



Making Social Care
Better for People

inspection report

Children's Services

Wymondham College

Wymondham

Norfolk

NR18 9SZ

4th November 2004

Commission for Social Care Inspection

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

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

The role of CSCI is to:

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

Inspection Methods & Findings

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

The 4-point scale ranges from:

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

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

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

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

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 Clive Lucas 132597
Name of Further Inspector (if applicable)	2 Frances Chatten
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	Dominic Findlay

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

The objective of this visit was to follow up recommendations made following the previous inspection, and to maintain an awareness of developments in the boarding facilities.

INSPECTION METHODS USED AT THE VISIT

Inspection of relevant part(s) of premises	YES
Interview with senior staff member in charge	YES
Interview with other staff	YES
Discussion with children	YES
Individual interview with a child	NO
Visit foster/adoptive home	NO
Visit lodgings	NO
Interview foster/adoptive parent	NO
Inspection of relevant records	YES
Inspection of relevant policy/practice documents	YES
Children's survey	NO
Parent survey	NO
Placing authority survey	NO
Foster / adoptive parent survey	NO
Staff survey	NO
Date of Inspection	04/11/04
Time of Inspection	0930
Duration Of Inspection	10

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?	4
Consultation with children continues as part of the College's development plans.		

(II). Inspector's assessment of the extent to which the requirements for complaints procedures for children are being met.		
Key findings/Evidence	Standard met?	0
This Standard was not assessed.		

(III). Inspector's assessment of the extent of staff knowledge of the required response to allegations or suspicions of abuse of children (child protection and staff/carer reporting procedures).		
Key findings/Evidence	Standard met?	0
This Standard was not assessed. However, the inspectors were given a copy of the revised child protection policy. Please see comments under "Findings on specific objectives of this visit".		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	3
This Standard is met. Please see comments under "Findings on specific objectives of this visit".		

(V). Inspector's assessment of the extent to which any children and staff/carers seen are aware of individual children's plans (where applicable).		
Key findings/Evidence	Standard met?	0
This Standard was not assessed.		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

The recommendations of the previous inspection are set out below along with the action taken by the College in respect of them. It will be noted that all of the recommendations have been addressed, or are in the process of being addressed. The inspectors were impressed with the action taken by the College and the obvious commitment to further improve the boarding facilities and to meet the National Minimum Standards.

RECOMMENDED ACTION

- 1. It is recommended that the details of the necessary changes, passed to the child protection officer during the inspection, are included forthwith in the College's child protection policy.**

The College's child protection policy has been amended and the inspectors received a copy at the visit. The amendments to this document are appropriate and need to be read in conjunction with guidance contained within the staff handbook. The inspectors were informed that the handbook has been updated. The handbook will be looked at on the next annual visit to the College.

- 2. It is recommended that the College monitor rules and punishments used to ensure consistency across the Boarding Houses.**

All boarding houses record sanctions in a similar way, in a dedicated sanction book. This is monitored on a day-to-day basis by the head of house and on a half-termly basis by the vice principal. The Vice Principal informed the inspectors that this process, along with a new house handbook, has led to a greater consistency in managing punishments.

- 3. It is recommended that details of how parents and boarders can contact the National Care Standards Commission regarding any complaint regarding their welfare, be included in information to parents and boarders.**

The details of the head office of the Commission for Social Care Inspection (CSCI) are included in the current student journals. The national number was included, as at the time of printing, the College were not aware if the National Care Standards Commission telephone number would transfer to the CSCI. Details of the local area office telephone number are displayed in each boarding house. It is recommended that the local area telephone number be included in future student journals.

- 4. It is recommended that each House provide written information for boarders on the responsibilities and powers (or lack of them) that Year 12 students have. Year 12 students should also have a written description of their roles and responsibilities, and the supervision and support that will be provided for them.**

The Heads of House have jointly agreed a role for year 12 students. Year 12 and other students are made aware of this.

5. It is recommended that some form of safe and appropriate storage be provided for individual pupils when they are self-medicating.

The College have widely explored the options for safe storage of medication. During this visit the inspectors were shown a proposed “safe-box” which will be installed in every bedroom. The box is locked and opened by a digital pad, which can be overridden by a master key if the number is forgotten, or if there is a need to search the box. The boxes will also provide students with secure storage for small personal items in their rooms.

Once the inspectors had seen and approved them, these boxes were ordered during the visit. The College are to be commended on the work that they have done to find a solution to the storage of medication and also provide better facilities for secure storage for students’ possessions.

6. It is recommended that a designated senior member of staff regularly monitors all medication cards maintained by the Houses and advises on stock taking of medicines.

