



Champions for  
Social Care  
Improvement

# inspection report

Further Education College

## **Royal National College for the Blind**

College Road

Hereford

Herefordshire

HR1 1EB

10th, 11th, 12th, 13th and 25th November  
2003

## **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.

**COLLEGE INFORMATION**

**Name of College**

Royal National College for the Blind

**Address**

**Tel No:**

01432 265 725

**Fax No:**

**Email address:**

reg@rncb.ac.uk

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

Royal National College for the Blind

**Name of Principal**

Mrs R Burge

**Name of person responsible for welfare and accommodation of students under 18**

Mrs A Llewellyn

**Is the Establishment a Boarding School whose pupils are all aged over 16?**

NO

**NCSC Classification**

Futher Education College

**Type of college**Royal National College for  
the Blind**Date of last welfare inspection:**

N/A

|  |          |                                |                |
|--|----------|--------------------------------|----------------|
| <b>Date of Inspection Visit</b>  |          | 10 <sup>th</sup> November 2003 | <b>ID Code</b> |
| <b>Time of Inspection Visit</b>  |          | 09:30 am                       |                |
| <b>Name of NCSC Inspector</b>  | <b>1</b> | Dawn Taylor                    | 081289         |
| <b>Name of NCSC Inspector</b>  | <b>2</b> | Robin Whistlecraft             |                |
| <b>Name of NCSC Inspector</b>  | <b>3</b> | David Jones                    |                |
| <b>Name of NCSC Inspector</b>  | <b>4</b> |                                |                |
| <b>Name of Lay Assessor (if applicable)</b><br>Lay assessors are members of the public independent of the NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process. |          |                                |                |
| <b>Name of Establishment Representative at the time of inspection</b>  |          |                                |                |

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## INTRODUCTION TO REPORT AND INSPECTION

Further Education colleges accommodating students under 18, or arranging accommodation for them, are subject to inspection by the National Care Standards Commission (NCSC) to determine whether the welfare of students under 18 is adequately safeguarded and promoted while they are accommodated at or by the college.

Inspections assess the extent to which the college is meeting the National Minimum Standards for Accommodation of Students under 18 by Further Education Colleges, 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.

These standards for Further Education Colleges also apply to boarding schools whose pupils are all aged 16 or over.

This document summarises the inspection findings of the NCSC in respect of Royal National College for the Blind. The report concerns only the accommodation and welfare of students under 18 accommodated at or by the college, not the college's accommodation or provision for day students or adult students.

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 college
- Advisory recommendations on welfare of students under 18
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- The Principal'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 COLLEGE AND OF ACCOMMODATION FOR STUDENTS ON SITE AND IN ANY LODGINGS ARRANGEMENTS**

The Royal National College for the Blind provides further education and training for people who are blind or partially sighted. The College's Mission Statement is 'to enable people who are blind or partially sighted to achieve their full potential'. The College provides day and residential places to students. Accommodation is provided on site in five Halls of Residence and in houses in the community.

Teams of staff who work with learners or are available on call for 24 hours each day, support all Halls of Residences and some of the accommodation in the local area. The team of staff are responsible for the care and support, residential curriculum, adult life and transitional skills programmes of learners in the residential setting.

The College holds the Disability Symbol and Investor in People (IIP) award.

## PART A SUMMARY OF INSPECTION FINDINGS

### WHAT THE COLLEGE DOES WELL IN ACCOMMODATING STUDENTS UNDER 18

The College has a Strategic Plan, which is monitored and developed through consultation between Governors and the Management Team and feedback following inspections and publications.

There were clear and proactive lines of communication between the Governors and Management Team with regard to strategic and operational matters, as well as specific learner concerns such as complaints.

The College uses Quality Assurance systems to monitor and reflect upon all aspects of College activity including the College curriculum and the student experience.

The College's Assessment and Admissions Procedure is thorough and is managed by an Assessment Team, which includes staff with a wide range of professional expertise.

Residential accommodation continues to be developed. At the time of this inspection three of the Halls of Residence had been refurbished to create study-bedrooms with en suite facilities, some of which are specially designed for wheel chair users.

The College has a range of policies, procedures and guidance available to staff, students and parents. These are reviewed on an agreed basis.

The management of complaints and incidents of bullying was robust. Staff were able to describe and demonstrate through interviews, discussions and detailed records that difficult issues were dealt with effectively.

All students have access to a confidential counselling service and support from the College's nursing team.

As part of this inspection questionnaires were sent to all students under the age of 18, to all parents of students under the age of 18 and to all residential staff.

The College assisted the NCSC by supporting students to complete the Student Questionnaire by producing it in larger print or providing an independent scribe. Nine questionnaires were returned.

Seventeen Parent Questionnaires were returned and only two Residential Staff Questionnaires were returned.

The majority of Parents Questionnaires stated that accommodation was of a high standard, there was a wide range of activities and interests for the students to take part in and that parents were well informed of College policies and procedures.

The Majority of Student Questionnaires stated that accommodation afforded them privacy, that there were a range of activities for them to participate in and staff were helpful and friendly.

The feedback given in these questionnaires has been used to produce this report.



**WHAT THE COLLEGE SHOULD DO BETTER IN ACCOMMODATING STUDENTS UNDER 18**

The College Management Team needs to review and develop written policies and procedures and practice with regard to the receipt, storing, handling and administration of medication. The Nursing Team needs to be involved through meetings and training in the review and implementation of new policies and practice. Professional and line managed supervision needs to take place on a regular basis.

The review and implementation of College staff vetting procedures needs to be monitored and reviewed to ensure that all checks are carried out in line with Standard 34 and evidence of these checks are maintained on file.

**CONCLUSIONS AND OVERVIEW OF FINDINGS ON ACCOMMODATION OF STUDENTS UNDER 18**

The Royal National College promotes the individual learner, while offering specialist facilities and services that are available to support learners with disabilities.

The College Management Team had spent time prior to the inspection reviewing and developing practice alongside the National Minimum Standards for Accommodation of Students under Eighteen by Further Education Colleges.

The College Management Team, Governors and staff teams demonstrated a commitment to quality assurance and the development of the service to ensure the needs of current and future students are identified and met.

**NOTIFICATIONS TO SECRETARY OF STATE**

**Is Notification of any failure to safeguard and promote welfare to be made by the National Care Standards Commission to the Department for Education and Skills under section 87(4) of the Children Act 1989 arising from this inspection?**

NO

**The grounds for any Notification to be made are:**

**IMPLEMENTATION OF RECOMMENDED ACTIONS FROM LAST INSPECTION**

Were the Recommended Actions from the last Inspection visit fully implemented?

