

# Kisimul School

Inspection report for children's home

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<b>Unique reference number</b>	SC034241
<b>Inspection date</b>	28/01/2014
<b>Inspector</b>	Judith Longden
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Residential special school (>295 days/year)

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<b>Registered manager</b>	Martyn Jackson
<b>Responsible individual</b>	Tjerk De Haan
<b>Date of last inspection</b>	25/03/2013

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## Service information

### Brief description of the service

The school is one of three owned by the company and is registered as a children's home. The school provides placements of various lengths for children and young people with severe learning disabilities, autism and challenging behaviour. The senior school is situated a few miles away.

The school provides residential accommodation for 49 young people. Education is provided in a separate building situated on site.

### The inspection judgements and what they mean

**Outstanding:** a service of exceptional quality that significantly exceeds minimum requirements

**Good:** a service of high quality that exceeds minimum requirements

**Adequate:** a service that only meets minimum requirements

**Inadequate:** a service that does not meet minimum requirements

## Overall effectiveness

The overall effectiveness is judged to be **outstanding**.

Young people who live in this home make exceptional progress in all areas. The achievements of the individual, however small they may seem, are celebrated by all involved in their care. Young people enjoy healthy lifestyles and are encouraged to participate in a range of activities to promote their health and provide new experiences. Young people achieve excellent attendance and attainment in education.

The home provides outstanding care that is comprehensively planned and based on the needs of the individual young person. Young people enjoy excellent relationships with staff and interact well with each other. The home is exceptionally well maintained, furnished and decorated and provides a safe environment for young people.

Young people are kept safe by a staff team who demonstrate an excellent understanding of safe working practice. Behaviour is well managed and boundaries are consistently followed. The management of the home is very strong and any weaknesses in practice have been identified and addressed. No requirements or recommendations are made as a result of this inspection.

## Outcomes for children and young people

Outcomes for young people are **outstanding**.

Young people make exceptional progress in achieving positive outcomes in all areas of their lives. Progress towards their individual short and long term targets is recorded and evidenced through photographs and reports. These clearly identify the achievements of the individual young person and, however small the achievements may seem, they are celebrated with the young person, parents and placing authorities. As a result young people improve their confidence. One Independent Reviewing Officer said, 'without a doubt all the young people I review here have moved on fantastically, families at reviews have been delighted because their progress has been tremendous.'

Young people enjoy a variety of healthy, home-cooked meals. They help to plan the menus, purchase food and prepare meals at levels that reflect their individual abilities. This provides an opportunity to develop independence skills. Outdoor activities and exercise, such as walking and swimming, are encouraged in order to promote healthy living. Young people also benefit from opportunities for relaxation through activities such as music therapy and aromatherapy. Their health is further promoted by the implementation of daily personal care and hygiene routines. As a result, young people enjoy excellent health.

Young people engage in a variety of activities and try different challenges. Risk assessments are completed that enable reasonable risks whilst still providing new experiences for young people. Young people enjoy trips to London, visits to wildlife parks and the theatre. They also benefit from a variety of activities on site such as the gym, swimming pool, cinema, play areas, cooking, music, soft play and the use of the therapy suite. Young people learn new skills through activities such as gardening and growing vegetables. As a result young people develop new skills and grow in confidence.

Young people achieve excellent attendance and attainment in education, which is provided on-site. Individual education plans are developed according to their needs and their progress is recorded and certificates awarded for achievement. Young people who recently moved to the 'upper school' enjoyed a grand graduation ball, where they enjoyed live music, dancing and a range of party food. This means young people enjoy their learning, celebrate their achievements and reach their educational potential.

Young people benefit from well organised contact arrangements with their parents and family. Arrangements are made to enable families to visit the home and enjoy activities with their child. The home communicates very effectively with parents and social workers through a range of media. As a result, people who play an important role in young people's lives are actively involved in the care they receive.

Young people are encouraged to participate in daily tasks such as preparing food, laundry, shopping and clearing the table. As a result, young people learn a variety of self-care and independence skills appropriate to their abilities and understanding.

## Quality of care

The quality of the care is **outstanding**.

Young people live in an exceptional home with a range of buildings and facilities that are decorated and maintained to an extremely high standard. The quality and attention to detail indicates that the home strives to provide the very best environment and care for the young people who live here.

Young people benefit from exceptional care planning; their care plans are very detailed and identify their individual needs and how they are to be cared for on a daily basis. A social worker said, 'the home is aware of transition points such as when a young person goes home for a weekend and staff put in things like an aromatherapy session immediately on the young person's return to help them calm.' Young people are supported by a multi-disciplinary team of care staff, therapists and education staff. Individual targets for young people interlink across the disciplines and are monitored to evaluate progress and measure outcomes. Any amendments to plans are clearly identified and this ensures care remains appropriate to the individual young person.

Young people in this home have a range of learning disabilities and many have communication difficulties arising from these disabilities. The home has a range of processes and methods in place to enable young people to express their feelings despite these difficulties. Young people make good use of key work and the care council to share their views. This means young people are able to participate in making choices about routines, activities and life in the home. As a result young people are able to contribute to their care and have a say in the running of the home.

Young people are supported if they wish to complain. Good information in a variety of formats is available to young people on how to complain or comment on the care they receive. A number of telephones and helpline numbers are available across the site. The home has access to two advocacy services to support young people who wish to talk to an independent person. The manager is trying to source independent visitors with varied communication skills to ensure all young people, whatever their method of communication, can access an advocate without the need for staff to help them communicate.