The medical centre logs all medication, including the use by dates. Matrons keep a log of medication in their respective boarding houses. These are checked regularly by the Senior Matron and half-termly by the Vice Principal.

7. It is recommended that the College monitor the availability of staff at getting up and morning break times.

The availability of staff has been monitored as recommended, including consultation with staff and students. Staffing at getting up times has been found to be sufficient, at break times 2 senior students help staff to monitor the other students. The Vice Principal informed the inspectors that this has led to improvements in maintenance and cleanliness.

8. It is recommended that the arrangements for the supervision of cleaning staff are made clearer.

Cleaning staff have been provided with written clarification on lines of responsibility.

9. It is recommended that further clarification be sought from Norfolk Education Department, regarding staff taking up their posts before CRB checks are completed.

A new Personnel Officer has been appointed. The Vice Principal is clear that they would not have staff starting work before CRB checks have been completed, as set out in Standard 36 of the National Minimum Standards for Boarding Schools.

10. It is recommended that the standard of boarding accommodation is reviewed and that serious consideration is given as to how the matters raised can be dealt with in a timely way. In particular, the cycle for re-decoration should be reviewed.

The cycle for re-decoration has remained at 6 years. However, there is an annual

review of boarding houses to consider whether hard wear areas require additional work.

11. It is recommended that purpose made mattress covers replace the use of coarse under blankets.

The inspectors were pleased to find that the College have purchased mattress covers for all beds.

12. It is recommended that an action plan be developed to ensure that the replacement of bedroom furniture be concluded as quickly as possible. The action plan, including timescales should be sent to the NCSC by the agreed date.

The governors have agreed a £250 000 upgrade of bedroom furniture between 2002/3 and 2006/7. The inspectors were informed that other funding is also allocated when available. The first two tranches have gone ahead as planned. The new furniture is of a very good quality and significantly enhances the provision of the bedrooms in which it has been used. At the time of the inspection some damaged furniture was identified. During the programme of replacement, the College will need to monitor the standard of the existing furniture to ensure that it is repaired and made safe as necessary.

The agreed funding represents a considerable commitment to improving the facilities in the boarding houses. The College are to be commended for this.

13. It is recommended that those shower and bathroom areas in need of re-decoration and refurbishment be brought up to a more acceptable standard as a matter of priority.

Considerable work has been done to improve the standard of showering and bathing facilities, with new wall, floor, ceiling coverings and new cubicles. The newly fitted showers and bathrooms are now much more pleasant and should be easier to maintain. The College are to be commended for this.

14. It is recommended that serious consideration be given to the showering facilities and their use, in order to improve the standard of privacy, especially between boarders of different ages.

Hooks for towels have been provided outside of the shower cubicles, so that students can reach their towels without coming out of the showers. In addition to this more substantial shower curtains have been supplied.

There is a rota system for students to shower, so that boarders of widely different ages do not share showering facilities at the same time.

ADVISORY RECOMMENDATIONS

1. It is recommended that House Guides for pupils be regularly reviewed in line with the College's statement of boarding principles and practice.

All Heads of Houses have agreed a common core to the House Guides. Individual Heads of Houses can make minor alterations to reflect the individuality of their House. The guides are to be reviewed annually in the Summer term, ready for the new admissions in September.

- 2. It is recommended that the College consider introducing a common system for recording punishments.**

A common system for recording punishments has been introduced.

- 3. It is recommended that a copy of the new guidance for the role of spouses of staff within boarding houses be forwarded to the Inspector for information, once it is completed.**

New guidance has been produced on the role of spouses of staff within boarding houses. The Vice Principal and the Governors are currently reviewing this.

The inspectors would like to thank the vice principal, staff and students for their help and co-operation during this visit.

**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	Clive Lucas	Signature	_____
Second Inspector	_____	Signature	_____
Locality Manager	Frances Chatten	Signature	_____
Date	12/01/05		_____

FURTHER ISSUES RAISED OR DISCUSSED AT THIS VISIT

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

Issues raised by children:

Issues raised by staff or carers:

Issues raised by inspector:

RECOMMENDED ACTIONS FOLLOWING THIS INSPECTION

RECOMMENDED ACTIONS

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

No.	Regulation if applicable	Standard *	Requirement	
1	NA	BS3	It is recommended that the local area telephone number of CSCI be included in future student journals.	September 2005

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

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

No.	Refer to Standard *	Recommendation Action

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 Clive Lucas **Signature** _____

Date 12/01/05

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 04 November 2004 and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the CSCI in response to provider comments:

Amendments to the report were necessary

YES

Comments were received from the provider

YES

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

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

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 21 December 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

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

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 _____ 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 _____ 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.

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