NA

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

| No | Standard | Recommended actions |  |
|----|----------|---------------------|--|
|    |          |                     |  |

**RECOMMENDED ACTIONS IDENTIFIED FROM THIS INSPECTION**

**Action Plan: The Principal is requested to provide the Commission with an Action Plan, which indicates how recommended action and any advisory recommendations 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 residential students under 18 adequately in accordance with the National Minimum Standards for FE Colleges Accommodating Students under 18. 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  | FE6       | A policy will be developed with regard to the possession of obscene material in line with the Standard 6.2.  | May 2004                          |
| 2  | FE6       | The prevention and management of excessive consumption of alcohol, substance abuse and the possession of obscene material will form part of a rolling programme of training to develop residential staff skills, learning materials to use with students and College policies and procedures.  | May 2004                          |
| 3  | FE14      | Clinical Supervision and a Continuing Professional Development programme will be put in place to ensure the Nurses do not become professionally isolated.  | July 2004                         |
| 4  | FE14      | To assist with consistency in practice and service to students, a policy surrounding all issues involving medication will be developed and implemented. Guidelines from the Royal Pharmaceutical Society of Great Britain, which were available at the College, should be used as a reference.<br><br>The College will ensure that they comply with Standard 14.8, which requires the policy on storage and administration of medication for students under 18 to be made clear to students and parents. | July 2004                         |
| 5  | FE14      | Some locks were not functioning on the medication lockable cupboards in the clinic room these will be repaired.  | This was an immediate requirement |

|    |      |  |            |
|----|------|--|------------|
| 6  | FE14 | Internal and external medicines will be stored separately.   | March 2004 |
| 7  | FE14 | A separate fridge for medicine storage was provided. A maximum / minimum thermometer will be used in order to keep a daily written record to ensure temperatures are in the range 2-8°C.<br><br>Where students are provided with fridges in their rooms for storage of insulin it is recommended there is a monitoring programme to ensure storage between 2-8°C.  | March 2004 |
| 8  | FE14 | A Medicine Compliance Devices Policy will be written, which identifies specific staff and ensures there is adequate labeling, record keeping and second checking systems in place.   | July 2004  |
| 9  | FE14 | A thorough review will be undertaken to simplify and streamline all medical records and to ensure consistency in record keeping between Nurses. The monitoring of these records by "an appropriate designated senior member of staff" (NMS 14.9) must be implemented.  | July 2004  |
| 10 | FE39 | A lockable cupboard / drawer will be provided in student's rooms for storage of personal items (such as medicines) (NMS 39.8).   | July 2004  |
| 11 | FE14 | Where there are concerns about any student's ability to self-administer and store their medicines reliably a written risk assessment process will be produced.   | July 2004  |
| 12 | FE14 | A number of non-prescription medicines were stocked and could be administered by Nurses. Parental permission for administration of these medicines will be gained (NMS 14.11 and appendix 2) and be available to the nursing staff. It is strongly recommended that a written policy is produced identifying exactly which non-prescription medicines will be used.                                      | July 2004  |
| 13 | FE30 | The College Management Team will develop a rolling programme of training for all residential staff that ensures that staff are involved in continual and refresher training that meets the NMS and the needs of the College.   | July 2004  |
| 14 | FE34 | To monitor that all checks are carried out in line with Standard 34 a front sheet will be maintained in all staff files. This will record the dates checks are sent out and the date checks are received back and photocopied or original evidence that Standard 34.2 is met.<br>The College Management Team will monitor and review the newly implemented procedures to ensure that Standard 34 is met. | March 2004 |

|    |      |   |            |
|----|------|---|------------|
| 15 | FE5  | The College Management Team will ensure Standard 5.2 is met.  | May 2004   |
| 16 | FE28 | The College Management Team will ensure Standard 28.2 is met. | April 2004 |

#### 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 college.

| No | Refer to Standard* | Recommendation   |
|----|--------------------|--|
| 1  | FE14               | It is strongly recommended that reference sources relating to medicines are updated and that there is always the latest edition of the British National Formulary available.               |
| 2  | FE14               | The College will review and develop systems for developing consistent working policies and practices for the nursing team, the role of meetings will be considered as part of this review. |

Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix. E.g. FE10 refers to standard 10

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

The following inspection methods have been used in the production of this report

|   |     |
|---|-----|
| Direct Observation                        | YES |
| Student Guided Tour of Accommodation      | YES |
| Student Guided Tour of Recreational Areas | YES |

Checks with other Organisations and Individuals

|  |     |
|--|-----|
| <ul style="list-style-type: none"> <li>• Social Services</li> <li>• Fire Service</li> <li>• Environmental Health</li> <li>• Other Inspectorates</li> <li>• College Doctor</li> <li>• Independent Person or Counsellor</li> <li>• Chair of Governors</li> <li>• DfES (if a school)</li> </ul> | YES |
| 'Tracking' individual welfare arrangements   | YES |
| Group discussion with students   | YES |
| Survey of accommodation/welfare staff  | YES |
| Interviews with key staff  | YES |
| Student survey   | YES |
| Parents' survey  | YES |
| Early morning & late evening visits  | YES |
| Meal taken with students   | YES |
| Inspection of policy/practice documents  | YES |
| Inspection of records  | YES |
| Answer phone for student comments  | NO  |
| Visit to Sanatorium  | YES |
| Visits to lodgings   | YES |
| Individual interview with student(s)   | YES |

|                                  |          |
|----------------------------------|----------|
| Date of Inspection               | 10/11/03 |
| Time of Inspection               | 9.30AM   |
| Duration Of Inspection (hrs.)    | 58       |
| Number of inspector Days on site | 7        |

### College Information

**Overall Age Range of Residential Students:** From  To

**Number of Residential Students under 18 at time of inspection:**

|              |                                 |
|--------------|---------------------------------|
| <b>Boys</b>  | <input type="text" value="24"/> |
| <b>Girls</b> | <input type="text" value="15"/> |
| <b>Total</b> | <input type="text" value="39"/> |

**Number of separate College Buildings or units accommodating students**

**Number of students under 18 accommodated in Lodgings arranged by the College**

The following pages summarise the key findings and evidence from this inspection, together with the NCSC assessment of the extent to which standards have been met. The following scale is used to indicate the extent to which the standards have been met or not met by placing the assessed level along side 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.

## WELFARE POLICIES AND PROCEDURES

The intended outcomes for the following set of standards are:

- A clear statement of the principles of residential provision and student support at the college is available to those needing this information.
- Students are protected from bullying and harassment.
- Students are protected from abuse.
- Use of discipline with students is fair and appropriate.
- Students' complaints are adequately responded to.
- Under-age drinking, substance abuse and possession of obscene material by students are appropriately countered.
- The safeguarding and promotion of students' health and welfare is supported by appropriate records.

### Standard 1 (1.1 – 1.5)

A suitable statement of the college's welfare, accommodation and student support policies and practice is available to parents, students and staff.

#### Key Findings and Evidence

#### Standard met?

4

The College has a range of materials produced in a number of mediums that include all the information required to meet Standard 1. This information includes the Staff Handbook, RSW Handbook, Learner Charter and Handbook, RNC Prospectus, 16 UP and a video entitled Learning Opportunities for Life.

All information is reviewed and amended annually.

At the time of this Inspection the College Management Team were developing a rolling programme of staff development to ensure that policies and procedures are understood and regularly reviewed alongside actual practice.

