

inspection report

Children's Services

Kelly College

Parkwood Road

Tavistock

Devon

PL19 0HZ

14th June 2004

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

- 4 - Standard Exceeded (Commendable)
- 3 - Standard Met (No Shortfalls)
- 2 - Standard Almost Met (Minor Shortfalls)
- 1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

TYPE OF ADDITIONAL INSPECTION VISIT
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Statutory Unannounced Inspection	
Follow up of Previous Inspection	YES
Follow up of Enforcement Action	
Complaints Investigation	
Monitoring Visit	
Advisory Visit	
Other	
Specify:	

TYPE OF SERVICE INSPECTED

Children's Home	
Boarding School (not registered as a children's home)	YES
Residential Special School (not registered as a children's home)	
Further Education College	
Residential Family Centre	
Independent Fostering Agency	
Local Authority Fostering Service	
Voluntary Adoption Agency	
Local Authority Adoption Service	
ID Code	
Lead Inspector	1 Alison Clark 093646
Name of Further Inspector (if applicable)	2
Name of Further Inspector (if applicable)	3
Name of Further Inspector (if applicable)	4
Name of Lay Assessors (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.	
Name of Specialist (e.g. Interpreter/Signer) (if applicable)	
Name of Establishment Representative at the time of inspection	Mr. M. Steed and Mrs. E. Rowley.

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

The visit was a follow up to the annual inspection carried out on 2nd, 3rd, 4th and 5th of December 2002. The inspection was carried out under the auspices of the National Care Standards Commission, using the National Minimum Standards for Boarding Schools.

The progress of the action plan was discussed, a tour of the 5 boarding houses was carried out and some boy and girl boarders were spoken with, over lunch.

The school had completed the action plan.

The tour of the boarding houses showed a rolling programme of re-organisation, refurbishment, upgrading and maintenance.

The school was moving towards having all boarding accommodation upstairs and games rooms/ social areas on the ground floor.

There were plans to create a "chill out" space, by installing a glass ceiling over an out door area. There were also plans to install a ramp and access, suitable for disabled persons. Some of the beds were being replaced. The high platform beds were being replaced with lower platform beds, some of which had space to store a suitcase, as well as having the usual drawer and cupboard space.

Some of the larger dormitories have been divided into smaller areas, thereby giving a more homely feel.

The maintenance of the school buildings, was on-going, even during the school holidays. Some of the buildings were of the Victorian era and had to be maintained in keeping with that style.

The pupils were encouraged to be involved in sport, games, music, drama etc, and many of them did extremely well.

INSPECTION METHODS USED AT THE VISIT

Inspection of relevant part(s) of premises

YES

Interview with senior staff member in charge

YES

Interview with other staff

NO

Discussion with children

YES

Individual interview with a child

NO

Visit foster/adoptive home

NA

Visit lodgings

NA

Interview foster/adoptive parent

NA

Inspection of relevant records

NA

Inspection of relevant policy/practice documents

YES

Children's survey

NO

Parent survey

NO

Placing authority survey

NA

Foster / adoptive parent survey

NA

Staff survey

NA

Date of Inspection

14/06/04

Time of Inspection

09.30

Duration Of Inspection

6.5

**FINDINGS ON KEY ISSUES TO BE ADDRESSED AT ALL UNANNOUNCED,
MONITORING AND FOLLOW UP VISITS**

The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

- | | |
|-------------------------|--------------------|
| 4 - Standard Exceeded | (Commendable) |
| 3 - Standard Met | (No Shortfalls) |
| 2 - Standard Almost Met | (Minor Shortfalls) |
| 1 - Standard Not Met | (Major Shortfalls) |

"0" in the "Standard met?" box denotes standard not assessed on this occasion.

"9" in the "Standard met?" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.

(I). Inspector's assessment of the extent to which the requirements for consultation with children are being met.		
Key findings/Evidence	Standard met?	3
<p>The boarders were able to be members of the school council, which was a body elected by the pupils and which liaised with the Senior Management Team. They were also able to serve on the food committee, which met with the Deputy Head Pastoral, Servery and Kitchen staff.</p> <p>There was a short meeting held in each house, prior to the boarders leaving for classes. Each boarding house handbook included comments, which encouraged the boarders to talk to Housemasters, Housemistresses and Tutors, if they had any concerns or ideas.</p> <p>The inspector had the opportunity to talk to some Housemasters and Housemistresses, on an informal manner. It was clear that they enjoyed close relationships with their boarders and were aware of individual needs. They were also available to a boarder, when time was needed to discuss a problem or situation.</p>		

