



Champions for
Social Care
Improvement

inspection report

Children's Services

Kingsmead School

Bertram Drive

Hoylake

Wirral

CH47 0LL

22nd March 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 Julia Toller 080407
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 NCSC. They accompany inspectors on some inspections and bring a different perspective to the inspection process.	NA
Name of Specialist (e.g. Interpreter/Signer) (if applicable)	NA
Name of Establishment Representative at the time of inspection	Janet Mitchell

Number of Inspector Days spent on site:	.5
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SPECIFIC OBJECTIVE(S) OF THE VISIT

The Care Standards Act 2000 requires a full inspection of boarding schools to be completed every three years. National Care Standards Commission methodologies require a welfare visit of the schools to be carried out annually between inspection schedules. The objective of this visit, which was a welfare visit, was to monitor the progress of the school in completing the recommendations of the last announced inspection of March 2003.

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	NO
Individual interview with a child	NO
Visit foster/adoptive home	NA
Visit lodgings	NA
Interview foster/adoptive parent	NA
Inspection of relevant records	YES
Inspection of relevant policy/practice documents	YES
Children's survey	NA
Parent survey	NO
Placing authority survey	NO
Foster / adoptive parent survey	NA
Staff survey	NO
Date of Inspection	22.3.04
Time of Inspection	12.30
Duration Of Inspection	4

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 first Inspection report highlighted issues around food. Not only the lack of choice, but also, access to and availability of food. The head of care, having ascertained the opinions of children through questionnaires, has worked with young people to develop a food council, which comprises of a group of children, headmaster and cook. This group works together to relay the opinions of children, and to raise issues with specific relevance to boarders. This has resulted in a choice of foods available at tea time, suppers and breakfast, where children now have the choice of the cooked meal for the day, yoghurts, cereals, toast, or fruit. The group should be commended for their progress, and especially the level of consultation with children, having begun to deal with the identified issues.</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?	2
<p>Discussions took place regarding the recording of complaints. The head of care, stated that complaints are dealt with promptly, but not necessarily recorded, or responded to in writing. It is recommended that a complaints record is maintained in each house, with details of the date of complaint, complainants name, nature of complaint, and any action taken in response to the complaint.</p> <p>It is advised that this record is monitored on a regular basis, by the head of care, to ensure that she is aware of any patterns or "issues" that may have arisen over a period of time. The boarding staff should be pro-active in their approach to complaints, making children aware of their rights and of Kingsmead's complaint procedure. The NCSC telephone number should be included in the complaints policy, and also advertised in prominent positions for children to utilise if they wish.</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/carer reporting procedures).		
Key findings/Evidence	Standard met?	3
<p>Child protection training was provided for all staff during an inset day following the last inspection.</p> <p>Wirral ACPC procedures are now available as necessary for staff. It would also be beneficial to utilise this information for training, in team meetings on a regular basis.</p> <p>Discussion took place between the care manager and inspector regarding specific behaviours of children on return from holidays, the care manager demonstrated an awareness of child protection issues that could be the cause of the behaviours, and acknowledged the need to record and compile a history of information as appropriate.</p>		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	0
Children were in school at the time of the visit, and staffing was not therefore assessed on this occasion.		

(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
Throughout the course of the visit, the care manager and Inspector discussed many issues regarding children who utilise the boarding facilities. The care manager demonstrated an awareness of individual children's needs, likes and dislikes which reflects a commitment to the children's welfare and well being.		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

The welfare visit reflected, that Kingsmead Boarding school have made good progress in meeting the recommendations made of them at the last Inspection. Unfortunately, it was not possible to meet with the headmaster on the day of the visit, and some of the requirements therefore regarding school policies could not be inspected. This will be monitored at an alternative visit.

The recommendations that can be found in this report are from the previous inspection report.

The poor standard of accommodation was one of the main issues raised at the previous inspection. Since that time, the accommodation provision has altered.

There is now Bertram Lodge, a large property located opposite the school, providing accommodation for boys and girls;

The cottage, which provides accommodation for boys only; and the House, which provides accommodation for girls only.

Inspection of accommodation reflected that refurbishment has been ongoing since the last inspection. The care manager was able to share a five year plan which she has devised to encompass short, medium and long term goals for all accommodation.

The inspector was able to see the improvement to living accommodation, but would agree with the care manager, that five years is a realistic timescale to bring the accommodation up to the standard aspired to by the school, and to meet NMS.