In addition to audio, visual and written material the College promotes the Statement of Principles and Practice with parents and students during Pre-Assessment visits, Initial Assessment and Parents Weekend.

### Standard 2 (2.1 – 2.5)

The college has, and follows, an appropriate policy on countering bullying and any form of harassment, which is known to students and staff and which is effective in practice.

#### Key Findings and Evidence

#### Standard met?

4

The College has a clear Anti - Bullying Policy that was known to staff and students. The policy was included in information given to all new students and formed part of the induction process for all new staff and students.

In interviews staff were able to describe to the Inspectors the action they would take if they were concerned that bullying behaviour was taking place.

In interviews and questionnaires students stated that the College promoted a culture where bullying was not tolerated and that where bullying was identified as a concern action was quickly taken by staff.

The Inspectors sampled the records maintained by the staff management team of any incidents or concerns. These records were detailed and demonstrated the commitment



made by the College to address issues and support the bully and the victim to resolve concerns.

The Anti - Bullying Policy has recently been up dated to include more detailed descriptions of practice used by the College to address incidents of Bullying. The College Management Team were at the time of this inspection introducing a 'sign posting' system in all information given to parents and students ensuring that they are aware of the Anti Bullying Policy.

**Percentage of residential students under 18 reporting never or hardly ever being bullied:**

X %

**Standard 3 (3.1 – 3.9)**

**The college has, and follows, an appropriate policy on protection of students under 18 from abuse, and response to allegations or suspicions of abuse, which is consistent with local Area Child Protection Committee procedures, and is known to staff and students.**

**Key Findings and Evidence**

**Standard met?**

3

The College has a Student Protection Policy, which is consistent with local Area Child Protection Committee procedures. This procedure is made available to all staff and students at the college. The College Management Team were at the time of this inspection introducing a 'sign posting' system in all information given to parents ensuring that they are aware of the Child Protection Policy.

In interviews staff were able to describe the signs and symptoms of abuse, how they would respond to suspicions or allegations of abuse and what action they would take in response to such suspicions or allegations.

A senior member of staff is designated to take responsibility for the operation of the Student Protection Policy and to liaise with local social services. Staff and students were aware of the designated person and their role.

The Student Protection Policy formed part of all new residential staff member's induction. In interviews and questionnaires most staff stated that they have received training with regard to child protection but that it had been some time ago and felt that they would benefit from refresher training. The College need to ensure that child protection forms part of all ancillary staff member's induction and refresher training.

At the time of the inspection the College's Management Team were liaising with the local Child Protection Training Officer with regard to refresher training for all residential, nursing and ancillary staff. This is good practice.

|   |   |
|---|---|
| <b>Number of recorded child protection enquiries initiated by the social services department concerning students under 18 at the college in the past 12 months:</b> | 0 |
|---|---|

|  |                      |   |
|--|----------------------|---|
| <b>Standard 4 (4.1 - 4.9)</b><br>The college has, and follows, a fair and appropriate student disciplinary policy, in relation to unacceptable behaviour and breaches of student discipline, known to students, staff and parents.   |                      |   |
| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | 3 |
| <p>The College has a clear Student Disciplinary Policy that was available to all staff and students. The College Management Team were at the time of this inspection introducing a 'sign posting' system in all information given to parents ensuring that they are aware of the Disciplinary Policy.</p> <p>In interviews staff were able to describe appropriate action they might take in a difficult situation that was in line with the policy. An on call system is available to all staff to provide back up in resolving difficult situations and ensure the safe welfare of students.</p> <p>The College Management Team has recently reviewed and developed the Sanctions Policy. The Policy clearly states the lines of responsibility for administering and reporting a sanction and how sanctions administered are recorded.</p> <p>Students have no powers to administer sanctions to other students.</p> <p>A detailed central record was maintained of serious incidents and there were procedures that were followed with regard to any suspension or expulsion of a residential student under the age of 18.</p> |                      |   |

|   |                      |   |
|---|----------------------|---|
| <b>Standard 5 (5.1 - 5.5)</b><br>The college has, and follows, an appropriate written policy on responding to complaints from students and parents about the college's role in safeguarding and promoting the students' welfare, which is known to students, parents and staff.   |                      |   |
| <b>Key Findings and Evidence</b>  | <b>Standard met?</b> | 2 |
| <p>The College has a clear Complaints Procedure that was known to students and staff. This policy states that students and parents can contact the National Care Standards Commission regarding any complaint concerning their welfare. The College Management Team will ensure Standard 5.2 is met.</p> <p>The Inspectors sampled the written record of serious complaints, which was maintained by the College's Senior Management Team. These records provided evidence of the investigation and outcomes of complaints.</p> <p>In interviews and discussions students stated that staff were proactive in resolving complaints as quickly and sensibility as possible informally, but that they were encouraged to take complaints further if they remained unhappy. This is good practice.</p> |                      |   |

|   |   |
|---|---|
| <b>Number of college-recorded complaints about welfare of students under 18 in past 12 months</b> | 0 |
| <b>Number of above complaints substantiated:</b>  | 0 |

**Number of complaints made to NCSC about welfare of students under 18 in past 12 months:**

0

**Number of above complaints substantiated:**

0

**Standard 6 (6.1 - 6.5)**

The college has, and follows, appropriate policies on countering and responding to under-age purchase of alcohol, excessive consumption of alcohol, substance abuse, and possession of obscene material, which are known to students and staff and are effective in practice.

**Key Findings and Evidence**

**Standard met?**

2

The College have appropriate clear policies that are known to staff and students.

A policy needs to be developed with regard to the possession of obscene material in line with the Standard 6.2.

In interviews staff and students were able to describe effective systems and practice in place to counter under age drinking at the College bar.

All under 18 students attend Transitional Skills Training which promotes a healthy life style.

Staff were able to describe how they would manage excessive consumption of alcohol and substance abuse in line with College policy and practice. These topics need to form part of a rolling programme of training to develop staff skills, learning materials to use with students and College policies and procedures.

**Standard 7 (7.1 - 7.6)**

Where Students and parents provide the information, adequate records are kept in relation to individual students' health and welfare needs and issues.

**Key Findings and Evidence**

**Standard met?**

3

The College's team of nursing staff maintained all health records. These records included any known drug reactions, major allergies and notable medical conditions, identification of those with parental responsibility, contact details for parents and other emergency contact details.

At the time of this inspection the College Management Team were developing a comprehensive computer system that would hold all key information and records for students. The nurses' feed all relevant information to the appropriate staff to ensure that students well-being is promoted. All personal medical information is confidential.

## ORGANISATION AND MANAGEMENT

The intended outcomes for the following set of standards are:

- There is clear leadership of residential provision in the college.
- Crises affecting students' welfare are effectively managed.
- The college's organisation of residential provision safeguards students' welfare.
- Students have access to a range and choice of activities.
- Students are enabled to contribute to the operation of residential provision in the college.

