

# Feltonfleet School

Inspection report for Boarding School

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<b>Unique reference number</b>	SC013917
<b>Inspection date</b>	12/11/2008
<b>Inspector</b>	Bridgette Lowe / Sue Shaw
<b>Type of inspection</b>	Key

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<b>Head/Principal</b>	Philip C. Ward
<b>Nominated person</b>	
<b>Date of last inspection</b>	14/03/2005

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## 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.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

### The inspection judgements and what they mean

Outstanding: this aspect of the provision is of exceptionally high quality  
Good: this aspect of the provision is strong  
Satisfactory: this aspect of the provision is sound  
Inadequate: this aspect of the provision is not good enough

## Service information

### Brief description of the service

Feltonfleet is an independent day and weekly boarding co educational preparatory school for children aged eight to 13. Children can board as full weekly boarders or as flexi-boarders one two or three nights across the week. Situated near Cobham in beautiful and extensive grounds, the original school, which is an attractive and listed building, contains the boarding provision within the body of the house. The boarding accommodation comprises of two dormitory wings one for boys and another for girls.

The boarding house is run by the Head of Boarding and is supported by a resident team of house tutors and further assisted by gap students. Children are supported and encouraged to have an all round learning experience with boarders having a unique opportunity to develop and extend their learning.

### Summary

The overall quality rating is outstanding.

This is an overview of what the inspector found during the inspection.

The purpose of the inspection was to ensure that the responsible person safeguards and promotes the welfare of children accommodated there and that the school was continuing to meet the National Minimum Standards for Boarding Schools.

All recommendations were fully met from the school's previous boarding welfare inspection in 2005.

Two inspectors carried out this announced inspection over two days covering all the Boarding School's key National Minimum Standards. The majority of boarding pupils completed a questionnaire prior to the inspection and were interviewed by inspectors in the course of the inspection. A survey was sent to the parents of boarders with a limited response. Those parents that did respond gave very positive feedback.

During the process of inspection the school was found to provide excellent outcomes for pupils boarding at Feltonfleet in all areas judged. The school has an excellent provision to meet the health needs of boarding pupils including 24 hour support from dedicated school matrons. The school promotes and safeguards the welfare of boarding pupils exceptionally well with individualised care and attention being key to the success of boarders' happiness. Recruitment processes undertaken on staff are thorough and robust to ensure pupils are appropriately safeguarded. The school provides a range of opportunities for pupils to air their views in relation to boarding issues. The school has a very effective system to introduce pupils to boarding ensuring they have a positive boarding experience. The school has a clear policy on behaviour and discipline known by all. Boarders' behaviour was observed to be exemplary throughout the inspection. Boarders reported being very happy at the

school and well supported by boarding staff. House tutors and boarding staff offer valued support and are on hand for advice and help. Boarding at Felton fleet is a very modern experience which offers a busy and dynamic boarding house with a nurturing and caring family feel. Boarders report that 'Feltonfleet is a great school'.

### **Improvements since the last inspection**

Since the last boarding welfare inspection in 2005, the school has demonstrated good development and improvements in many areas including new security and fire safety arrangements around the school to safeguard pupils.

At the last inspection the school was asked to record evidence of staff qualifications, verification of references and outcome of interviews of all prospective and existing staff members. The school has improved their recruitment procedures to ensure there are stringent and robust procedures to fully safeguard pupils.

A previous recommendation was made asking the school to ensure their complaints information included contact details for parents and boarders should they have a welfare concern. The school has updated the boarding information for parents to include Ofsted details.

The school was issued with an advisory recommendation to provide lockable storage for pupils. The school has implemented a suitable system to ensure all boarders' personal items are stored securely if needed.

### **Helping children to be healthy**

The provision is outstanding.

The staff actively puts into effect the school's health education policies and procedures and integrate these into their daily practice. The pupil's health and emotional wellbeing is very well met by all boarding staff and the school's matrons.

