

inspection report

RESIDENTIAL SPECIAL SCHOOL

Wolverdene Special School

**22 Love Lane
Andover
Hampshire
SP10 2AF**

Lead Inspector
**Brian
McQuoid**

Announced
18 July 2005 - 11:00am

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 Wolverdene Special School

Address 22 Love Lane
Andover
Hampshire SP10 2AF

Telephone number 01264 362350

Fax number

Email address

**Name of Governing body,
Person or Authority
responsible for the** Hampshrie County Council

Name of Head Mr Richard Ford

Name of Head of Care Mr Sean Yates

**Age range of residential
pupils**

**Date of last welfare
inspection** 20 September 2004

Brief Description of the School:

Wolverdene is a Hampshire County Council Residential Special School that provides day and weekly boarding places for primary age children who experience emotional and behavioural disabilities (EBD). The boarding provision named 'The Lodge' is situated adjacent to the school in a separate building and can up to 10 male residents.

SUMMARY

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

The inspection took place from 11.00am until 7.00pm. During this time the inspector met with the school's head and the head of care, the care staff on duty, and talked to all six of the boys in residence at 'The Lodge' at the time of the inspection. In addition the boarding accommodation was viewed, including some boys bedrooms, individual case records were sampled and routine records looked at. The inspector also joined staff and children for their evening meal.

What the school does well:

The Lodge provides a homely environment for children within which they feel safe and well cared for. The children have positive relationships with a skilled staff team that are well managed and who provide a consistency of care. Levels of individual support for children are good and the opportunities for leisure activities are excellent. There are good systems in place for the supervision of staff, the monitoring of children's welfare, and for supporting the families of children at the school.

What has improved since the last inspection?

All of the recommendations of the previous inspection report have been satisfactorily implemented. The WC's and bathrooms have been re-decorated and the exterior of the Lodge was being painted at the time of the inspection. In addition the level of support for children's families has improved since the last inspection.

What they could do better:

The storage of children's medication could be improved and there is a need to explain fully to all children the procedures available to them should they wish to make a complaint. In addition the school need to ensure the head of care obtains a professional qualification relevant to working with children.

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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Achieving Economic Wellbeing

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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 standard(s) 14 and 15.

The lodge provides an environment where the health needs of children are identified and addressed appropriately and where the importance of good health and a healthy lifestyle are promoted. The meals for children provide a healthy diet and meet their dietary needs.

There needs to be double locked provision for the storage of any controlled drug.

EVIDENCE:

Children board at the school on a weekly basis and therefore parents retain the prime responsibility for meeting their children's health needs . Individual case records showed children's health related needs to be documented and parental permission to have been obtained for emergency medical and dental treatment to be administered should it be necessary. Staff confirmed they are trained in the use of first-aid and a first-aid box was seen to be available within the lodge. Records of accidents were seen to be maintained. There is a health promotion policy in place, menus showed a healthy diet to be provided, children are encouraged to exercise regularly and children confirmed staff provide advice on health matters. Staff monitor children's food intake and also monitor and support the development of good habits in relation to personal hygiene. In addition the schools PSHE programme provides information, guidance and advice on a range of health topics. There is a policy and procedures for the administration of medication and records of medication administered were seen to be maintained satisfactorily. Medication, including controlled drugs such as Ritalin were seen to be stored in a single locked cabinet within the staff office.

Some children receive therapy from a play therapist attached to the school and staff confirmed they are able to access advice and support from the schools educational psychologist when necessary.

Children reported being happy with the meals provided for them at the lodge. Care staff prepare meals and confirmed being appropriately trained in food handling and hygiene. Fresh vegetables are regularly used and fruit is always available for children at times other than meals. The evening meal was a

sociable occasion and the dining room is suitable for the purpose. There were no outstanding recommendations from the most recent environmental health inspection report.

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 standard(s) 3, 4, 5, 6, 10 and 26.