### Standard 8 (8.1 - 8.8)

There is clear management accountability for the accommodation and welfare of students under 18.

| Key Findings and Evidence   | Standard met? | 4 |
|---|---------------|---|
| <p>The College has a management structure, with clear lines of accountability for the day-to-day management of the accommodation and welfare of students under 18.</p> <p>The College has a Strategic and Development Plan, which is monitored and reviewed by the Governors three times a year.</p> <p>The College undertakes an annual audit, which produces a Self Assessment Report and Development Plan Progress Report.</p> <p>Over the last three years the College has invested in the improvement of residential accommodation and three of the halls have been upgraded and refurbished into flats with en suite provision.</p> <p>The College is committed to continuing to develop the residential accommodation on campus to refurbish Gardener Hall and provide an Initial Assessment and Access Centre.</p> <p>The College has recently reviewed and developed the residential staffing structure. Additional staffing has been put in place at management level, overnight and in the morning to support students with independence skills.</p> <p>The College plans to also develop staffing with additional Care Assistant support at weekends.</p> |               |   |

### Standard 9 (9.1 - 9.3)

The college is capable of satisfactorily managing crises affecting students' welfare.

| Key Findings and Evidence  | Standard met? | 3 |
|--|---------------|---|
| <p>The College has a range of policies and procedures to be followed in the event of crises affecting the welfare of students.</p> <p>Risk assessments had been used to review and develop action that should be taken in relation to certain situations or in related to certain individuals.</p> <p>In interviews staff were able to describe that action they would take to safeguard the students welfare.</p> |               |   |

**Standard 10 (10.1 - 10.4)**  
**Student accommodation does not lead to welfare concerns where students under 18 are accommodated with adult students, or where both genders are accommodated together.**

| <b>Key Findings and Evidence</b>  | <b>Standard met?</b> | <b>4</b> |
|---|----------------------|----------|
| <p>Accommodation at the College has been developed and is continuing to be developed to a high standard.</p> <p>All students under the age of 18, male and female had individual bedrooms, with en suite facilities.</p> <p>Students were risk assessed upon admission and throughout their education to ensure their accommodate is appropriate to their developing independence skills and at the same time their safety.</p> |                      |          |

**Standard 11 (11.1 - 11.4)**  
**An appropriate range and choice of recreational activities and provision is made for students under 18.**

| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | <b>3</b> |
|--|----------------------|----------|
| <p>The College organises and promotes on site and off site activities. These are coordinated by residential staff and a team of staff employed specifically to develop social activities. Students described sports activities and leisure pursuits that were run weekly and additional weekend and termly activities that were organised when groups of students expressed a specific interest.</p> <p>The College ensured that as well a promoting group activities, individuals were also supported to access specific interests.</p> <p>Recreational activities were organised in campus and in the local community.</p> |                      |          |

**Standard 12 (12.1 - 12.3)**  
**Students under 18 are consulted over accommodation and welfare provision.**

| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | <b>3</b> |
|--|----------------------|----------|
| <p>In interviews student felt that they were given the opportunity to express views on relevant aspects of their accommodation both formally and informally as individuals and as a group. During the inspection the Inspectors observed individual students and groups of students discussing accommodation with staff. The Inspectors also observed handover between residential staff and time was taken to explore accommodation concerns and discuss student accommodation moves.</p> <p>Students felt that any accommodation concerns or feedback given to the College Management Team was taken seriously and addressed promptly.</p> <p>Staff informed Inspectors' that there were Hall Committees and a Catering Committee.</p> |                      |          |

## WELFARE SUPPORT

The intended outcomes for the following set of standards are:

- Students receive personal support from staff.
- Students receive first aid and health care as necessary.
- Students are adequately supervised when ill.
- Students are supported in relation to any health or personal problems.
- Students do not experience inappropriate discrimination.
- Students can maintain private contact with their parents and families.
- Students' personal possessions and money are protected.
- Students receive guidance, both on arrival at the college and in preparing to leave the college.
- Risk assessment and college record keeping contribute to students' welfare.
- Students receive good quality catering provision.
- Students have access to food and drinking water in addition to main meals.
- Students are protected from the risk of fire.
- Student welfare is not compromised by unusual or onerous demands.
- The welfare of any young people accommodated by the college other than its own students is safeguarded and promoted.
- Students' safety and welfare are protected during high-risk activities.
- Students are appropriately supervised during free time.

### Standard 13 (13.1 - 13.8)

Each student has one or more members of staff to whom he or she can confidently turn for personal guidance or with a personal problem.

#### Key Findings and Evidence

#### Standard met?

4

All learners have a tutor and key worker who provide individual and regular support. The College has two qualified Counsellors and all learners have access to a confidential service. The College has a Counselling Suite with a separate and discrete entrance. The College also employs a Student Welfare Officer who is based in Student Services. All College staff and volunteers having regular contact with students are subject to Criminal Records Bureau Checks (CRB). The Inspectors sampled these records and all CRB checks undertaken had a satisfactory outcome. Telephone numbers of appropriate helplines were displayed throughout the College and residential accommodation and in written information given to all new students.

**Standard 14 (14.1 - 14.13)**

Appropriate first aid and minor illness treatment are available to students at college, with access to medical and dental services as required.

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

1

Registered nurses employed by the College provide a medical service to the students who are all registered with one of seven surgeries in Hereford. There is no visiting medical officer although Mr Deutsch, Consultant Ophthalmologist does visit regularly to monitor sight issues. The nurses do not have access to a named doctor for professional guidance and consultation (NMS 14.6) but told the inspector the various GPs are consulted as necessary. It is recommended that some form of clinical supervision should be available with local networking and Continuing Professional Development programme in place to ensure the nurses do not become professionally isolated. It is strongly recommended that reference sources relating to medicines are updated and that there is always the latest edition of the British National Formulary available.

Medication is stored in lockable cupboards in the clinic room, which is also locked when nobody is in attendance. Some locks were not functioning and must be repaired. Internal and external medicines should be stored separately. A separate fridge for medicine storage was provided. This was not lockable so it is important that the clinic room is always secure. A maximum / minimum thermometer should be used in order to keep a daily written record to ensure temperatures are in the range 2-8°C.

Many students keep their own medication in their rooms, which are lockable. It is recommended that a lockable cupboard / drawer is provided for storage of personal items (such as medicines) (NMS 39.8). The College should ensure that they comply with Standard 14.8, which requires the policy on storage and administration of medication for students under 18 to be made clear to students and parents. Where there are concerns about any student's ability to self-administer and store their medicines reliably a written risk assessment process is recommended. Where students are provided with fridges in their rooms for storage of insulin it is recommended there is a monitoring programme to ensure storage between 2-8°C.

Medicine compliance devices are sometimes used to assist students in moving to full independence in medicine administration. There is in potential for error in filling these which should be minimised by following a written policy which identifies specific staff and ensures there is adequate labelling, record keeping and second checking systems in place.

The Inspector was shown a number of handwritten records, which are in use for medical and medication purposes. The Inspector noted some inconsistencies between these records. It is strongly recommended that a thorough review is undertaken to simplify and streamline these records and to ensure consistency in record keeping between the various Nurses. The monitoring of these records by "an appropriate designated senior member of staff" (NMS 14.9) was not apparent and is therefore recommended.

