



Department of Health and Social Care

Rheyinn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Boarding School

King William's College

Announced Inspection

23 & 30 January 2020

***Registration and Inspection Unit,
Ground Floor, St George's Court,
Hill Street, Douglas, Isle of Man, IM1 1EF.***

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Part 1 - Service Information for non-Registered Service

Name of Service:

King William's College

Tel No:

01624 820401

Address:

Castletown
Isle of Man
IM9 1TP

Name of Principal: Joss Buchanan

Date of any additional regulatory action in the last inspection year (i.e. improvement measures or additional monitoring):

None

Date of previous inspection:

18 March 2019

Number of individuals using or attending the service at the time of the inspection:

Male boarders: fifty four (54)

Female boarders: forty three (43)

Total: Ninety seven (97)

Person in charge at the time of the inspection:

Stuart Corrie

Name of Inspectors: Mandy Quirk & Steve Buttery

Part 2 - Descriptors of Performance against Standards

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

Compliant

Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

Substantially compliant

Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

Partially compliant

Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

Non-compliant

Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

Not assessed

Assessment could not be carried out during the inspection due to certain factors not being available.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.

Part 3 - Inspection information

The purpose of this inspection is to check the service against the service specific minimum standards – Section 37 of The Regulation of Care Act 2013 and The Regulation of Care (Care Services) Regulations 2013 part 3, regulation 9.

Inspections concentrate on specific areas on a rotational basis and for most services are unannounced.

The inspector is looking to ensure that the service is well led, effective and safe.

Summary from the last inspection

Number of requirements from last inspection:

None

Number met:

Not applicable

Number not met:

Not applicable

All requirements not met will be addressed within this inspection report

Part 4 - Inspection Outcomes, Evidence and Requirements

**Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 7: Fire Precautions**

The school takes steps to ensure boarders are not at risk from fire and that each individual knows about, and understands the fire procedures.

Our Decision:
Compliant

Reasons for our decision:

A fire safety policy and procedure were in place. This included arrangements to have a personal emergency evacuation plan (PEEP) for any boarder with specific needs.

An up to date fire risk assessment had been completed.

Fire safety posters and signage were in place.

Boarders had taken part in fire drills each term, carried out at varying times. In addition to this they had participated in school fire drills. Feedback indicated that staff and boarders were well versed in the fire evacuation process.

All required fire safety measures were in place and up to date, with appropriate records maintained.

Firefighting equipment had been inspected and serviced.

All fire exits were noted to be free from obstruction.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:
None

Recommendations:
None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 8: Provision of and preparation of food and drink**

All boarders, including those with special dietary, medical or religious needs are provided with meals/ or the means to cook meals that are adequate in nutrition, quantity, quality, variety and choice. They are offered a variety of drinks in quantities necessary for good health. Food preparation areas comply with relevant legislation.

Our Decision:
Substantially Compliant

Reasons for our decision:

The service had registered as a food premises with the Department of Environment, Food and Agriculture (DEFA).

There were suitable kitchen and dining facilities available for the storage, preparation and consumption of boarders’ meals. In addition to which there were smaller kitchen areas, within the boarding accommodation, for boarders to prepare their own snacks and meals, if desired.

Boarders can order food items directly from the kitchen, through a chit system. They have access to snacks and drinking water at all times. However, in Colbourne there was only one water cooler between 50 boarders. There was previously a second cooler which broke and has not been replaced.

Fridge and freezer temperatures were checked daily.

Menu planning was found to be a considered process, adapting and changing in response to feedback and other presenting factors such as dietary, medical, cultural or religious needs. Copies of menus were maintained as required. Existing knowledge and skills of catering staff has been utilised and expanded upon through training alongside advice from relevant professional bodies regarding menu compilation. Boarders views were mixed but observations during the inspection were very positive. There was evidence that individual preferences and trends were responded to as far as possible; with multiple nutritious and balanced choices available at mealtimes. Feedback from boarding staff indicated that the food produced was always of a high standard.

Feedback indicated that the newly developed Boarding Committee, which has replaced the old Food Committee, has been a success. It now incorporates maintenance and technology issues as well as food. Boarders appreciate having the opportunity to raise issue directly with relevant parties.

The House mothers have completed food hygiene training and shared their knowledge with boarders. There was a suggestion that boarders could benefit from completing food hygiene training. The Deputy Head, Pastoral, explained that boarders now have access to various training online, which included food hygiene in preparation for a food and culture event.

During the inspection, boarders themselves independently prepared and served food from their country of origin. This was accompanied by a range of entertainment to facilitate a celebration of culture event, open to the public. It was evident that participating boarders felt a sense of pride, sharing part of their identity with others.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 9 Boarders Possessions**

There is provision for boarders to maintain a daily lifestyle that is commensurate with ordinary daily living. Personal possessions are reasonably protected. Privacy of possessions are reasonably protected.

Our Decision:

Compliant

Reasons for our decision:

Boarders clothing and bed linen is catered for by laundry staff. Feedback indicated that there was general satisfaction with the service provided.

In addition to the laundry, boarders have the opportunity to make use of washing machines and tumble dryers within the boarding accommodation to support development of independent living skills.

Boarders are able to purchase necessary personal items whilst accommodated within the boarding houses.

Facilities are available for the storage of valuable items belonging to boarders. Insurance for boarders' valuables is only covered by the college's insurance in the event that it is taken from a safe place. Individual families or guardians are free to make their own arrangements, if desired.

Room searches are only carried out in line with the relevant policy document and where there are welfare concerns regarding boarders. These are logged by the Deputy Head Pastoral. There have been none conducted during the last year.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 12: Promoting positive behaviour and relationships**

The school's policies and procedures support a nurturing environment where good behaviour is encouraged and where the measures in place to control poor behaviour are reasonable and proportionate. There is appropriate recording of sanctions, rewards and physical interventions.

