are prepared for the transition into independent living.
- Children receive individual support when they need it.

### Standard 17 (17.1 - 17.8)

There is a written placement plan specifying how the school will care for each boarding pupil in accordance with his or her assessed needs, the school cares for that child in accordance with that plan, monitors progress in relation to that plan, and updates that plan as necessary.

Key Findings and Evidence	Standard met?	3
<p>Four placement plans were inspected. These were noted to be detailed and comprehensive. There were details about cultural, religious and language needs of the service users. Activities and interests were documented. The care plans contained the information required by the Standard.</p> <p>There is a key worker system in place.</p> <p>There were details of multidisciplinary liaison with specialist nurses, and dental and medical appointments attended.</p> <p>Young people are involved in the development and reviews of their care plans.</p>		

### Standard 18 (18.1 - 18.5)

Each child has a permanent private and secure record of their history and progress which can, in compliance with legal requirements for safeguards, be seen by the child.

Key Findings and Evidence	Standard met?	3
<p>The Hostel maintains information on the young people in two files. There is a community care file, which contains contact details, family history, reviews, child protection and welfare details. Incidents reports are also kept in this file. The second file contains the care plan, a photograph of the young person, induction details and key worker details.</p> <p>There was evidence of induction in the files examined. Entries were observed to be dated and signed.</p> <p>The Head of Care informed the inspector that home/school diaries are provided to service users, which parents and hostel staff write in and use as a method of communication.</p>		

<b>Standard 19 (19.1 - 19.3)</b> <b>The school maintains clear and accurate records on the staff and child groups of the school, and major events affecting the school and children resident there.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>The Head teacher indicated in his assessment that the Hostel has a system in place to monitor completion of care plans.</p> <p>All young peoples files examined contained clear and accurate records as required by the Standard.</p> <p>The three staff files examined contained relevant information. There was evidence of relevant qualifications, training undertaken. A recent photograph of the member of staff was contained in each file. Each file had two references and appropriate checks carried out i.e. CRB check. The inspector noted that an advisory recommendation from the previous inspection relating to staff files had been actioned.</p>		

<b>Standard 20 (20.1 - 20.6)</b> <b>Subject to their wishes, children are positively encouraged and enabled by the school to maintain contact with their parents and other family members (unless there are welfare concerns) while living at school.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>As previously mentioned there is a home/school diary to facilitate contact between the Hostel and parents or carers.</p> <p>The Head of Care reported that records are maintained of contacts between the Hostel and parents/carers. There are facilities at the Hostel for parents/carers to telephone, email or text staff.</p> <p>There is a telephone and minicom available at the Hostel for young people to use to contact their parent/carer.</p>		

<b>Standard 21 (21.1 - 21.2)</b> <b>Where a pupil is in care and will be leaving care on leaving the school, the school agrees with the young person's responsible authority what contribution it should make to implement any Pathway or other plan for the pupil before the pupil leaves school. These arrangements are in line with that young person's needs, and the school implements its contribution where feasible from at least a year before the pupil is expected to leave care or move to independent living. The school works with any Personal Advisor for the child.</b>		
<b>Key Findings and Evidence</b>	<b>Standard met?</b>	<b>3</b>
<p>At the time of inspection one young person was having a review and the inspector noted that the young person was participating in the process. Hostel staff spoken with at the time of inspection stated that young people are enabled to develop their skills for daily living, by using washing machines, cooking, tidying their rooms and shopping for food to cook.</p> <p>The young people spoken with confirmed this.</p>		

**Standard 22 (22.1 - 22.13)**

**All children are given individualised support in line with their needs and wishes, and children identified as having particular support needs, or particular problems, receive help, guidance and support when needed or requested.**

**Key Findings and Evidence****Standard met?****2**

As previously mentioned care plans are individualised and detail particular areas where support is required. This care was recorded as being carried out by the staff. The school is a specialist facility for young people who are deaf, all young people and staff communicates using British Sign Language (BSL). The school arranges interpreters for young people for reviews and meetings.

However, care must be taken to ensure that all views are heard and acted upon. The inspectors spoke with one young person who did not always like the food and another young person who thought their room was too small. These issues although at present are in the minority should be addressed. The Hostel is primarily the young person's home whilst away from their main residence.

## PREMISES

The intended outcomes for the following set of standards are:

- Children live in well designed, pleasant premises, providing sufficient space and facilities to meet their needs.
- Children live in accommodation that is appropriately decorated, furnished and maintained to a high standard, providing adequate facilities for their use.
- Children are able to carry out their ablutions in privacy and with dignity.
- Children live in schools that provide physical safety and security.

### Standard 23 (23.1 - 23.9)

The school is located, designed and of a size and layout that is in keeping with its Statement of Purpose. It serves the needs of the children and provides the sort of environment most helpful to each child's development, and is sufficient for the number of children.

#### Key Findings and Evidence

#### Standard met?

1

The school is located in Balham close to local training links and shopping facilities. The hostel facilities were not designed to the same standard as the school and do not provide adequate facilities for the young people.