The College uses a repeat prescription collection service provided by a local pharmacy. FP10 prescriptions are therefore not generally seen at the College prior to being submitted to the pharmacy for dispensing. This is a recommendation of the Royal Pharmaceutical Society of Great Britain.

A number of non-prescription medicines were stocked with administration by Nurses. The Inspector could not determine that parental permission for administration of these medicines was available (NMS 14.11 and appendix 2). This should be addressed and be available to the nursing staff. It is strongly recommended that a written policy is produced identifying exactly which non-prescription medicines will be used.

The Inspector strongly recommends that, to assist with consistency in practice and service to students, a policy surrounding all issues involving medication is developed and implemented. Guidelines from the Royal Pharmaceutical Society of Great Britain, which were available at the College, should be used as a reference.

The Inspectors noted that the nature of the Nurses working pattern does not allow for team meeting. To ensure consistency of practice and the development and implementation of policies, procedures and work practice this situation should be reviewed.

**Standard 15 (15.1)**

**There are satisfactory arrangements in place to ensure that students who are ill while at college or in college arranged accommodation are regularly checked and are able to summon assistance readily and rapidly when necessary.**

**Key Findings and Evidence**

**Standard met?**

3

In interviews with the Nurse, staff and students the Inspectors were informed of clear procedures in place to ensure that students who are ill and cared for in appropriate accommodation with the required staff supervision.

Staff were able to demonstrate clear and effective lines of communication that ensured the safety and well being of students living in College accommodation.

**Standard 16 (16.1 - 16.9)**

**Significant health and personal problems of individual students are identified and managed appropriately.**

**Key Findings and Evidence**

**Standard met?**

3

The College has a Medical Centre which is staffed daily by qualified Nurses. Times for surgeries are published. The Nurses liaise with Student Services to ensure that all students are provided with support and transport for all appointments both locally and nationally. The College Ophthalmologist holds regular clinics at the College and other visiting specialists attend the College as required – Diabetic Specialists, Clinical Psychologists, Dieticians.

If staff have any concerns regarding the well being of a student they would be discussed and passed on to the appropriate individuals, this maybe nursing staff or Counsellors.

Outside professionals are used where needed by individuals.



**Standard 17 (17.1 - 17.5)**

The college does not inappropriately discriminate on grounds of gender, disability, race, religion, cultural background, linguistic background, political beliefs, sexual orientation or academic or sporting ability. The college takes these factors into account in its care of students, and appropriately supports and integrates identifiable minority groups amongst students and students who do not "fit in" to the college, residential unit or student body.

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

4

The College have developed a range of written policies, procedures and guidance including an Equal Opportunities Policy and the RNC Disability Statement.

The Equal Opportunity Policy states that the RNC has an Equal Opportunities Officer and a Disability Officer. The Disability Officer supports the Management Team by offering advice on individual cases, policy and procedures and advising on staff development needs.

The Equal Opportunities Policy contains the College's Harassment Policy – this addresses sexual harassment, disability harassment, harassment of Lesbian and Gay men and bullying.

Part of the College's Quality Assurance System is 'committed to developing, monitoring and reviewing positive practices to widen access to learners with disabilities and/or learning difficulties and to develop staff to ensure that policies are integrated into practice'.

A student's religious, cultural, racial and linguistic needs are identified at assessment and support to meet any needs is provided by the College.

In interviews and discussions students informed the Inspectors that information regarding local religious groups and support for students wanting to attend, would be available from Student Services.

At the time of this inspection the College was developing a room as a Prayer Room.

Staff informed the Inspectors that students were enabled by staff to observe religious festivals and that the refectory provided culturally appropriate foods.

**Standard 18 (18.1 - 18.5)**

The college enables students to contact their parents and families in private.

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

3

All students have access to pay phones located around the College.

In interviews the Inspectors found that most students had mobile telephones.

Staff informed the Inspectors that in special circumstances students are allowed free and confidential access to the direct line phones.

Parents are invited to Parents Weekends and are encouraged to form contacts with key staff. Parents of students under 18 years old are invited to reviews and receive copies of reports.

Students are given free unlimited access to email.

The College provides accommodation that students can book for guests to stay.

**Standard 19 (19.1 - 19.3)**

The college provides reasonable protection for students' personal possessions and any student's money looked after by the college.

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

2

In interviews and discussion students stated they were happy with the systems in place to provide protection for students' personal possessions. Students were able to describe the procedures available to them and felt that their living accommodation was secure. The Inspectors noted that although all rooms had locks they did not contain a secure place to keep personal possessions and valuables (e.g. a lockable drawer, cupboard or locker).

**Standard 20 (20.1 - 20.3)**

There are appropriate processes of induction and guidance for new students arriving at the college, and guidance and preparation for students prior to leaving the college.

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

3

Students are given a range of information prior to and upon arrival at the College, this includes the Student Handbook. This information is available in a range of mediums including large print, Braille and on the College Network. All students go through a six-week assessment/induction period. If necessary this period will be extended. All students have a tutor and key worker, who provide individual regular support based on an initial assessment of need, induction review and Individual Learning Plan (ILP). Students felt that they were well supported during this time and that staff made themselves accessible.

**Standard 21 (21.1 - 21.3)**

A senior member of the college's staff regularly monitors the college's records of risk assessments, sanctions against students, complaints and accidents, to identify any issues requiring action.

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

3

All serious complaints, incidents and accidents were recorded and monitored by the Management Team. At the time of the inspection a system for recording and monitoring sanctions was also being developed and introduced. In interviews and discussions the Management Team demonstrated their awareness of events and issues. These were monitored during daily handover meetings and team meetings. The College has a Health and Safety Policy and a Health and Safety Committee, which monitors fire precautions and drills and accident records. The College Health and Safety Advisor is a member of the Institution of Safety and Health. The Committee has staff and learner representation. Risk assessments are completed for each individual learner as well as for high-risk activities.

**Standard 22 (22.1 - 22.11)**

Meals are provided to students, which are adequate in quantity, quality, choice and provision for special dietary, medical or religious needs, with clean and suitable cutlery, crockery and dining facilities.

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

3

The College provides facilities in all residential accommodation to prepare and cook food as well as a refectory in the main College building.

A student's ability to prepare and cook meals is assessed and monitored by staff. The College ensures availability of three meals a day for students under 18 unless students are able to and want to cater for themselves.

Students are encouraged to develop budgeting, shopping and cooking skills and progress towards independence. This development forms part of the learners' residential and educational curriculum.

Most staff and students felt the meals prepared in the refectory were nutritious, well balanced and adequate in quantity and quality. Students had a choice of hot and cold meals, including a vegetarian choice.

Crockery and cutlery in the accommodation and refectory was sufficient and clean.

Dining rooms and furnishings were to a high standard.

The layout and queuing system in the refectory had recently been reviewed and developed after feedback had been given by staff and students. The times of meal breaks had also been extended upon student request.

