

# Inspection Report

Concise Inspection 2002/3

<b>Service Name</b>	Ochil Tower School
<b>Service Type</b>	School Care Accommodation
<b>Title of Applicable Standards</b>	School Care Accommodation
<b>Service Provider</b>	The Management Council of Ochil Tower School
<b>Location</b>	140 High Street, Auchterarder, PH3 1AD
<b>Date of Original Registration</b>	1998
<b>Date(s) of Last Inspection</b>	20-22 November 2001
<b>Date(s) of Inspection</b>	11-13 December 2002
<b>Care Commission local office</b>	Central East Region Compass House 11 Riverside Drive Dundee DD1 4NY

## INTRODUCTION

Ochil Tower is an independent, non-denominational school, registered by Perth and Kinross Council to provide 28 residential places for children and young people, aged between 6 and 18 years, who have moderate and severe learning disabilities; 38 pupils were on the school roll, 24 of these residential, at the time of the inspection, the school is also registered with the Scottish Executive and in March this year invited HMI of Education to carry out an inspection of its educational provision

The 'curative education' approach, which combines social care, education and therapy, is based on the philosophy of Rudolf Steiner, adapted by Karl Konig, the founder of the Camphill movement, and is practised in a network of schools world-wide. Day to day management is the responsibility of 6 Joint Co-ordinators, who, together with other experienced and permanent co-workers whose home is the school, form the Core Group Members, with provision of care and education shared with a large number of other co-workers, many of whom come from other countries to spend a year or so at Ochil Tower. There is also a small number of paid staff, mostly ancillary workers.

## BASIS OF REPORT

This report was written following an announced visit, which took place on 11-13 December, 2002. Questionnaires were also circulated to parents and pupils, along with the pre-inspection material, which included a return and a self-evaluation. The school also provided the anonymised verbatim findings of its own parental questionnaire.

This inspection report focuses on the sections of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002. Statutory Instrument 114, but the inspection itself also took account of the National Care Standards. The five standards, selected from those for School Care Accommodation, for the inspection year 2002-3, are: **Arriving for the first time; Care and protection; Comfort, safety and security; Management and staffing; and Keeping well - medication.**

## ACTION TAKEN ON REQUIREMENTS IN THE LAST INSPECTION REPORT

There were five requirements arising from the last inspection, four relating to minor recording amendments, which have been implemented, and the other to the need to co-ordinate, with social workers, the reviews of children who are 'looked after', especially those who use the services of other providers; this is on-going.

## SECTION 3 STATEMENT OF AIMS AND OBJECTIVES

*Shall have a written statement of aims and objectives*

<b>Evidenced by:</b>	Provision of statement, and observation of practice of co-workers and pupils
<b>Comments:</b>	The summary statement is supported by extensive detailed policies and procedures, together with discrete handbooks for co-workers, parents and pupils. All its publications, plus up-to-date reports, development plans and other relevant information is available on its website. The school also aims to develop multimedia documentation for pupils with communication difficulties.
<b>Requirement/s:</b>	During the annual review of the statement, the school should ensure that all the details listed in Standard 1 'Arriving for the first time' are included in respect of the information for pupils and their parents.

## SECTION 4

## WELFARE OF SERVICE USERS

All providers are to:

- *Make proper provision for health and welfare of service users 4 (a)*
- *Provide service which respects privacy and dignity 4(b)*
- *No restraint unless only practical means of securing welfare - exceptional circumstances 4(c)*
- *Appropriate procedures for control of infection and the management of clinical waste 4(d)*
- *Arrangements made for service users to use services of health care professionals 4 (2)*
- *A provider of day care or childminding shall not administer, or permit any person employed in the provision of the service to administer, physical chastisement or punishment to any child who is looked after or cared for by the service 4(3)*

**Evidenced by:** Inspection of Care and Education Plans, discussion with co-workers and pupils, observation and responses of questionnaires.

**Comments:** The school has a number of provisions to ensure the health and welfare of its pupils, including:

- a progressive move to single room accommodation (only two double rooms now); additional arrangements for individuals, including purchase of a 'safety tent' to combat the effects of self-harm, alarm system to alert staff to movements at night, and temporary relocation of sleeping to settle a child.
- extra lighting as part of its improved security, as required recently by its Management Council.
- child protection policies and procedures, combined with training in safe caring practices and anti-bullying awareness, together with closer links with local agencies and more in-depth training.
- An identified core member now qualified under the auspices of the Crisis Prevention Institute to provide instruction in restraint, specific to the needs of this group of service users. All restraints are well-documented, especially its specific use as part of a written protocol to administer essential medication to one pupil, when all other avenues have been exhausted.
- assistance to pupils to access a range of additional health services, co-ordinating related communication between different professional and parents, such as changes of medication and the protocol above.
- a focus on routine hand-washing by pupils and adults to prevent infection.
- supervision, supplemented by a password, is required for any pupil to access the Internet; similar practice is adopted with respect to television, videos and cinema.