The school ensures that boarders' health information is kept up to date and staff are fully aware of boarders' health and welfare needs. Boarders' specific health needs are managed effectively and sensitively with staff consulting with relevant health professionals to ensure pupils' needs are consistently met. The school's matrons are a valuable asset to the boarding and school staff team and work closely with staff to ensure boarders' welfare needs are fully met 24 hours a day. The matron demonstrates an exceptional regard to safeguarding boarding pupils and is acutely aware of specific health and emotional needs of all boarding pupils. Boarders report 'If you are sick or unhappy matron or boarding staff will always help you'.

The school operates a well developed medication policy, procedure and practice guidance which specifically addresses the use of prescribed and non prescribed medication. There is a clear audit of pupils' medication and accurate records held. Pupils reported feeling very well cared for if they were unwell and confirmed a range of staff they feel they could go to for support if needed. The medication storage and

recording systems are safe and full details are held of any accident or injury that boarders may sustain.

The catering staff responsible for the provision and preparation of meals have an excellent understanding of what makes a balanced nutritious meal and put this into practice. Boarders confirmed they are consulted about meals and menu planning and reported that the food was 'very healthy and delicious'. The pupils are positively encouraged and educated about healthy living and great attention is paid to providing an excellent range of food to meet individual needs. Fruit is available throughout the day and pupils with specific health and cultural needs are well catered for.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is outstanding.

Boarding pupils are supported in a safe environment where their welfare is paramount. Staff have an excellent understanding of the needs of the boarders and how to safeguard them. The staff team have access to regular child protection training, boarders' safety is promoted and staff are fully aware of the correct procedures to report any allegations or child protection issues. Boarders confirm that they feel staff give a high priority to keeping them safe. The school's child protection liaison officer's interagency training is due for renewal. An appropriate course was being sought at the time of inspection

Pupils are unanimous in their views that there is no bullying at Feltonfleet. Boarders and staff are very clear what the school's policy on bullying is. Staff are unquestionably committed to tackling and educating pupils about bullying and the impact it has on others. Pupils are involved in awareness and education of internet safety.

The management of behaviour is based on pupils valuing each other and treating all members of the school community with courtesy and respect. Boarders confirm that standards of acceptable behaviour are clearly known and respond to these guidelines. Staff were observed to be respectful of boarders and respond to them in a positive light. Any incidents are fully recorded although these are very few and far between within the boarding house. Pupils' behaviour was observed to be exemplary on inspection.

The school has a complaints procedure in place which is readily available. Posters are displayed in boarding areas informing boarders of who to go to if they are not happy. The school's complaints policy and procedure highlights Ofsted's details if boarders or parents have a boarding welfare concern. There have been no complaints raised in relation to boarders' welfare.

There is a high awareness among staff and boarders of the fire safety precautions. All boarders and staff are given fire safety instructions. Regular fire safety evacuations take place and fire safety equipment is checked regularly and detailed

records kept. Boarders demonstrate a very good understanding of the school's fire evacuation procedure.

Staff show a high regard for the privacy of the boarders. Gap students working at the school are clear about their duty to safeguard pupils and ensure they respect boarders' privacy when they are in their dormitories or preparing for bed. Pupils confirm that staff are respectful of their privacy when having showers or baths.

Staff recruitment checks are thorough and robust. The school has a very clear policy on recruitment following safer recruitment guidance. Criminal Record Bureau checks are undertaken on all staff prior to appointment. There are effective systems to ensure all pupils are protected from visitors to the school site.

The school has a well-established health and safety policy and comprehensive risk assessments in place for all areas. Health and safety issues are prioritised and addressed immediately with regular monitoring of all areas in and around the school. Staff take particular efforts to ensure boarders are free from avoidable hazards and boarding environments were observed to be safe and free from hazards.

## **Helping children achieve well and enjoy what they do**

The provision is outstanding.

The school has an excellent approach to providing boarders with a wide range of support and opportunities that encourages them to achieve educationally and socially to their fullest potential. The school welcomes and celebrates the diversity of all its boarders.

Boarders are very clear which members of staff they can go to for personal support and the school has clear guidance for staff and boarders about how such support is provided and makes sure each boarder is given information about this. Boarders reported that staff 'are caring and supportive', and 'boarding feels very comfortable'. The school provides an independent counsellor to individuals that require this support.

