



Making Social Care
Better for People

inspection report

Children's Services

Orwell Park School

Nacton

Ipswich

Suffolk

IP10 0ER

16th 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	
Follow up of Enforcement Action	
Complaints Investigation	
Monitoring Visit	YES
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
	Bridget Forrest
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.	N/A
Name of Specialist (e.g. Interpreter/Signer) (if applicable)	N/A
Name of Establishment Representative at the time of inspection	Mr A Auster Headmaster

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

This report outlines the findings from a monitoring visit to Orwell Park School, carried out on 16 June 2004. The main objective of the visit was to follow up recommendations and advice given to the School as a result of a full / whole joint inspection in May 2003. The monitoring visit on 16 June 2004 was timed to coincide with the end of the school day, to provide opportunities for the Inspector to meet with key staff, as well as spending time with boarders, up until their bedtimes from mid evening onwards.

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	NA
Visit lodgings	NA
Interview foster/adoptive parent	NA
Inspection of relevant records	YES
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	NO
Date of Inspection	16/06/04
Time of Inspection	17.00
Duration Of Inspection	4.00

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>In response to a recommendation made at last year's full inspection of the School (Standard BS12), improvements had been made at the School to ensure that children (including boarders) were consulted with and asked for their views and opinions. A Pupils Forum had been introduced which provided opportunities for elected pupils from each year group to meet as a group once each term. In order for pupils to freely express their views (including any issues about boarding) this Forum was chaired by a non-boarding member of staff, and also attended by the Headmaster. The findings from the meeting were minuted, and relevant issues taken to the School staff meeting, for action and feedback to the Forum. The Minutes from the Forum on 20 May 2004 were shown to the Inspector. These provided evidence that matters such as showers, lockers, telephones, water dispensers, concerts and lectures, and arrangements for choir were raised, and that feedback was provided in writing to the Forum within the following 7 days.</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>As reported last year against Standard BS 5, there were two complaints procedures. One for parents and another for pupils.</p> <p>The recently produced Boarders' Handbook (which will be fully implemented for September 2004), will provide helpful advice. In the section entitled "<i>No one to talk to? What to do if I cannot find anyone to talk to?</i>" boarders are reminded that "<i>There are other people you can phone. You will find their numbers on a list near the phones in the phone booths. All these people can be contacted in confidence and their telephone numbers are displayed in School</i>".</p> <p>During this inspection, boarders confirmed that there were various people who they could talk to, if they had a worry or concern, citing parents, friends, and members of staff working at the School including staff with boarding / pastoral roles.</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?	2
<p>In response to last year's full inspection (Standard BS 3) the Headmaster confirmed in writing that <i>"The School policy on child protection has been amended to include the requirement for any referral to be made within 24 hours. All staff have been issued with a policy for searching for missing boarders and a written record will be made of any such incident"</i>.</p> <p>During meetings with the Headmaster and with the Senior Matron it was confirmed that lead responsibility for child protection matters will be transferred from the Headmaster to the Senior Matron, who will become the 'Named Person' for child protection referrals. She was currently undertaking training arranged via Suffolk Area Child Protection Committee (ACPC) and had so far attended one day's training. In the meantime, the Headmaster remained the 'Named Person' for child protection referrals.</p> <p>Standard BS 3 was assessed as having a minor shortfall. Advice given at last year's full inspection was that, in addition to the external child protection training arranged via Suffolk ACPC, the School appointed an in-house person with child protection knowledge and experience, who can take a lead role in a) updating staff on child protection developments b) periodically reminding staff of their roles and responsibilities and c) ensuring that all new staff at the School receive a sound induction into child protection matters at the start of their employment including GAP students. This advice had yet to be fully taken on board.</p>		