(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.		
Key findings/Evidence	Standard met?	3
<p>The complaints procedure was set out in the "Parent and Pupil Handbook". The procedure advised the pupil to talk to his/her Tutor, in the first instance. Following this, the Housemaster, Deputy Head [Pastoral], Second Master or Headmaster would be contacted, informally. Should the pupil still be unhappy with the outcome, he/she was encouraged to write to the Deputy Head [Pastoral], who would investigate further, and write to the pupil on completion.</p> <p>There was a Complaints book held in the office of the Deputy Head [Pastoral].</p> <p>The Complaints Procedure was part of the Staff Handbook.</p> <p>A record was kept of all complaints, and the outcomes.</p> <p>The "Parent and Pupil Handbook" contained information on the parents' complaints procedure. It encouraged parents to speak to the Housemaster, Housemistress, Tutor or any member of staff concerned, to arrange a meeting, if necessary.</p> <p>Should the parent wish to make a formal complaint, he/she wrote to the Deputy Head [Pastoral]. The procedure also involved the Headmaster and the Chairman of the Governors, when necessary.</p>		

(III). Inspector's assessment of the extent of staff knowledge of the required response to allegations or suspicions of abuse of children (child protection and staff/carers reporting procedures).

Key findings/Evidence	Standard met?	3
<p>The Child Protection policy and procedures were part of the Staff Handbook and were updated in September 2003. The policy and procedures reminded staff that they should be alert to the possibility of the signs of a child suffering from abuse. The Child Protection Co-ordinator was named as the Deputy Head [Pastoral], to whom all incidences of abuse or suspected abuse must be referred. There was procedural advice, which included the adult not asking leading questions and not keeping secrets. There were procedures on observing, recording and reporting. The section, which was headed "What is abuse and neglect", gave information on the 4 main categories of abuse.</p> <p>All members of staff had access to Child Protection training. Staff were reminded of their responsibilities for Child Protection at the start of every term. There was training every year.</p>		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.

Key findings/Evidence	Standard met?	3
<p>The visit took place during the school day. There were members of staff around when the pupils were out of the classrooms. All pupils were in class for lesson times. Members of staff had their lunch in the dining room at the same time as the pupils. The cafeteria style of serving lunch worked very well. There was ample time for the staff and pupils to eat their meal.</p> <p>The inspector talked informally to some Housemasters and Housemistresses, whilst touring the boarding houses. There were also matrons on duty, to care for any pupils who were ill, or needed first aid etc, as well as carrying out their own tasks.</p> <p>The number of staff attached to each boarding house varied according to the number of boarders. There was a married couple at the head of each boarding house, and they were supported by at least one resident tutor, non-resident tutors and a Matron.</p>		

(V). Inspector's assessment of the extent to which any children and staff/carers seen are aware of individual children's plans (where applicable).

Key findings/Evidence	Standard met?	3
<p>A comprehensive special educational needs policy and procedure was part of the Kelly College staff handbook.</p> <p>The College wished to educate and develop all pupils to the best of their potential, and to encourage all to participate to the best of their ability. The College believed that pupils with special needs should have an equal opportunity to enjoy the value and benefit of education and learning. It also promotes the social inclusion of pupils with special needs.</p> <p>Parents, members of Pastoral and teaching staff were involved in creating a programme for any pupil who had a special need. All the information was shared with the Housemasters and Mistresses, Tutors and the School Nurse.</p> <p>The inspector talked informally to some Housemasters and Mistresses and they aware of the needs of all the boarders in their care.</p>		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

One of the specific objectives of the visit was to discuss the progress of the action plan, following the inspection of December 2002.

All issues raised in the report had been dealt with. Some issues were of an administrative nature, and were dealt with by adding to existing policies and procedures. Other issues, such as the sick bay accommodation and outside lighting at Conway, had also been dealt with.

The other specific objective of the visit was to look at the proposed development of the boarding accommodation. There was an on going programme of development, upgrading and refurbishment being carried out at the school. There were plans for social areas to be on the ground floor of the boarding houses and for the bedrooms to be on the upper floors. This arrangement would aid the supervision of pupils and separate any noise from younger pupils who might have an earlier bedtime.

The upgrading of the showers and redecorating of the bathrooms were continuing.

FOLLOW UP OF PREVIOUS REQUIRED ACTIONS FOR UNANNOUNCED, MONITORING AND FOLLOW UP VISITS

Requirements from last Inspection visit fully actioned?