All staff involved in the preparation of food had received appropriate training in food handling and hygiene.

**Standard 23 (23.1 - 23.4)**

Students have access to drinking water in both residential and teaching areas, and to food or the means of preparing food at reasonable times in addition to main meals.

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

3

In discussions and interviews with staff and students the Inspectors were told there were adequate facilities to ensure students have access to drinking water in all residential accommodation and across the College site.

Students have adequate storage facilities for food and drinks in the kitchens in the residential accommodation.

|  |                      |   |
|--|----------------------|---|
| <b>Standard 24 (24.1 - 24.6)</b><br>Students and staff with residential provision duties are aware of emergency evacuation procedures from residential accommodation. Such procedures should include any special arrangements for students or staff with disabilities. Any recommendations of the Fire Service are implemented within given timescales and maintained.                 |                      |   |
| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | 3 |
| The College has a Health and Safety Policy and a Health and Safety Committee, which monitors fire precautions and drills.<br>In interviews and discussions all staff and students were aware of the fire procedures relating to residential accommodation.<br>Risk assessments had been carried out with regard to all residential accommodation and were reviewed on a regular basis. |                      |   |

|  |                      |   |
|--|----------------------|---|
| <b>Standard 25 (25.1 - 25.3)</b><br>Colleges where there are unusual or especially onerous demands on students ensure that these are appropriate to the students concerned and do not unacceptably affect students' welfare. |                      |   |
| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | 9 |
|  |                      |   |

|  |                      |   |
|--|----------------------|---|
| <b>Standard 26 (26.1 - 26.2)</b><br>The college makes satisfactory provision for the welfare of any young people aged under 18 it accommodates who are not its own students. |                      |   |
| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | 9 |
|  |                      |   |

|  |                      |   |
|--|----------------------|---|
| <b>Standard 27 (27.1 - 27.7)</b><br>Identifiably high-risk activities provided for students, particularly outside the normal educational day, are competently supervised and accompanied by adequate and appropriate safety measures.  |                      |   |
| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | 3 |
| The College carries out individual learner risk assessments as well as risk assessments specific to an activity or event.<br>All staff interviewed were aware of the risk assessment procedure and the action required prior to a high-risk activity. Staff informed the Inspectors that some activities would only be run by an appropriately qualified instructor and if any external organisations were used by the College appropriate checks would take place. All risk assessments were recorded in writing. Written parental permission was obtained for students under 18 participating in an identified high-risk course or activity. |                      |   |

**Standard 28 (28.1 - 28.6)**

**Students under 18 are sufficiently supervised during free time to reduce significant risks to their welfare, given their legal status as children, while preserving their freedom to participate in student activities and to access local facilities outside the college.**

**Key Findings and Evidence**

**Standard met?**

**3**

Staff and students were able to describe adequate staffing arrangements across the College site throughout the day and night, during the week and at weekends.

The Management Team and Board of Governors have recognised that there has recently been an increase in the number of learners' aged 16-18, some who have complex support needs. This has highlighted the need to review staffing levels and the balance of promotion of independence and the level of supervision and individual support, particularly at weekends.

At the time of the inspection the College were recruiting an additional middle manager and independence workers.

The College Management Team will ensure Standard 28.2 is met.

## STAFFING

The intended outcomes for the following set of standards are:

- Students are adequately supervised by staff.
- Staff responsible for residential students have specific residential and welfare duties, with adequate induction and continued training.
- Students are looked after by staff following clear residential and welfare policies and practice.
- Sound relationships between staff and students.
- Students' personal privacy is respected.
- There is careful selection and vetting of all staff and volunteers working with students.
- Students are protected from unsupervised contact with adults who have not been subject to the college's complete recruitment checking procedures.

### Standard 29 (29.1 - 29.13)

While resident at the college or in college arranged accommodation, students know which member of staff is responsible for them and are able to contact them when necessary.

| Key Findings and Evidence   | Standard met? | 3 |
|---|---------------|---|
| <p>In interviews students described to the Inspectors the College staffing structure and systems of staff support in place at different times of the day, weekdays and weekends. Students stated that staff were always available and were aware of the procedures to follow to contact staff in an emergency.</p> <p>The College Management Team and Governors monitor staffing levels to ensure sufficient staff are available to support students taking into account the age and nature of the student population, see Standard 28.</p> <p>In interviews staff and students described the job descriptions, roles and responsibilities of staff who worked across a twenty-four hour period. The role and function of each post was specific to the needs of the students throughout the day and night.</p> <p>Staff teams included staff of both genders.</p> <p>In addition to the team of nurses based on site key staff had undertaken first aid training.</p> <p>At the time of this inspection the College Management Team were recruiting staff to ensure satisfactory staffing arrangements for staff sickness and absence.</p> |               |   |

**Standard 30 (30.1 - 30.11)**

All staff with particular responsibilities for the supervision of residential students or the provision of student welfare services have job descriptions reflecting those duties, have appropriate competence, receive induction training in those responsibilities when newly appointed, and receive regular review of their supervisory and student welfare practice, with opportunities for continuing training.

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

2

In interviews staff informed the Inspectors that they had job descriptions that accurately reflected their current responsibilities and duties.

Staff responsible for the supervision of residential students had a range of experience, training and qualifications.

The College has in place an induction process.

The College Management Team need to further develop a programme of training for all residential staff that ensures that staff are involved in continual and refresher training that meets the NMS (including Standard 30.7) and the needs of the College.

There are daily handover procedures and a range of meetings that take place on a regular basis.

At the time of this inspection the College were reviewing procedures to ensure all residential staff have regular supervision and appraisals.

**Standard 31 (31.1 - 31.4)**

All staff with responsibilities for supervision of residential students or the provision of student welfare services are provided with up to date written guidance on the college's policies and practice for the supervision of residential students and the safeguarding and promotion of their welfare. (This document is not necessarily a single document.)

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

3

In interviews staff confirmed that they had a range of material made available to them. This included the Staff Handbook that contains all College policies, procedures and staff guidance relating to the supervision of residential students and the safeguarding and promotion of student welfare.

Information is shared with staff during induction, training, handovers and staff meetings.

A Staff Handbook was available in each of the Halls offices.

At the time of this inspection the College Management Team were introducing a more formal system of reviewing policies, procedures and staff guidance on a rolling basis during team meetings with residential staff. This will ensure that policy and practice is consistent and will identify areas of review and staff training needs.