(IV). Inspector's assessment of the adequacy of staffing at the time of the visit.		
Key findings/Evidence	Standard met?	3
<p>As reported last year (Standard BS31), there were sufficient numbers of staff on duty during the course of this monitoring visit to support the activities and needs of boarders being looked after. There were a total of four pastoral staff on duty in the boarding areas during the evening. In addition, there were three members of staff at the swimming pool, supervising those boarders who swam after tea, and before bed. Staff on duty in the boarding areas were observed to be actively present in all areas, keeping a watching eye, and ensuring the boarders got themselves showered and ready for bed, before their allocated bedtime.</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>In response to last year's inspection (Standards BS 7 & BS 17) the Headmaster confirmed in writing that <i>"The School already, where appropriate, has a formal I.E.P. document for individual children compiled by the Learning Support Department in conjunction with tutor/class teacher and boarding staff". In future this document will be further developed and titled Welfare Plan</i>". During the monitoring visit on 16 June 2004, the Senior Matron confirmed that in any situation where a child was experiencing difficulties, a 'Welfare Plan' had been drawn up. The responsibility for this lay with the allocated Tutor for that child. In the event that there were issues that impacted on children boarding at the School, the Senior Matron confirmed that relevant information would be shared with pastoral staff. She also confirmed that there were children at the school who for different reasons had difficulties, associated with special needs / learning disabilities, or emotional issues. Because the monitoring visit was timed for the evening when Tutors were not available, the Inspector did not see evidence of an individual 'Welfare Plan'.</p>		

FINDINGS ON SPECIFIC OBJECTIVES OF THIS VISIT

In response to last year's full inspection, the Headmaster had produced an Action Plan which addressed each of the recommendations made, and advice given. Some very positive steps had been taken.

By way of example, seven additional toilets had been created in the boarding areas, and each boarder had been provided with a new duvet and pillows. There will be new additional toilets created in readiness for the start of the new School year (September 2004).

The Bursar confirmed that there was an ongoing review of the School's recruitment process involving a Human Resource Consultant, and new Job Descriptions, Contracts of Employment, and Staff Handbook information were being prepared.

The fact that a Pupils Forum had been introduced was seen as a positive move towards consulting with children and seeking their views.

A Health and Safety Consultant had also been employed to develop the School's policy and practice, including the introduction of a Safety Handbook for all staff. Risk Assessments were being addressed as part of health and safety improvements at the School.

The School had identified a local person who expressed a willingness to become a named Independent Visitor. The Inspector has, since the monitoring visit on 16 June 2004, received written confirmation from the Headmaster that *"All new members of staff have been required to complete CRB disclosures, but the paperwork for the new School Visitor is being processed"* The School must ensure that all new future appointments are subject to Criminal Records Bureau Enhanced Disclosures having been applied for and cleared, before appointment is taken up.

The School had also undertaken improvements to the fire safety arrangements. This had been problematical as Orwell Park is a listed building, and there were restrictions on what permissions could be granted. The Bursar explained that revised plans had been drawn up to improve the external fire escape routes, and that there was ongoing consultation with both the Fire and Listed Buildings Authorities in that regard. In the meantime, work had been carried out to improve door seals, door closures, and fire safety signage, throughout the School.

Security arrangements had also been improved with the introduction of 'Walkie Talkies' for staff working at the School at night. Pastoral staff told the Inspector that these were proving really helpful for communication. They were used during the evenings, both in the boarding areas and in the grounds. During the summer months boarders may stay outside up until mid evening, for outdoor activities. Further work was being developed on security zoning, to ensure that there were no areas where unauthorised persons could gain inappropriate access to parts of the School premises, including boarding facilities.

In response to last year's full inspection (Standard BS 4) a 'Red Book' had been introduced in the boarding areas, to record any issues of sanction or punishment. This book was examined on the 16 June 2004. It contained just a small number of entries (mainly

associated with talking or creating a disturbance after 'lights out'.) Boarders told the Inspector that any punishments given were reasonable and fair.

The Inspector looked in all of the dormitory areas and found them to be warm, comfortable, and homely. There was evidence that boarders had personalised the areas close to their bed, and there were lots of posters on display, as well as favourite soft / cuddly toys. The new duvets and pillows were appreciated by boarders.