The school has an approach that values the diverse needs of its boarders and vigorously addresses any discrimination based on gender, disability, race, religion, cultural or linguistic background. Boarders experiencing homesickness are supported by staff that are quick to respond and comfort them in such a way that helps them settle well into boarding life. One boarder reported 'all teachers treat me as an individual within boarding' and 'I am never lonely'. Pupils report boarding being 'really great fun' with 'never a dull moment'.

## Helping children make a positive contribution

The provision is outstanding.

The school fosters a whole school community approach which boarders have embraced. There are good systems for listening and obtaining the views of boarders which are integrated into the running of the school. Boarders are able to have a say about developments at the school or enable change to take place in relation to boarding practice. Staff respond to boarders in a very positive and supportive way and boarders are very positive about their relationship with staff.

The school demonstrates a positive attitude to boarders' family and parental contact. Contact with family and friends is encouraged and pupils confirmed this. Boarders reported excellent support systems to ensure new boarders are welcomed to the school. Pupils are able to take part in a boarding experience weekend and enjoy making a DVD to show prospective boarders the fun they had. Parents reported the 'pastoral care and communication with parents' as being 'excellent'. Responses received from parents stated that the school provides boarders with a homely environment that encourages children to be independent and organised.

## Achieving economic wellbeing

The provision is outstanding.

The school provides an excellent standard of accommodation for its boarders. The accommodation provided is comfortable, well lit and heated with a warm and cosy feel. There is a good standard of maintenance and cleanliness. Boarding staff are proactive in responding to maintenance issues and ensuring they are satisfactorily resolved in order to provide a comfortable boarding environment for the pupils. One boarder reported it is a 'nice place to sleep with nice boarding staff'.

Boarders spoke favourably about their boarding environment. The school has invested in the boarding environment to ensure it is brought up to a very good standard throughout, including a further programme of refurbishment and redecoration. It is clear that boarders appreciate their environment and are able to have an input into decoration and furnishings. Dormitories were observed to be bright and colourful and personalised by boarding pupils in a manner that made them feel at home.

## Organisation

The organisation is outstanding.

The school has an effective and coordinated management system. The staff team responsible for pastoral care are highly valued and unquestionably committed to boarders' welfare. The style of management ensures that staff are clear about their tasks and responsibilities and the boarding team are continually developing boarding practice with support from the Head of Boarding.

The promotion of equality and diversity is outstanding. The school is proficient at providing boarding pupils with individualised care and support to ensure they reach their full potential and they are appropriately safeguarded.

The school provides a very clear detailed statement of boarding principles and practice that is available to parents, boarders and staff. The boarders' handbook is given to all boarders and contains full information in relation to boarding life at Feltonfleet.

There are clear lines of communication and accountability within the management of the boarding provision and staff meet regularly to discuss boarding issues. The organisation of the boarding house gives full consideration to safeguarding the welfare of boarders and ensures staff receive ongoing training to equip them with the skills to provide a high standard of care to boarders. The school ensures that boarding staff have access to comprehensive written guidance on boarding policies and practices.

The school has prepared contingency plans to address any crises that relate to the welfare of the boarders. The school has a system of risk assessment of which staff are aware and is based on concern for the welfare of boarders. The school's bursar is aware of any issues concerning the boarding environment and endeavours to listen to boarders' views and remedy any health and safety concerns. Boarders are well aware of areas that are out of bounds and respect the safety advice given by staff.

The number of staff available for the supervision of boarders is good for the number of boarders. Boarders report that they have no difficulty finding a member of staff when they need to and it was clear on inspection that they value the staff support and commitment to boarding pupils.

Evidence obtained during the inspection indicated that the boarding provision was being managed in an exceptional manner to ensure that physical, social and educational needs of the pupils were being met. The school prides itself in providing 'a small community feel that is modern, flexible and comfortable'. Boarders truly benefit from a nurturing family boarding experience supported by a dynamic and dedicated team.

## **What must be done to secure future improvement?**

### **Recommendations**

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure the school's Child Protection Liaison Officers secure and undertake updated interagency child protection training NMS 3