A tour of the boarding facilities was undertaken whilst the young people were at school. The accommodation is provided in single rooms, which just meet the DfES requirement of 6m<sup>2</sup>. There is one large communal lounge, which can seat ten young people comfortably; the room also has a table, which can seat eight. There is a separate games room, which has a pool table.

There is one lounge for the older boys, but no provision for the girls accommodated. There is insufficient space for young people to eat together in the hostel and they have to use the school dining room.

There is insufficient space to allow the young people time on their own if they choose. These issues were discussed at length with the head teacher and the head of care. See comments under main summary and the recommended action section.

The young people and staff have made good efforts to create a homely atmosphere. There are large displays of photographs of activities and artwork designed by the young people.

**Standard 24 (24.1 - 24.19)**

The school provides adequate good quality and well-maintained accommodation for boarding pupils, which is consistent with their needs.

**Key Findings and Evidence****Standard met?**

1

The hostel has twenty single and two three bedded rooms. There are separate bedroom, bathroom and toilet facilities for boys and girls. In total two three bedded rooms and eight single rooms were inspected.

The rooms are cramped and there is no space to allow young people to move furniture around to suit their needs. There is limited space, have a large triple wardrobe with drawers, a bed. . There is insufficient space for a table and chair.

The wardrobes were noted to be of poor quality and there were broken trims, which constitute a hazard. In the boys three-bedded room there was a broken locker and the wardrobe was broken causing two large screws to protrude out of the woodwork.

The carpeting in all rooms requires replacing, as they are old and worn.

None of the bedrooms have a hand basin.

The corridors within the hostel are narrow and dark; there is insufficient space in them for two persons to walk side by side.

The young people are only able to personalise their rooms by painting them and putting up posters.

One young person commented that the room was too small.

**Standard 25 (25.1 - 25.7)**

The school has sufficient baths, showers and toilets, all of good standard and suitable to meet the needs of the children. The school has appropriate changing and washing facilities for incontinent children where necessary.

**Key Findings and Evidence****Standard met?**

1

There are adequate numbers of toilets available for the young people. The toilets are situated in two blocks of three and four single toilets. They are basic in appearance. There are no homely touches in the facilities. The single toilets do not have hand basins.

The bathrooms are not of a sufficient size to allow a young person room to change and constitute a risk if staff members have to assist a young person, as there is insufficient room. Bathrooms and toilets are institutional.

The facilities would benefit from 'wet room' showers to allow the young people choice.

**Standard 26 (26.1 - 26.10)**

**Positive steps are taken to keep children, staff and visitors safe from risk from fire and other hazards, in accordance with Health and Safety and Fire legislation and guidance.**

**Key Findings and Evidence****Standard met?****1**

Risk assessments were observed to have been completed on outings and trips arranged for the Hostel. Risk assessments were also in place on the case files examined.

The Head teacher and an inspector discussed at length the arrangements for the fire alarm system. The Hostel at the time of inspection had visual alarm system, which was recently installed, however although this system met British Standards it was not adequate to alert people that the alarm was on. A subsequent meeting held after the inspection, with a fire officer responsible for the Hostel, the Headteacher, representatives from Wandsworth Council and an inspector from the CSCI was convened. The issue of ensuring that visual alarms were effective was discussed and it was agreed that the current system would be upgraded in line with recommendations from the Head teacher as to where this was required. The expected timescale for this work to be completed is the end of March 2005. The inspector stated that in order to meet the requirements of the Standard then the alarm must be 'fit for the purpose'. The Hostel has 'deaf alerters' for use at night and the plans to upgrade the fire alarm system include providing staff pagers.

## STAFFING

The intended outcomes for the following set of standards are:

- There are careful selection and vetting of all staff, volunteers, and monitoring of visitors to the school to prevent children being exposed to potential abusers
- Children are looked after by staff who understand their needs and are able to meet them consistently.
- Children are looked after by staff who are trained to meet their needs.
- Children are looked after by staff who are themselves supported and guided in safeguarding and promoting the children's welfare.

### Standard 27 (27.1 - 27.9)

Recruitment of all staff (including ancillary staff and those employed on a contractual/sessional basis) and volunteers who work with the children in the school includes checks through the Criminal Records Bureau checking system (at Standard or Enhanced level as appropriate to their role in the school), with a satisfactory outcome. There is a satisfactory recruitment process recorded in writing.

#### Key Findings and Evidence

#### Standard met?

3

The Head of Care stated that training is being implemented for staff to undertake NVQ level 3 and internal verifier courses for the NVQ system. The head of care has her NVQ level 4 and will need to undertake two units to become an external verifier.  
Staff files examined indicated that CRB checks are undertaken.  
The staff files indicate that appropriate checks are made prior to a member of staff being employed and the recruitment policy is adhered to, to promote equal opportunities.