The welfare of children at the Lodge is suitably protected and promoted, their privacy is respected and their concerns are appropriately addressed. Staff are good at applying a positive approach to managing children's behaviour and in providing clear boundaries within which children are supported in developing appropriate behaviour. There are suitable security arrangements in place at the Lodge.

EVIDENCE:

Staff are provided with guidance on privacy and confidentiality and children all said that staff respected their privacy. All children also reported being aware of how to make a complaint but none of having done so. Staff have designed a

visual display relating to children's rights and including how to make a complaint. Diagrams and cards utilising symbols were also available for those children unable to articulate their concerns. Not all children however were aware of the display. There were no entries in the complaints log kept at the Lodge.

Staff displayed an understanding of the child protection reporting procedures and confirmed receiving training in relation to the subject. Records showed staff to have acted appropriately when there had been incidents where child protection issues had arisen. Children all reported feeling safe at the Lodge and said that bullying was not a problem. There were on occasion some incidents of verbal bullying but staff were said to deal with these effectively.

Expectations of behaviour are made clear to children at the lodge and staff were observed to routinely praise and encourage appropriate behaviour while discouraging anything inappropriate in a non-punitive fashion. There are systems in place to celebrate children's behaviour with a 'Star of the week' award and children also were seen to undertake tasks such as laying and clearing the dining table as a matter of routine. Children reported staff as treating them fairly and there were a small number of sanctions recorded since the previous inspection. All staff at the school are SCIP(Strategies for crisis intervention and prevention) trained which includes instruction in physical interventions. Staff however reported not receiving any refresher training on the subject for a period of possibly two years.

There had been no staff new to the school appointed to the care staff team since the previous inspection and so records of recruitment were not looked at. The schools head however showed the inspector a recruitment checklist that had been put in place as part of the recruitment procedures resulting from a recommendation of the previous inspection report.

The security arrangements in place at the Lodge were seen to be satisfactory, relevant risk-assessments were seen to be in place and fire safety tests and checks were seen to be recorded and up-to-date. There were no identifiable hazards observed during the course of the inspection.

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 standard(s) 13 and 22.

There are excellent opportunities provided for children to participate in a wide variety of leisure activities both within the school and in the community. Levels of individual support provided for children are good and sufficient to meet their needs.

EVIDENCE:

The leisure interests of children were seen to be documented and children themselves reported being very happy with the opportunities for leisure activities that are provided for them. The Lodge is well resourced in terms of leisure-time activities. There is a separate play room that is well equipped with a variety of age-appropriate toys and games. There is a separate pool room that children were observed using, arts and craft materials are available and the lounge area has a TV and video player with a selection of videos available. There are also books available and a computer which can be used under the supervision of staff. Children also have access to a grassed area where they were observed playing football and in addition a garden area created since the previous inspection is used by the children to grow vegetables, some of which have been eaten at mealtimes. Children also confirmed going out regularly on trips to a variety of venues. Swimming, bowling, the cinema, and ice-skating were some examples. Various places of particular interest had been visited and a wall display with photographs and written information had been completed by staff. Staff and children at the Lodge had also enjoyed a day out at Longleat Safari park, a venue chosen by the children.

All children confirmed having allocated keyworkers whom they could spend time with on an individual basis. Individual case records contained records of keywork sessions and of a number of children receiving individual therapy sessions with the schools attached therapist. Staff also described undertaking individual work with children, an example of which was in preparing them for

moving on to another school. Visits to the new school had been undertaken by the child and their keyworker with the aim of ensuring a smooth transition.

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 standard(s) 2, 9 and 20.

Children are appropriately consulted and able to express their views about matters affecting them. There are positive relationships between children and staff and children are able to maintain contact with their families during their stay at the lodge.

EVIDENCE:

Children's meetings are held half-termly and records of these were seen. Children reported being able to talk freely to staff and feeling that staff listened to them. When children arrive at the Lodge after school they all sit round the dining table with staff, have a snack and discuss activities for the evening as well as choosing their preference for the evening meal. During this session and during the evening meal also children were observed to converse freely with staff and to have positive relationships with them. Staff were also observed to be able to maintain boundaries in relation to acceptable behaviour and to treat children with respect and as individuals. Children also confirmed that they are able to contribute to their reviews and that they are able to use a payphone within the Lodge to keep in contact with their families. Records also showed evidence of parents visiting their children .