The inspector would also agree with the care manager that the next priority is to replace furniture, beds and mattresses. Also to acquire space in the main premises for the girls to have a separate living area to use of an evening.

At the last Inspection, the pharmacy inspector was part of the inspection team and carried out a separate inspection of the medication procedures at the school.

The Inspector witnessed the care manager administering medication to children during the visit.

As these were controlled drugs, the administering and monitoring of such drugs was discussed. The location of the "surgery" and staffing, create difficulties at times around achieving two signatures of staff when administering controlled drugs, however, the school have introduced spot checks of such medications, by senior staff, to safeguard children and protect staff.

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

Requirements from last Inspection visit fully actioned?

NA

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 National Care Standards Commission 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	NA
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector	Julia Toller	Signature	_____
Second Inspector	_____	Signature	_____
Locality Manager	_____	Signature	_____
Date	_____		

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:

Children were in school during the visit and issues were not therefore raised.

Issues raised by staff or carers:

The care manager raised issues in connection with the last inspection report and the progress that the school has made with the recommendations. The issues were discussed throughout the course of the inspection

Issues raised by inspector:

The care manager was made aware of the need to utilise a bound and numbered book for the stock control of controlled drugs.

Each house should hold a record of complaints made by children, and of action taken by staff in relation to the complaint.

The school should also hold a central record of complaints relevant to boarders where complaints may be made directly to the headmaster.

Child protection training has taken place since the last inspection. The ACPC procedure manual should be used regularly to ensure that staff remain familiar with the required procedures.

Boarding staff must also be aware of the need to document any unusual behaviours, or patterns of behaviours when children return to school from weekends/holidays at home.

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
1	BS2	It is recommended that the school carry out recorded risk assessments of the times, places and circumstances in which the risk of bullying is greatest, and takes action where feasible to reduce or counteract the risk of bullying.
2	BS3	The school has a procedure for dealing with allegations and suspicions of abuse that was written in 1994. It is recommended that this be reviewed in light of the introduction of the National Minimum Standards and that such a review include the matters detailed within this standard specifically.

3	BS5	It is recommended that a separate log be maintained in which complaints can be appropriately recorded.
4	BS15	<p>The Boarding Team Leader is advised to ensure that suitable reference sources are available to staff involved in medicine administration. This would include:-</p> <p>A copy of the British National Formulary (BNF) within 12 months of issue i.e. no older than March 2002.</p> <p>A copy of the Royal Pharmaceutical Society guidelines 'The Administration and Control of Medicines in Care Homes'*</p> <p>Patient Information Leaflets which should be supplied by the community pharmacist with all dispensed medication</p> <p>RPSGB guidance 11 (a).</p>
5	BS15	It is recommended that a separate book to record return of any medication to the community pharmacist for disposal be introduced, which the community pharmacist can sign on receipt. RPSGB guidance 9
6	BS19	It is recommended that consideration be given to providing a more private facility for the making and receiving of calls and that access to the use of e-mail be reviewed to allow for more opportunity to utilise it.
7	BS34	It is recommended that the induction process follow a more systematic process. The satisfactory completion of this process and any linked probationary period for new employees would benefit from being more accurately recorded.
8	BS34	It is recommended that systems for the supervision and appraisal of boarding staff be introduced in order to inform the continued development of boarding practice.
9	BS40	It is recommended that upon the commissioning of the new boarding accommodation that the remaining boarding provision is brought up to an adequate standard. In order to achieve this the school will need to refurbish both the Medway cottage and the boarding facilities in the main school building. This refurbishment should include the decoration of the boarding facilities, the provision of adequate floor coverings, preferably carpet, and the provision of sufficient furnishings suitable to the number, ages and needs of boarders accommodated.
10	BS44	It is recommended that the matters detailed in NMS 44.1- 44.10 be considered when refurbishment is undertaken.
11	BS46	It is recommended that any staff who supervise swimming sessions be appropriately qualified in life saving.

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 Julia Toller. **Signature** _____

Date _____

Public reports

It should be noted that all NCSC 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 22nd March 2004 of Kingsmead Boarding School and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Action taken by the NCSC 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

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 27th April 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 NCSC inspection reports are public documents. Reports on children's homes are only obtainable on personal application to NCSC offices.

PROVIDER'S AGREEMENT

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

I Mr Edward Bradby of Kingsmead Boarding School 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 E H Bradby
Signature E Bradby
Designation Headmaster
Date 28th April 2004

Or

~~**I Mr Edward Bradby of Kingsmead Boarding School 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.