The Inspector had an evening meal with groups of boarders. The atmosphere was relaxed and informal, and the food tasted good, was nutritional in content, and provided choice. The meal was chicken pieces, sauté potatoes, peas, salad, and cakes. One boarder had a birthday, and this was celebrated on a 'birthday table' with a birthday cake, candles, and a happy birthday song.

Boarders also commented positively about the help they received when first starting to board at the School. They were given the support of a 'guardian' - usually a more experienced boarder in their year group. The guardian would provide them with help, advice and support until they had fully settled in. A number of boarders said that they had been homesick when they first boarded, but that other boarders and pastoral staff helped them to overcome this very quickly after they first came to the School.

Some boarders spent the evening out and about in the grounds, coming into the boarding areas before bedtime. Small groups played various board games, before bedtime routines which included having a shower, hair-washing, and teeth cleaning. Dress code was for towels or dressing gowns to be worn to and from shower areas, and then for all boarders to put on their night clothes, before settling into bed for the night. All routines were observed to be relaxed and informal. Staff were on hand to ensure that boarders got ready for bed. Stories were read, and some girls were helped with hair-drying / hair-brushing, before bed. The earliest bedtime was 7.30pm and the last 'lights out' was at 9pm.

In response to an issue raised at last year's full inspection of the School, the Headmaster confirmed that, to ensure the protection and safeguarding of privacy and dignity for all concerned, he no longer visits dormitories at those times of the day or evening when boarders might be either changing, or showering. There are no male staff working in the girls boarding accommodation.

Random testing of hot water supplies in bath and shower areas revealed there was one unacceptably hot water temperature at 51.9°C in the younger boys bathroom area. This was immediately referred to the Matronal staff for attention. The Headmaster has since confirmed in writing that *"This bathroom has been put out of commission until the summer holidays which begin in just over a weeks time. The Maintenance Manager will rectify the problem as part of the summer holiday work schedule"*.

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

Requirements from last Inspection visit fully actioned?

NO

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	
1	N/A	BS38	The School to review its recruitment practices and processes to ensure that all criteria laid down in Standard 38 are adhered to.	28/07/03
2	N/A	BS41	The School to implement the advice of the Fire Authority with regard to the provision and use of external fire escapes leading directly from dormitory areas (Thorn Dormitory).	28/07/03
3	N/A	BS44	The insufficient numbers of toilet facilities in boys and girls boarding to be addressed as part of the School's development plan. The CSCI to be provided with projected timescales by which compliance with this Standard will be achieved.	28/07/03

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	
N/A		
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector Bridget Forrest

Signature _____

Locality Manager Jayne Stevens

Signature _____

Date 8/7/04

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:

None

Issues raised by staff or carers:

None

Issues raised by inspector:

None other than referred to in the main Findings section of this Report.

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	
1	N/A	BS38	The School should review its recruitment practices and processes to ensure that all criteria laid down in Standard 38 are adhered to (including for the deployment of Independent Visitors). This is a repeat recommendation.	Immediate and ongoing
2	N/A	BS41	The School should implement the advice of the Fire Authority with regard to the provision and use of external fire escapes leading directly from dormitory areas (Thorn Dormitory). This is a repeat recommendation.	The School to advise CSCI of the outcome of meetings with the Fire and Listed Building Authorities.
3	N/A	BS44	The insufficient numbers of toilet facilities in boys and girls boarding should be addressed as part of the School's development plan. The CSCI to be provided with projected timescales by which compliance with this Standard will be achieved. This is a repeat recommendation	30/09/2004

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	BS34BS3	<p>The School should appoints (in addition to external child protection training) an in-house person with child protection knowledge and experience who can take a lead role in updating staff in relation to: developments in practice; in-house induction for newly appointed staff including GAP students, in respect of child protection matters.</p> <p>This is a repeat recommendation.</p>

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)

N/A

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 16th June 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

Comments were received from the provider

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 6th August 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

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 Orwell Park 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 _____
Signature _____
Designation _____
Date _____

Or

I _____ of Orwell Park 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.