**Standard 32 (32.1 - 32.3)**  
**There are sound staff/student relationships including an understanding of respective roles, rights and responsibilities.**

| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | <b>3</b> |
|--|----------------------|----------|
| <p>In interviews, discussions and questionnaires students confirmed that staff were supportive and helpful. They felt that all staff made them feel welcome when they first arrived and would make themselves available to help them settle in, work towards becoming independent, listen to an individual's needs or address a concern.</p> <p>All students in questionnaires, interviews and discussion were able to identify members of the College staff team who they would feel comfortable talking to or to whom they could complain. Those students who were interviewed, who had complained, felt that on the whole their concerns had been dealt with promptly and fairly.</p> <p>In interviews and discussions staff described the delicate balance between supporting a student and ensuring their safe welfare and working towards an individual becoming independent. Staff demonstrated through discussion their skills and resources available to them in resolving potentially difficult situations whilst promoting individual student independence.</p> |                      |          |

**Standard 33 (33.1 - 33.3)**  
**Staff supervision of students avoids intruding unnecessarily on students' privacy.**

| <b>Key Findings and Evidence</b>  | <b>Standard met?</b> | <b>3</b> |
|---|----------------------|----------|
| <p>In discussions and interviews students and staff were able to describe how staff whilst monitoring and ensuring students safe welfare would respect their privacy.</p> <p>Staff were able to describe policies, procedures and staff guidance that promoted privacy and a student's rights to confidentiality.</p> <p>There were appropriate procedures to meet Standard 33.3.</p> |                      |          |

**Standard 34 (34.1 - 34.7)**  
**Recruitment of all staff (including ancillary staff and those on a contract/sessional basis) and volunteers who work with students under eighteen includes checks through the Criminal Records Bureau at the Standard or Enhanced level as applicable to their role with a satisfactory outcome. There is a satisfactory recruitment process recorded in writing.**

| <b>Key Findings and Evidence</b>  | <b>Standard met?</b> | <b>2</b> |
|---|----------------------|----------|
| <p>At the time of this inspection the College Management Team had reviewed the procedure for the recruitment and vetting of all staff (including ancillary staff and those on contract/sessional basis) and volunteers. Although the files sampled by the Inspectors demonstrated that some checks had historically been carried out, the files did not provide evidence of newly implemented checks.</p> <p>The Inspectors strongly recommend that to monitor that all checks are carried out in line with Standard 34 a front sheet be maintained in all staff files. This will record the dates checks are sent out and the date checks are received back and photocopied or original evidence that Standard 34.2 is met.</p> <p>The College Management Team will monitor and review the newly implemented procedures to ensure that Standard 34 is met.</p> |                      |          |



In interviews staff were able to describe practice in line with Standard 34 and demonstrated that the safe welfare of students was paramount.

**Standard 35 (35.1 - 35.3)**

**The college does not allow any member of staff (including ancillary staff, sessional/contract staff or volunteers) to have regular contact with students under 18 unless that member of staff has been satisfactorily checked with the Criminal Records Bureau.**

**Key Findings and Evidence**

**Standard met?**

3

The College ensures that as far as is practically possible all adults visiting residential accommodation for students under 18 are kept under staff supervision or are monitored by staff.

In interviews students were mindful of the responsibility they had towards each other when inviting friends and families to visit.

Policies and procedures were in place to ensure access to residential accommodation is monitored. In interviews and discussions staff described safe practice in line with College policies, procedures and staff guidance.

## PREMISES

The intended outcomes for the following set of standards are:

- Students are provided with satisfactory living accommodation.
- Students have their own living accommodation, secure from public intrusion.
- Any security or surveillance measures provide security to protect students without compromising their privacy.
- Students have satisfactory sleeping accommodation.
- Students have adequate and adequately private toilet and washing facilities.
- Students have access to a range of recreational areas.
- Students are given reasonable protection from safety hazards.
- Students are suitably accommodated when ill.
- There are arrangements to ensure that student's clothing and bedding are adequately laundered.
- Students can buy food and personal requisites while accommodated at college.
- The welfare of students placed by the college in lodgings is safeguarded and promoted.
- The welfare of students is safeguarded and promoted while accommodated away from the college site on a short stay basis.

### Standard 36 (36.1 - 36.8)

Student residential accommodation (including sleeping and living areas), and other accommodation provided for students, are appropriately lit, heated and ventilated, suitably furnished, accessible to any students accommodated who have disabilities, and adequately decorated, cleaned and maintained.

| Key Findings and Evidence   | Standard met? | 3 |
|---|---------------|---|
| <p>The College Management Team and Maintenance Team maintained all student residential accommodation to a high standard.</p> <p>In interviews and questionnaires students stated that the accommodation was comfortable and well furnished, lit, heated and ventilated. The majority of students felt that the system for reporting and ensuring the maintenance of student accommodation was effective.</p> <p>All students have access to a kitchen, dining room and common room within their Hall or home.</p> <p>The accommodation has been adapted or chosen being mindful of the student their ability and needs. Some students have additional disabilities and the College has been adapted to meet those needs. Rooms are looped for communication and fire safety, the College is accessible to wheelchair users and specific student residential accommodation has been adapted to ensure wheel chair access. Lifts and ramps have been installed throughout the College.</p> <p>In discussions and questionnaires some students stated that accommodation could at times be noisy. Students acknowledged that it was their responsibility to be mindful of each other when returning to accommodation in the evenings or when getting up in the morning.</p> <p>In interviews staff stated that they would address any students concerns regarding noise by talking to the individuals concerned or referring continuing issues to the College Management Team.</p> |               |   |

**Standard 37 (37.1 - 37.6)**  
**As far as is practicable, students' residential accommodation is reserved for the use of those students designated to use it, and protected from access by the public.**

|                                  |                      |          |
|----------------------------------|----------------------|----------|
| <b>Key Findings and Evidence</b> | <b>Standard met?</b> | <b>3</b> |
|----------------------------------|----------------------|----------|

Students and staff confirmed that all student residential accommodation is for the exclusive use of those students to whom they are allocated, other than by the reasonable invitation of those students. All students have individual rooms and can receive guests within permitted visiting times. Access to confidential meeting rooms can be arranged for professional visitors.  
 In the Halls all students have individual keys to their bedrooms. All external doors were fitted with security systems.

**Standard 38 (38.1 - 38.4)**  
**Any security measures, provision of security staff, and CCTV or other surveillance equipment on college premises contributes positively and effectively to student safety and welfare, but does not compromise or intrude upon their reasonable privacy.**

|                                  |                      |          |
|----------------------------------|----------------------|----------|
| <b>Key Findings and Evidence</b> | <b>Standard met?</b> | <b>3</b> |
|----------------------------------|----------------------|----------|

At the time of this inspection the Colleges security camera system was about to be up dated with a new system that will provide a higher level of monitoring for security.  
 The surveillance devices used by the College did not intrude on the privacy of students.