YES

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

REQUIRED ACTIONS

Identified below are areas not yet addressed from the last inspection report which indicate a non-compliance with applicable Regulations or Standards under the Care Standards Act 2000.

No.	Regulation if applicable	Standard	Required actions	

Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.

Compliance with Conditions of Registration (if applicable)

for Unannounced, Monitoring and Follow up Visits

(Establishments Registered as Children's Homes or Residential Family Centres, Independent Fostering Agencies or Voluntary Adoption Agencies only)

Providers and managers of registered services must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this Additional Inspection Visit.

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector Alison Clark

Signature

Second Inspector

Signature

Regulation Emmy Tomsett

Signature

Manager

Date

19/07/04

FURTHER ISSUES RAISED OR DISCUSSED AT THIS VISIT

The following further issues, not already identified in this report, were raised with the inspector, identified by the inspector, or discussed at this visit, with the conclusions identified below.

Issues raised by children:

A small group of girl and boy boarders were talked with at lunchtime. They all said that they had enjoyed their lunch and were happy at the College. The inspector asked whom they would talk to should they feel upset or unhappy about anything. They said that they would talk to their friends, parents, tutors and teachers. They felt that there were plenty of adults in the school who would listen to them and help them.

All of the pupils said that they were looking forward to the summer holidays.

Issues raised by staff or carers:

The Headmaster, Deputy Head [Pastoral] and the Bursar accompanied the inspector on a tour of the boarding houses. Discussions took place concerning re-organisation of some bedrooms, to make smaller more homely rooms and to change social areas into bedrooms. The upgrading and refurbishment was on going throughout the boarding houses.

Issues raised by inspector:

The inspector raised the issue of all members of staff having a Criminal Records Bureau. This applies to members of staff who were in post prior to the setting up of the Bureau, in 2002. The Headmaster felt that this procedure would cost a lot of money and was not necessary.

REQUIRED ACTIONS FOLLOWING THIS INSPECTION

REQUIRED ACTIONS

Identified below are the actions required following this Additional Inspection Visit, either outstanding from the previous inspection or identified subsequently or at this visit. Action is required on these areas within the given timescales in order to meet the statutory requirements under the Care Standards Act 2000, Children Act 1989, or applicable Regulations and National Minimum Standards.

No.	Regulation if applicable	Standard *	Requirement	

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are any additional areas arising from this visit which relate to the National Minimum Standards and are seen as good practice issues to be considered for implementation.

No.	Refer to Standard *	Recommendation Action

Note: Standard code is in respect of the relevant service; e.g.
BS = Boarding School, CH = Children's Home, etc

INSPECTOR'S DECLARATION

(where applicable)

Lead Inspector _____ **Signature** _____

Date _____

Public reports

It should be noted that all CSCI inspection reports are public documents.

PROVIDER'S RESPONSE

Registered Person's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on 14th June 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

The following comments are forwarded by the Headmaster with reference to the Draft Welfare Inspection Report for Kelly College.

"Further Issues Raised or Discussed at this visit [page 10 of 15, Stage 2]

Issues raised by inspector

The Headmaster has confidence in his staff, all of whom are cleared under the List 99 procedure on joining the College prior to the establishment of the CRB. There are other priorities that would enhance the welfare provision for the pupils in school."

Main Comments [Page 12 of 15]

We are pleased that we have complied with and met the Standard in every area, but despite several meetings and a tour of the School, remain unclear as to how to achieve a grading exceeding the Standard [4].

Action taken by the CSCI in response to provider comments:

Amendments to the report were necessary

☐

Comments were received from the provider

☐ YES

Provider comments/factual amendments were incorporated into the final inspection report

☐ YES

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

☐**Note:**

In instances where there is a major difference of view between the Inspector and the Registered Provider both views will be made available on request to the Area Office.

Please provide the Commission with a written Action Plan by 7th October 2004, which indicates how required or recommended actions and good practice recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required

☐ NO

Action plan was received at the point of publication

☐

Action plan covers all the statutory requirements in a timely fashion

☐

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

☐

Provider has declined to provide an action plan

☐

Other: <enter details here>

☐**Public reports**

It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

PROVIDER'S AGREEMENT

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

I _____ of Kelly College confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the required/recommended actions made and will seek to comply with these.

Print Name _____

Signature _____

Designation _____

Date _____

Or

I _____ of Kelly College 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 Registered Provider both views will be reported. Please attach any extra pages, as applicable.