Staff fully support the education of young people. They attend daily lessons in addition to extra-curricular activities such as the summer school. Communication between care and education staff is excellent. This means the educational support for young people is consistent and the home provides an environment where learning is encouraged.

Young people are encouraged to learn about other cultures and countries. All staff and young people are encouraged to participate in cultural events. For example the cook develops a range of meals and culinary experiences and staff with art skills help

young people to design and make jewellery and clothing relevant to the particular culture. Appropriate music and dance is explored to provide a full range of sensory experiences for young people which enables them to learn about different cultures.

Excellent health care plans ensure the individual health needs of young people are identified and actions are in place to meet these needs. Young people have access to various medical professionals including those with specific skills for working with children with learning disabilities. The home employs a speech and language therapist, music therapist, aroma-therapist and education therapist. A dedicated therapy suite provides a range of activities to promote the health and well-being of young people. Care staff have been trained to utilise the equipment to enable them to provide activities in addition to therapy sessions. This means the holistic health needs of young people are met. The home has an effective medication policy and staff are trained in administration, recording and safe storage of medication. As a result medication practice is safe. Staff are aware of each young person's medical needs and carry the correct treatments and interventions required in special medical bags. This ensures any medical incidents are dealt with swiftly and effectively.

Staff and young people engage with the local community and take an active part in community projects such as the redevelopment of the play park. Young people use home grown produce to make jams and chutneys which are sold at summer fetes. This means young people feel they are an integral part of the local community. The manager engages with local groups such as the police to improve the local environment for young people and the community for example by supporting the need for a pedestrian crossing in the village.

### **Safeguarding children and young people**

The service is **outstanding** at keeping children and young people safe and feeling safe.

Young people are protected from bullying by proactive and robust procedures. A high staff ratio to young people and the creation of an inclusive environment, where everyone is celebrated as an individual, reduces the likelihood of bullying.

Staff are trained in behaviour management and the use of physical intervention. Any intervention is used appropriately and recorded in detail. Records of incidents identify all the de-escalation techniques used and the events leading up to the incident. Post-incident interviews are held with young people using the appropriate communication methods. Staff have increased the use of re-direction to other areas and activities, such as relocating to the dining room to lay the table. This has proved effective in de-escalation and resulted in less physical intervention. Positive behaviour is encouraged by giving lots of praise and frequent expressions of approval. This is supported by strong positive relationships between young people and staff and implementation of consistent boundaries. A social worker said, 'good relationships with staff, routines, boundaries and structure provides foundations for growth.'

Young people are kept safe as a result of a range of robust procedures and protocols

implemented by an experienced and well trained staff team. Staff are clear on their role in the safeguarding process. Young people are protected from unsuitable people gaining employment by a thorough recruitment process. This process involves young people interviewing candidates which means it is even more robust. Visitors to the home are asked to sign in and out and their identification is checked. All visitors are monitored while at the home. This further ensures young people are protected from harm.

The home has a very good missing from care procedure and protocol. Staff are aware of the procedures to follow should a young person be absent. Excellent levels of supervision ensure young people are kept safe and do not go missing. There have been no incidents of young people going missing.

Young people live in a home that provides the appropriate level of security to ensure their safety and wellbeing. Regular fire, maintenance and equipment checks further promote the safety of young people.

### **Leadership and management**

The leadership and management of the children's home are **outstanding**.

Young people live in a home that continues to improve and there is evidence of positive changes particularly in monitoring the quality of care provided. The home has met the two recommendations made at the last inspection. As a result, monitoring of incident records and the recording of any allegations or complaints has improved. No requirements or recommendations are made as a result of this inspection.

Staff are led by a motivated and inspiring manager who continues to identify ways to improve the quality of care and outcomes for young people. An excellent development plan has been created with significant input from young people, parents, staff and placing authorities. This means they are fully involved in determining the future plans for the home.

Young people are provided with excellent information about the home in formats appropriate to their communication needs. Each young person has their own children's guide which is updated regularly. The home has a comprehensive statement of purpose that provides a detailed account of the service provided. This is regularly reviewed to ensure it remains accurate.

Staff have a wide range of skills, qualifications and experience and bring different strengths to the service. The staff rota ensures young people's needs are met through the provision of sufficient staffing. Staff are assigned to specific areas of the home for a substantial length of time to ensure there is continuity in the care of young people.

Staff receive an excellent induction and an extensive variety of training and development opportunities. Staff on the induction programme are supported by a

mentor in addition to their line manager. Staff receive excellent supervision to support them to fulfil their roles and continue to provide an excellent service for young people. Supervision records track the objectives set for staff and the evaluation of their progress is completed bi-annually. Staff benefit from attending mandatory training on topics such as safeguarding as well as a range of training relevant to young people's needs, for example understanding autism and the treatment of asthma. Training is therefore relevant and staff are able to put their learning into practice. As a result they are able to improve their competency and ensure young people's needs are met.

The home has excellent procedures for monitoring the quality of the service provided and the welfare of the young people. The registered provider undertakes visits to the home in accordance with regulations and carries out checks to ensure the quality of service remains good and the welfare of young people is monitored. The manager monitors records kept by the home to identify any concerns, patterns or trends. The home also has a quality assurance team who scrutinise the practice of the home and report to the board of directors, this ensures the home is fully accountable for the service provided.

The quality of record keeping is exceptional and staff have been trained in the importance of accurate recording of information. Records are stored securely and information sharing is in accordance with data protection. All significant events relating to the protection of young people in the home are notified as appropriate and actions taken as required. As a result the quality of care and the welfare and protection of young people is monitored.



## 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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* and the evaluation schedule for the inspection of children's homes.