**Requirement/s:** More formal risk assessments should be devised in respect of activities, both outdoor and indoor, especially where dangerous equipment is in use, such as hammers; promoting individual potential needs to be tempered by health and safety considerations, including safeguarding others.

## SECTION 5 & 19

## RECORDS AND PERSONAL PLANS

*The Care Service is required to have written 'Personal Plans S5*

- *After consultation with service users, and where appropriate any representative*
- *Within a month of receiving the care service*

*In Care Homes*

*Keep records about each service user -*

- *Service users name, address and date of birth S19(1) (a)*
- *Name, address and telephone number of next of kin, or authorised person ( to act on behalf of service user)S19(1) (b)*
- *Name, address, and telephone number of the GPS19 (1)(c)*
- *Date when care service commenced providing a service to individual S19 (1) (d)*
- *Record of any restraint or control, and reasons why necessary and name of person authorising this action S19 (3) (a)*
- *Date, time, cause of death of service user who has died whilst care service was being provided and name of doctor certifying death S19 (3)(i)*
- *Any incident which is detrimental to health and welfare of service users health or welfare S19(3)(d)*

**Evidenced by:** Inspection of Individualised Care and Education Plans (IECPs), records of restraint, incident reports, case files and discussion with co-workers and pupils.

**Comments:** The IECPs evidence much better identification of specific needs of particular pupils and strategies to meet them in the short and longer term, in line with the improvements recommended in previous inspection reports and HMIE. Reviews, both in respect of Record of Needs and 'looked after' status are held at the requisite intervals and not less than six-monthly, with additional ones, as required. All personal details, as given above are recorded in well-maintained files.

Only a handful of pupils have been restrained since the last inspection, in line with written guidance, with records of violent incidents complying with the standard set by the previous registering authority, and the regulations. Risk assessments are carried out in respect of pupils, where appropriate.

**Requirement/s:** All significant accidents should be recorded, together with those where an injury has been incurred, irrespective of the need for FirstAid and medical treatment. In respect of staff being inadvertently but regularly injured by pupils in the course of daily caring, there should be a record of incidence in a format which meets the requirements for name, date, times and nature of injury but is not cumbersome or degrading to the pupil.

## SECTION 19(3)(H) SAFEKEEPING OF MONEY/VALUABLES

*All money/valuables deposited for safe keeping*

- *Date of deposit/received*
- *Date returned/used*
- *Where applicable purpose for which money/valuables used*
- *Written acknowledgement of return of the money/valuables*

**Evidenced by:** Discussions with staff, inspection of records.

**Comments:** The service has efficient and effective systems in place to ensure residents money and valuables are safe while still being easily accessible.

**Requirement/s:** None

## SECTION 19(3)(J)(K) MEDICINES – STORAGE AND ADMINISTRATION

- *Record of medicines kept on premises*
- *Details of any instance when medicines administered without their consent or of a person duly authorised to consent on the users' behalf.*

**Evidenced by:** Pre-inspection medication questionnaire, medicine records, Discussion with staff.

**Comments:** The school has acquired copies of the Central Council for Nursing and Midwifery and Healthvisiting guidance on medication for each house, as part of its general commitment to a high standard of medical care provision. Similarly, while only house parents administer medication, thus reducing error, it has embarked on a rolling programme of training of permanent and new coworkers in administration of rectal diazepam, in conjunction with the epilepsy nurse from PRI; it has also put together travel packs so that possibility of emergencies does not restrict pupil participation in the range of activities. Parental consent forms for medical care are in place, along with individually GP signed Household Remedies policies. Some minor amendments to recording were discussed and areas for further guidance from the Commission pharmacist on specific scenarios identified.

**Requirement/s:** Some minor amendments to recording proformae, as discussed during the inspection are required

**SECTION 9, 11, 13, 14, 19**

**STAFFING / FITNESS**

*Providers must retain information on all staff. S19 (2) A provider shall not employ any person in the provision of a care service unless that person is fit to be so employed S9 (1)*

*The provider shall, having regard to the size and nature of the service, the statement of aims and objectives and the number of service users -*

- *Ensure at all times suitably qualified and competent persons of sufficient numbers S13(a)*
- *Where a care home, which provides nursing, ensure that at all times a suitably qualified registered nurse is working at the care home or where sufficient to meet the nursing requirements of service users, available on call S13(b)*
- *Ensure that persons employed receive training appropriate to their work and suitable assistance, including time off work, for the purpose of obtaining further qualifications appropriate to such work S13(c)(i)(ii)*

*A person with a financial interest in the care service shall not act as medical practitioner S 14*

*A childminder shall not permit any person who is not fit to be in the proximity of children to live at the premises. S 11*

**Evidenced by:** Pre-inspection returns, discussion with staff and pupils, and questionnaires

**Comments:** The school maintains a record of all necessary information on staff. Its recruitment procedure lays down criteria for suitability and safe selection practices, such as references, medical certificate, interviews and Disclosure Scotland checks; people from abroad are required to bring a police check from their home country, and extensive letters and phone calls, along with a referee's questionnaire assist in the process.