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 standard(s) 24 and 25.

The Lodge provides accommodation for children that is of a high standard, is well maintained and suited to their needs. There is adequate space, good provision for baths showers and toilets and the overall impression is of a homely and welcoming environment.

EVIDENCE:

All of the communal facilities were viewed during the inspection and the majority of children's bedrooms also. The Lodge was seen to be brightly decorated, to have good quality furnishings throughout, and to be well maintained with no sign of any damage or breakages anywhere. The WC's and bathrooms used by children had been recently decorated and new worktops and cupboards had also been fitted in the kitchen since the previous inspection. The exterior paintwork of the Lodge was in the process of being re-painted at the time of the inspection. Children's bedrooms were seen to be personalised and most communal areas had bright and colourful wall displays. The pool room however had nothing on the walls. There is one shared bedroom within the lodge but at the time of the inspection the two children sharing the room did not occupy it at the same time. The Lodge has laundry facilities and children are able to assist with the care of their clothes if they wish to. A payphone is available for children and they confirmed being able to make calls

in private. Children were observed at various times during the inspection making use of all of the communal facilities provided for them. There are sufficient baths, showers and toilets for children to use and these are able to be used in private. Since the previous inspection new locks have been fitted to doors of these facilities so that only staff are able to open them from the outside in case of emergency. Staff use separate facilities and have sleep-in rooms that are located close to children's bedrooms.

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 standard(s) 18, 19, 30, 31 and 33.

There are good systems in place for the monitoring and recording of children's needs, progress and development, and satisfactory records of children and staff are maintained. There is good support provided for a staff group that is suitably competent to meet the needs of the children in their care, and regular monitoring by the governing body of the school.

EVIDENCE:

Individual case records viewed contained the required information and individual keywork records were seen to monitor children's development and progress. A record of all staff working at the Lodge and of all children spending time there is being maintained and was viewed during the inspection. A new and more structured format for staff supervision has been implemented by the head of care since the previous inspection and staff reported positively on its

introduction. Supervision was taking place at the recommended intervals with records kept. Staff meetings were seen to be held weekly with a record kept and staff described receiving good informal support from the head of care. Policies and procedures relevant to their role were seen to be readily accessible to staff. All care staff members have significant experience of working at the school. Currently one of the team of six care staff are working towards the NVQ Level 3 qualification and the head of care and a further member of the care team are anticipated to start the NVQ Level 4 qualification in September 2005. A further two care staff are undertaking the NVQ Level 2 qualification as a lead-in to the NVQ Level 3. It was anticipated at the previous inspection that the head of care was to start the Registered Managers Award. This did not happen and subsequently standard 31 in relation to staffing qualifications is not met. Staffing levels enable planning, meetings, supervision and individual work with children to take place without compromising the overall care of the group.

A member of the schools governing body visits the Lodge regularly and produces written reports of their visits which were viewed during the inspection and seen to accord fully with the standards.

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	2
15	4

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
3	3
4	2
5	3
6	3
7	x
8	x
10	3
26	3
27	3

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

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

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
16	x
21	x
23	x
24	4
25	3

MANAGEMENT	
<i>Standard No</i>	<i>Score</i>
1	x
18	3
19	3
28	x
29	x
30	3
31	2
32	x
33	3

No

Are there any outstanding recommendations from the last inspection?

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	Timescale for action (Serious welfare concerns only)
1.	14	That all controlled drugs are stored in a double locked cabinet designed for the purpose.	01.10.05
2.	31	That the head of care obtain a professional qualification relevant to working with children and in accord with this standard.	
3.	4	That staff fully explain to children the complaints procedures available to them.	
4.	10	That staff receive S.C.I.P. refresher training.	

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