



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Headlands School

Headlands School
2a St Augustines Road
Penarth
CF64 1YY

Type of Inspection – Focused

Date of inspection – Wednesday, 9 March 2016

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Summary

About the service

Headlands School is a 38 week, day and residential educational provision for children and young people with patterns of emotional, social and behavioural difficulty, who have an educational statement relating to these difficulties. It also caters for children who are diagnosed with Autistic Spectrum Conditions (ASC) who present challenging behaviour.

The school also offers respite care on weekends and school holiday periods for existing day and residential pupils.

The school does not provide residential placements for more than 295 days per year.

Headlands school is located in Penarth, which is around five miles from the centre of Cardiff. There are three residential houses: Gelert West house is situated just outside the school grounds and can accommodate up to 6 young people, Gelert East house can house up to 4 young people, and Elandash house can accommodate up to 7 young people.

At the time of inspection the residential provision was full with 17 boarding pupils on roll.

The school is run by Action for Children. The principal is Matthew Burns and the vice principal for care is Maxine Cahill who is also the designated senior safeguarding officer for the school.

What type of inspection was carried out?

An unannounced, scheduled focused inspection was undertaken on 9 March 2016.

Information for this report was gathered from:

- observation of interaction and care practices
- discussion with some of the young people
- discussion with staff on duty
- an evening meal was taken in one of the houses with young people and staff
- sampling of care records and some house records

What does the service do well?

There are good processes in place to seek young people's views.

What has improved since the last inspection?

- Children's plans are revised after the children's review meetings to ensure that the individual plans/goals are updated to reflect any changes arising.
- Clear risk assessments were in place.

What needs to be done to improve the service?

The correct telephone number for CSSIW needs to be included in key documents such as the statement of purpose and complaint procedure along with clarity of the role of CSSIW in concerns/complaints.

Ensure that medication records consistently record the amount of medication administered on each occasion and a clear record be maintained of medication received in to the school and sent home.

Young people's files need to include details of the date and circumstances of any measure of control, restraint or discipline used.

Develop the recording of key working sessions to provide greater clarity and quality of information.

Quality Of Life

Overall we found that the quality of life for children and young people who board at the school was good. This was because they are supported to maintain appropriate family contact, are given individual time and attention to talk to staff and engage in a range of activities.

Young people have a voice and are encouraged to speak up. We saw open and relaxed conversation and interactions between staff and young people and we saw that when young people challenged staff they were able to maintain boundaries. There were opportunities for young people to talk about life at the school and records showed that key workers talked to young people individually and recorded these sessions each month. Action for Children also commissioned the children's advocacy service Tros Gynnal to visit the school regularly and talk to children in school and in each of the residential houses. If Tros Gynnal identifies an issue that requires individual advocacy for a child they refer this to the placing authority advocacy agency.

Young people receive appropriate responsive care from staff who had an up to date understanding of their individual needs and preferences. Each young person's file held a pen picture of the child, an individual plan, risk assessments, and star targets. The information was up to date and the Care Plan Actions document at the front of the file gave a useful overview of all key areas. The file also contained a record of each key worker session but these gave little information, often just being one sentence. It would be useful to develop these to provide more detailed information to demonstrate progress and achievements.

Young people were encouraged by staff to deal with difficult feelings and behaviours. Staff talk with young people and encourage them to earn back privileges/things they want by showing positive behaviour and attitude and encourage them to take part in events they find difficult. Young people were praised for their behaviour and achievements and staff were seen to reinforce these in an endeavour to promote positive self esteem and build confidence. Physical intervention was used infrequently and when it was it was used, it was used as a last resort and was recorded. The records were scrutinised and subject to regular monitoring at the weekly and monthly management meetings. However, a record of the date and circumstances of any measure of control, restraint or discipline used must also be recorded in the young person's file.

Young people remain healthy because they have a healthy diet and they are supported to take their medication regularly. The school maintains good contact with families and parents/carers usually take children to medical appointments. Medication administration records were clear but they need to be monitored to ensure that they consistently show the amount of medication given and to clearly show medication received in to the school and sent home on each occasion.

A cook works in each of the houses from Monday to Friday to provide breakfast and lunch. They also prepare the evening meal for staff to cook and serve. Staff provide

meals at weekends for those young people who stay in school. Staff and young people told us that young people's views were sought and that if they did not like the meal they have a sandwich or another alternative. Two pupils live more independently in a flat in one of the houses; they take responsibility for some of their own meal preparation.

Young people were seen to be encouraged to take part in activities and to develop skills. Examples of this were seen in relation to art work and going to gymnastics club. Young people were seen to go out individually or in pairs with staff on activities such as a trip to McDonalds and shopping, and others were seen to be able to out independently with permission and agreed times of return. Young people were seen to relax in their houses watching television, playing computer games or spending time in their bedrooms. Other activities at weekends included trips swimming, to the cinema, football, shopping and walking dogs from the dog pound. Some of the children/young people who stayed at the school at weekends had family contact.

Houses had controlled internet access with levels of staff supervision in place to reflect individual need and risk. All the young people had signed a "Netsmart" rules agreement. The school child protection officer provides termly child protection refresher training for staff and each term explores a different aspect of safe care, for example internet safety and bullying.

Quality Of Staffing

This inspection focused on the quality of life for children and young people who board at the school. CSSIW did not consider it necessary to look at the quality of staffing on this occasion but it will be considered at future inspections.

Observation of interaction between the children and young people in the boarding houses and the staff supporting them was good with staff seen to be warm, patient and attentive to their needs.

Quality Of Leadership and Management

This inspection focused on the quality of life for children and young people who board at the school. CSSIW did not consider it necessary to look at the quality of leadership and management on this occasion, however, it will be considered at future inspections.

Quality Of The Environment

This inspection focused on the quality of life for children and young people who board at the school. CSSIW did not consider it necessary to look at the quality of the environment on this occasion, however, it will be considered at future inspections.

General observations of the communal areas of the boarding houses were that they were clean, spacious, well maintained and suitable for the needs of the children/young people.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.