**Standard 39 (39.1 - 39.11)**  
**Student bedrooms are suitably furnished and of sufficient size for the accommodation and needs of the students accommodated.**

|                                  |                      |          |
|----------------------------------|----------------------|----------|
| <b>Key Findings and Evidence</b> | <b>Standard met?</b> | <b>3</b> |
|----------------------------------|----------------------|----------|

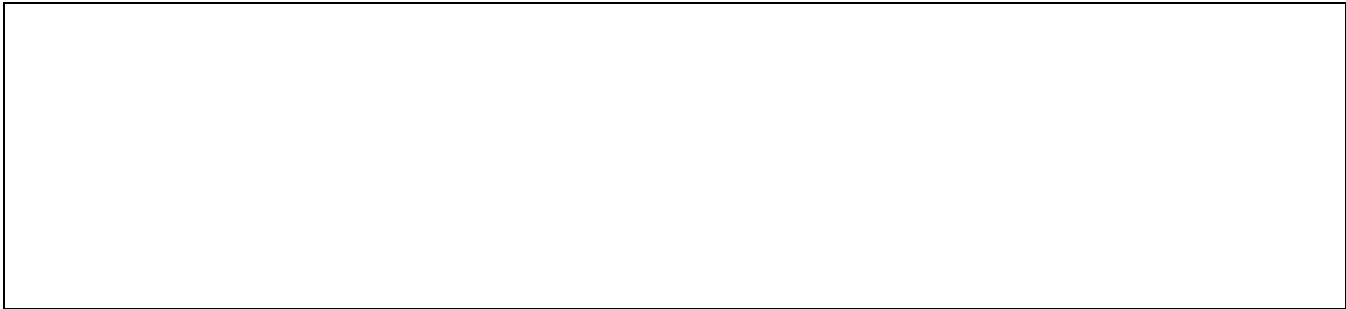
All students under 18 had single bedrooms. Beds were of sufficient size and were in good condition. In addition to a bed all rooms contained a desk, chair, bedside cabinet, wardrobe and adequate electrical sockets and heating. The College Management Team will consider the provision of a lockable cupboard or drawer in students' bedrooms.  
 All bedrooms had windows providing natural light and ventilation and were fitted with suitable curtains.  
 All students in Halls of Residence were able to lock their bedrooms.  
 During the accommodation inspection the Inspectors were shown a number of students rooms and it was evident that students were able to personalise their rooms.

|  |                      |          |
|--|----------------------|----------|
| <b>Standard 40 (40.1 - 40.5)</b><br><b>Adequate toilet and washing facilities should be readily accessible to students, with appropriate privacy.</b>  |                      |          |
| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | <b>3</b> |
| <p>This Standard was met.</p> <p>All students under the age of 18 living in Halls had their own bedroom with en suite bathroom or shower room.</p> <p>At the time of this inspection the College Management Team had implemented an on going upgrade programme of facilities to increase the number of disabled toilets.</p> |                      |          |

|   |                      |          |
|---|----------------------|----------|
| <b>Standard 41 (41.1 - 41.5)</b><br><b>Students have access to a range and choice of safe recreational areas, both indoors and outdoors.</b>  |                      |          |
| <b>Key Findings and Evidence</b>  | <b>Standard met?</b> | <b>3</b> |
| <p>All students had access to common areas in their house or Hall, as well as over in the main College building. Kitchen and dining room facilities were based alongside or were part of the Halls common rooms. Access to recreational areas was appropriate to the purpose of the facility and level of supervision required.</p> <p>All common rooms had comfortable seating and a television.</p> <p>Students confirmed that they had access to their bedrooms at all times.</p> <p>There was a range of safe outdoor areas within the College grounds accessible to students at appropriate times.</p> |                      |          |

|   |                      |          |
|---|----------------------|----------|
| <b>Standard 42 (42.1 - 42.7)</b><br><b>Indoor and outdoor areas used by, or accessible to, students are free from reasonably avoidable safety hazards.</b>  |                      |          |
| <b>Key Findings and Evidence</b>  | <b>Standard met?</b> | <b>3</b> |
| <p>The College has a range of Health and Safety policies, procedures and staff guidance that relate to Health and Safety matters.</p> <p>The Health and Safety Committee meets termly and would review any risk assessments and accident reports relating to accommodation.</p> <p>In interviews and discussions staff were able to describe practice in line with College policies and procedures.</p> |                      |          |

|  |                      |          |
|--|----------------------|----------|
| <b>Standard 43 (43.1 - 43.2)</b><br><b>Suitable accommodation and care area available for the care of students who are ill.</b>  |                      |          |
| <b>Key Findings and Evidence</b>   | <b>Standard met?</b> | <b>3</b> |
| <p>The College sick bay forms part of the medical centre and is situated next to the nurses' accommodation. This is based in one of the Halls waiting refurbishment. The Nurses informed the Inspectors that this accommodation is rarely used as all students have their own individual bedrooms and prefer to remain in a familiar environment when they are feeling ill. The Nurses did however describe situations when a student has requested to be moved to the sick bay or has been moved to be observed by the Nurse on duty.</p> <p>The sickbay was not furnished or decorated to the same high standard as some of the other areas of the College and could be made to feel more welcoming.</p> |                      |          |



**Standard 44 (44.1 - 44.4)**

**Adequate laundry provision is made for students' clothing and bedding.**

**Key Findings and Evidence**

**Standard met?**

3

All students have access to laundry facilities and are required to wash their own clothes. The College as part of their Independence Programme provides support and training to enable students to achieve this where necessary. The College provides and launders bed linen and towels. All houses and Halls have fully equipped laundry facilities. In addition to this there is an additional central laundry. The College also provides facilities to cater for guide dogs; these include baths, a dedicated washing machine for bedding and runs.

**Standard 45 (45.1 - 45.2)**

**Students are able to purchase basic foods and minor necessary personal and stationery items while accommodated at college.**

**Key Findings and Evidence**

**Standard met?**

3

Students described how they were able to purchase basic foods and minor necessary personal and stationary items while accommodated at the College. They were also able to describe how they would cater for themselves managing a weekly food allowance. If students require support to go to the shops they would go to Student Services who would organise staff support or transport.

**Standard 46 (46.1 - 46.10)**

Any lodgings arranged directly by the college to accommodate students under 18 provide satisfactory accommodation and supervision, are checked by the college before use, and are monitored by the college during use.

**Key Findings and Evidence**

**Standard met?**

9

**Standard 47 (47.1 - 47.5)**

Any off-site short-stay accommodation arranged by the college for any of its students provides satisfactory accommodation and supervision, is checked by the college, where reasonably practicable, before use, and is monitored by the college during use.

**Key Findings and Evidence**

**Standard met?**

0

Not assessed at this inspection.

**PART C**

**LAY ASSESSOR'S SUMMARY**

**(Where Applicable)**

Empty box for Lay Assessor's Summary

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

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

**PART D****PRINCIPAL'S RESPONSE****D.1 Principal'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 10<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup>, 13<sup>th</sup> & 25<sup>th</sup> November 2003 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

The provider response will be available on request from the Hereford Area Office.



**Action taken by the NCSC in response to Principal's comments:**

Amendments to the report were necessary

NO

Comments were received from the provider

YES

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

YES

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

**D.2 Please provide the Commission with a written Action Plan by 14<sup>th</sup> April 2004, 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 Principal'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

Other: <enter details here>

**D.3 PRINCIPAL'S AGREEMENT**

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

**D.3.1 I Mrs R Burge of Royal National College for the Blind 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 Mrs R Burge of Royal National College for the Blind 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 Principal both views will be reported. Please attach any extra pages, as applicable.