All permanent co-workers study for the Camphill Certificate in Curative Education, with several completing courses leading to the Diploma in social work (distance learning), Diploma in Nursing (Special Needs) and other post graduate courses, in recognition of the future requirements of the Scottish Social Services Council. All short-term co-workers undertake an in-service course in curative education, incorporating much of the material in the SVQII Social Care modules (four one hour sessions a fortnight). Other than fortnightly supervision, there are tutor appraisals every term for short-term coworkers. Co-workers do not operate on shifts, but are available throughout the day and evening, working in the group homes or alongside teachers, while also being on call during the night, providing continuity and consistency of care at adequate levels.

**Requirement/s:** None

## SECTION 25 (1) – (7) COMPLAINTS

*The Provider is required to have an accessible complaints procedure. Keep records of complaints, outcomes and actions, provide this procedure to service users and include the Care Commissions details*

**Evidenced by:** Discussion with pupils and co-workers. Issues identified from the questionnaires.

**Comments:** A formal complaints procedure makes reference to the Care Commission, as required; there have been no formal complaints. However, Ochil Tower adopts a positive and pragmatic approach in responding to any informal concerns raised and keeps the welfare of the pupil uppermost in trying to resolve any issues, especially those where there are conflicting philosophies. The Childline number is accessible, and the school welcomes input from Children's Rights Officers.

**Requirement/s:** The Complaints procedure should be reviewed to ensure it meets the requirement of this Section 25 of Regulation 114, especially in relation to timescales.

## SECTION 10, 12, 16, 19 FITNESS OF PREMISES AND FACILITIES

*A provider shall not use premises for the provision of a care service unless they are fit to be Used*

*Premises are not fit - unless they*

- *Suitable in terms of the care services' aims and objectives*
- *Sound construction, good state of repair internally and externally*
- *Adequate and suitable ventilation, heating and lighting Records:*
- *Maintenance of equipment -Section 19 (3) (e)*
- *Fire and emergency procedures - Section 19(3)(b)*
- *Fire drills and alarm tests -Section 19 (3)(c)*

*In Care Homes: Providers shall, having regard to the size of service, aims and objectives and number of needs of service users-provide specific facilities S12*

*Childcare: Accommodation shall not be used for the purpose of restricting the liberty of children (unless approved by Scottish Ministers) S10(3)*

**Evidenced by:** Observation, checking fire records, Discussions with pupils, co-workers, maintenance records, certificate of insurance

**Comments:** The premises and facilities were observed to be appropriate to the needs of children and young people, who require a homely and safe setting in which to be nurtured. As the homes of permanent co-workers, the accommodation is arranged into large houses, with particular attention given to pianos, pictures, artifacts, plants, tasteful Christmas decorations in line with the Christian-European ethos etc, in addition to books, board games, toys, pool tables and strong encouragement to individualise bedrooms while developing skills and interests. There is a rolling programme on developing and renovating facilities in line with changing needs and requirements, with major new construction to a very high standard. All the necessary fire safety systems are in place; the latest fire inspection by the Tayside Fire Brigade pre-dated the last inspection.

**Requirement/s:** Consideration should be given to the Standard requiring a fire drill at night and how this can be met without compromising the welfare and security of the pupils.

**SECTION 16(e)**

**FINANCIAL POSITION / INSURANCE CERTIFICATES**

*If required by the Care Commission financial records must be available.*

*Insurance certificate in respect of liability which may be incurred by the provider in relation to the care service in respect of death, injury, public liability, damage or other loss.*

**Evidenced by:** Directors' Report and Accounts and Insurance certificate were both made available.

**Comments:** Valid insurance is in place.

**Requirement/s:** None

**CONDITIONS TO BE RECORDED ON THE CERTIFICATE**

Name of Provider: The Management Council of Ochil Tower School

Address: per Ochil Tower School, 140 High Street, Auchterarder, Perthshire PH3 1AD

Address of Care Service: Ochil Tower School, 140 High Street, Auchterarder, Perthshire PH3 1AD

Name of Managers: Annika Cheney, Marcus Cheney, Margaret Snellgrove, Neil Snellgrove, Hilary Ruprecht and Ueli Ruprecht

Type of Care Service: School Care Accommodation The Registration has been granted subject to the following conditions:

1. The Care Service will be provided to 28 children and young people aged between 6 and 18 years with moderate to severe disabilities.

Rachel Gillespie (lead) and Catriona Davie Care  
Commission Officers

Signed:



Date: \_\_/\_\_/\_\_