

# Moor House School

Inspection report for Residential Special School

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<b>Inspection date</b>	22/03/2011
<b>Inspector</b>	Sophie Wood
<b>Type of inspection</b>	Key

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<b>Setting address</b>	Moor House School, Mill Lane, OXTED, Surrey, RH8 9AQ
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<b>Registered person</b>	Moor House School Trust limited
<b>Head/Principal</b>	Hilary Dobbie
<b>Nominated person</b>	Hilary Dobbie
<b>Date of last inspection</b>	04/02/2010

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## About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

### The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

## **Service information**

### **Brief description of the service**

Moor House School is situated in a pleasant residential area of Oxted in Surrey. All pupils possess varying degrees of speech and language difficulties and all are boarders. Boarding accommodation is situated over the first and second floor of the premises and dormitories separate boarders by age and gender. A team of residential care staff work closely with teachers and the therapy department to deliver a holistic package of care that maximises potential and independence. Set within large, well maintained grounds, the school offers a safe and secure physical environment, with good public transport links to nearby towns.

### **Summary**

The overall quality rating is outstanding.

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

### **Improvements since the last inspection**

#### **Helping children to be healthy**

The provision is outstanding.

#### **Protecting children from harm or neglect and helping them stay safe**

The provision is outstanding.

#### **Helping children achieve well and enjoy what they do**

The provision is outstanding.

## **Helping children make a positive contribution**

The provision is outstanding.

## **Achieving economic wellbeing**

The provision is good.

## **Organisation**

The organisation is outstanding.

Pupils receive an excellent service with regards to their general health and medical needs. Nursing and medical care are delivered with sensitivity and competence. Pupils say, 'they really look after you'. Records are held securely; confidentiality is assured. Information is carefully shared throughout departments; hence, pupils with specific health needs are effectively safeguarded. Appropriate external referrals are made for any pupil requiring specialist treatment. Access to GP, dentistry and optical care is routine and the arrangements are agreed with parents. Staff receive the guidance and training they need to ensure the pupils enjoy good health. First aid and medication administration training are mandatory for the care team. The school has recently been awarded with the title of 'Epilepsy Champion' by a leading epilepsy specialist service. Allergies and special dietary needs are accommodated and the catering provision has recently been commended by a dietician audit. Pupils say they are generally happy with meals, but they would like greater opportunities to liaise with the catering team about menus.

Pupils say they feel safe. They thrive in a nurturing environment, which provides effective safeguards. Pupils know how to complain and ask for help. Contact details for external agencies are widely advertised in order for pupils to be enabled to express any concerns they may have to independent bodies and organisations. They confirm that bullying incidents are rare and managed effectively when they do occur. Staff across all departments are fully conversant with safeguarding procedures and they implement these in practice. Written records show a low level of child protection concerns. Clear and effective individual behaviour management plans and risk assessments impact positively upon everyone's safety. Rules and expectations are understood. A rewarding culture for positive conduct is effective. Pupils believe that punishments are fair; written records demonstrate these are evenly distributed and stringently monitored. The need for physical interventions is rare and staff receive appropriate training and guidance on its use. Boarding accommodation is safe and secure. Pupils understand the fire evacuation procedure and this is regularly practised. Safety and security checks are regularly conducted and a robust recruitment process serves to protect pupils from potential harm. Senior staff members have all benefited from safer recruitment training.

Communication across all departments is a particular strength. A seamless approach increases the likelihood of progress and achievement. Care, therapy and teaching teams work collaboratively to ensure that goals and targets for individual pupils are realistic and meaningful. Pupils receive the individual support they need and key workers readily seek advice from their colleagues to ensure changing needs are effectively provided for. Care staff work very hard to provide a wide range of activities outside of the school day. Afternoons and evenings are very busy. Pupils enjoy using the school's facilities including the sports hall, swimming pool, grounds and play area. Common rooms are furnished in accordance with the age and interests of the pupils and external activities include horse riding and judo.

Opportunities for pupil consultation have increased since the previous inspection. Such forums remain in their infancy and staff recognise the need to develop these further. Pupils join the school based upon detailed and thorough assessment processes. Hence, their needs are effectively communicated to all departments from day one. Key workers ensure that care plans remain current and up to date. They liaise regularly with parents and this promotes collaborative working. Parents provide very positive feedback and confirm the school meets their child's needs.

Improvements to the boarding accommodation continue. The school recognises that privacy is compromised and a further dormitory has been refurbished to provide single bedrooms. Pupils report positively about this by saying, 'I love my room' and 'I can bring in my own things from home'. All areas of the boarding provision are cleaned to an excellent standard and maintenance issues are expedited. Current plans to develop senior provision are being positively received by parents. The school remains very keen to implement its plans, largely because it wants to do extend its current age range to incorporate sixteen plus pupils. Although pupils are actively encouraged to maximise their independence skills, the school believes improved results would occur if pupils remained for longer, prior to moving onto college or work.

The promotion of equality and diversity is outstanding. Individual and specific needs are effectively catered for. The school actively celebrates differences through assemblies, project work, food and special festivals. The senior management team is visionary and cohesive. The strong leadership of the care team ensures staff receive good quality supervision and training. The vast majority of the care team now has, or is working towards the National Vocational Qualification at level 3 in childcare. Senior staff, and those who already possess this qualification are pursuing additional qualifications and training. Pupils receive excellent standards of care from a motivated and dedicated team as a direct result. The governing body continues to grow in terms of membership. Various sub-committees monitor a range of areas, including the boarding provision and safeguarding. However, there is no separate committee for generic health and safety matters, which risks some areas receiving less robust monitoring. Minor omissions within specific documents, such as induction checklists and daily logs are sometimes missed; neither are some of these documents being signed off by the persons responsible for monitoring.

## **What must be done to secure future improvement?**

### **Compliance with national minimum standards**

The school meets all the national minimum standards, with the exception of any listed below. To ensure that the school meets the national minimum standards the school needs to...

- ensure pupils are engaged in meaningful consultation processes (NMS 2)
- ensure that all of the areas described under this standard are robustly monitored, with records clearly being signed off (NMS 32)
- consider the value of establishing a separate health and safety sub-committee as part of the governing body (NMS 33)