Total number of care staff:

5

Number of care staff who left in last 12 months:

0

### Standard 28 (28.1 - 28.13)

The school is staffed at all times of the day and night, at or above the minimum level specified under standard 28.2. Records of staff actually working in the school demonstrate achievement of this staffing level.

#### Key Findings and Evidence

#### Standard met?

3

The published staffing rota identified that two members of staff are on duty in the morning with four or five members of staff on duty in the afternoon, depending on the number of pupils at the Hostel and the activities or outings planned. The Head of Care reported that the staffing levels are adjusted as required.  
A written record is maintained of staff and pupils at the Hostel every night.

**Standard 29 (29.1 - 29.6)**

**Staff receive training and development opportunities that equip them with the skills required to meet the needs of the children and the purpose of the school.**

**Key Findings and Evidence****Standard met?****3**

A member of the domestic staff was spoken with at the time of inspection. They indicated that they had done relevant training in Control of Substances Hazardous to Health and food hygiene. The member of staff stated that they were booked on a first aid refresher course. Moving and handling training had been provided. However, there are manual handling issues in relation to cleaning the rooms due to their small size and furniture has to be moved to ensure that all areas of the room are cleaned thoroughly. Staff files examined indicated that an induction programme is in place and training given in relevant areas of work e.g. child protection, first aid. All Hostel staff have a personal development plan.

**Standard 30 (30.1 - 30.13)**

**All staff, including domestic staff and the Head of the school, are properly accountable and supported.**

**Key Findings and Evidence****Standard met?****3**

Supervision of staff is carried out every two weeks and records maintained. The Head teacher retains overall responsibility for the Hostel and has links with another Residential Special School. There are clear lines of accountability within the Hostel and staff spoken with were aware of what their roles involved. Staff files included copies of job descriptions. The pre inspection information indicated that there is a weekly Hostel meeting. There are policies in place on smoking and alcohol use of staff whilst on duty. Staff are not to smoke whilst with young people and are not to consume alcohol whilst on duty.



## ORGANISATION AND MANAGEMENT

The intended outcomes for the following set of standards are:

- Children receive the care and services they need from competent staff.
- Children enjoy the stability of efficiently run schools.
- The governing body, trustees, local authority, proprietor or other responsible body monitors the welfare of the children in the school.

### Standard 31 (31.1 - 31.17)

The school is organised, managed and staffed in a manner that delivers the best possible childcare.

#### Key Findings and Evidence

#### Standard met?

3

The published staffing rota identified that time is available for staff supervision, staff meetings, staff to complete records and time to be spent with individual children. Staff members have worked at the home for number of years and provide stability for the young people.

The Head teacher assessment indicated that staff are studying for NVQ qualifications.

Percentage of care staff with relevant NVQ or equivalent child care qualification:

X

%

### Standard 32 (32.1 - 32.5)

The Commission for Social Care Inspection is informed within 24 hours if a receiver, liquidator or trustee in bankruptcy becomes responsible for the school. Such persons on becoming responsible for the school have ensured that the school continues to be managed on a day to day basis by a Head who meets recruitment and qualification requirements for a Head under these Standards. Such a temporary Head must make sure that the operation of the school meets the requirements of these standards in relation to the day to day running of the school.

#### Key Findings and Evidence

#### Standard met?

3

The Head teacher completes a report for the Governors annually as required by the Standard. The Head teacher informed the inspector in the pre assessment that a self-evaluation tool referenced to the Standards has been devised to ensure that monitoring is effective. A newsletter is produced for families each term.

**Standard 33 (33.1 - 33.7)**

The governing body, trustees, local authority, proprietor or other responsible body receive a written report on the conduct of the school from a person visiting the school on their behalf every half term.

**Key Findings and Evidence****Standard met?**

3

The Head teacher stated in the pre assessment information that the Hostel continues to have difficulties in finding a suitably qualified independent visitor willing to provide a consistent service. The visits are required to be done every half term and this is an ongoing issue, which the Head teacher is endeavouring to resolve.

**PART C**

**LAY ASSESSOR'S SUMMARY**

**(where applicable)**

**Lay Assessor** \_\_\_\_\_ **Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## PART D

## HEAD'S RESPONSE

### **D.1 Head'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 9<sup>th</sup> November 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Comments and an action plan were received from the Provider.

These are available to view upon request from the SW London Local Office.

**Action taken by the CSCI in response to Head's comments:**

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Head's comments/factual amendments were incorporated into the final inspection report

YES

Head's 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 Head both views will be made available on request to the Area Office.

**D.2 Please provide the Commission with a written Action Plan by 11<sup>th</sup> February 2005, which indicates how recommended actions and advisory 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 Head'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>

### D.3 HEAD'S AGREEMENT

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

**D.3.1 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 recommended actions made and will seek to comply with these.**

Print Name \_\_\_\_\_

**Signature** \_\_\_\_\_

**Designation** \_\_\_\_\_

Date \_\_\_\_\_

**Or**

**D.3.2 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 Head both views will be reported. Please attach any extra pages, as applicable.

**Commission for Social Care Inspection**  
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