Our Decision:

Compliant

Reasons for our decision:

There was a policy in place to promote positive behaviour within the college, which included either the required information or referred the reader to additional policies such as bullying, restraint, rewards and sanctions, search procedure, e-safety and school rules.

Boarders and their parents or legal guardians have access to policies on the college website in addition to any information provided to new boarders.

There has been a positive recent change to sanctions applied for some minor issues. Boarders are instead being encouraged to conduct an act of kindness, which is then displayed on the notice board.

Prefects' roles and responsibilities do not include issuing sanctions themselves.

The college had recently designated part of the boarding accommodation as gender neutral. This demonstrated significant commitment and sensitivity towards ensuring equality of opportunity, for all boarders. Facilitating this had required extensive preparation and planning, including additional training for staff. Feedback during the inspection indicated that this had had been a particular success.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 13: Prefects**

The operation of any prefect system safeguards and promotes boarders' welfare.

Our Decision:

Compliant

Reasons for our decision:

There are elections for Head of House and prefects, although the system differs slightly in each boarding house. Potential candidates participate in hustings, which was a process enjoyed by participants and observers alike.

Once posts are filled, the Head of Boarding and House Mistress meet with boarders to outline the expectations of the post holders, specify key responsibilities, outline boundaries and provide a list of do's and don'ts. They also offer training with regard to discussing various scenarios that they may face and how they should deal with them.

New prefects also have the opportunity to shadow current post holders, learning through observation and discussion, with the opportunity to raise any queries they may have.

Access to a range of relevant online training courses including safeguarding was now available.

Boarders confirmed that, in addition to prefect posts, there were other opportunities to take on leadership roles and responsibilities, such as the Duke of Edinburgh award scheme.

Feedback with regard to the effectiveness of prefects this year was mixed. Inspectors were informed that prefects could be removed from their role if found not to be suitable.

Boarding tutors suggested that there may be opportunities to formalise the roles more; for example through designating specific duties per term and appraising their performance during that period. It was further suggested that maybe prefects could be included as part of the induction process for new boarders.

Evidence Source:

Observation	✓	Records		Feedback	✓	Discussion	✓
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Requirements:

None

Recommendations:

One

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 15: Staff Recruitment and Checks on Other Adults**

Schools operate safe recruitment procedures and seek appropriate checks on staff and any other adult living on the boarding premises. Staff roles and responsibilities are clearly identified within the job specification.

Our Decision:

Compliant

Reasons for our decision:

Staff files for two recent starters were examined and noted to be well organised. The Human Resources officer stated that no new employees were allowed to take up their post until all required pre-employment checks have been completed. This was supported by the paperwork examined, which included job descriptions and terms and conditions of employment.

Terms and conditions of occupation for boarding accommodation were in place for tutors and their children aged sixteen and over. Disclosure and Barring Service (DBS) checks had been conducted for any persons aged sixteen and over who live on site but were not staff members.

Gap year students undergo the same checks as permanent staff members.

The school has a 'sign in' system in place which facilitates easy identification of visitors. All staff members wear black lanyards, whilst visitors wear red. Anyone with a red lanyard must be supervised within the premises and grounds at all times. This prevents any unauthorised access to boarders.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 17: Complaints**

Boarders know who to complain to and are assured that their complaint will be dealt with appropriately and sensitively

Our Decision:

Compliant

Reasons for our decision:

There was a clear complaints policy in place, which had recently been reviewed. It was easily accessible via the college website. Boarders and their families are provided with information about the policy on entry. Posters regarding complaints were on display in the boarding houses. Discussions with boarders indicated that they knew what to do in the event of wishing to raise a concern or complaint. They were also clear about who they would feel comfortable talking to.

The policy includes contact details for Registration and Inspection, along with their role in relation to complaints, and details of how to access an independent advocate.

Boarders and their families are encouraged to raise any issues or concerns at the earliest opportunity and without fear of any reprisals. Records of any complaints received were completed and held in the Principal's office. This includes details of the complaint, any investigation and the outcome. Most complaints were resolved informally at stage one.

Evidence Source:

Observation		Records	✓	Feedback	✓	Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 20: Transport**

Boarders are Transported Safely

Our Decision:

Compliant

Reasons for our decision:

Vehicles used for transporting boarders are checked daily, regularly maintained and serviced annually. Staff members have had training regarding checks to be undertaken and paperwork requiring completion.

Fully stocked first aid kits are available in all vehicles and checked quarterly by the medical team. Accidents are reportable and notification needs for restock of first aid boxes is part of that process.

All drivers had their personal licences checked annually and have completed either PPV and or MIDAS training.

Detailed risk assessments had been completed in relation to any outings undertaken. If using a third party provider then staff always ask for their risk assessments prior to using the facilities.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

Other areas identified during this inspection /or previous requirements which have not been met.

Standard 5.8

- Colbourne had varnished wooden doors, which were in dire need of refreshing as they negatively affected the overall state of the boarding house.
- Room G8 was in need of renovation and required the installation of additional electrical sockets. It was noted that this had been reported and was in line for being addressed
- Boarders complained about issues relating to the Wi-Fi system. This too had already been raised by the boarding council and was to be addressed.
- Chairs in boarders’ rooms were not all suitable for ease of movement on carpet.

Standard 14.5

Feedback received during the inspection indicated that changes in tutor duties had begun to impact on staff and more recently boarders. This situation would benefit from a review of pastoral support.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

One

Recommendations:

One

The inspectors would like to thank the management, staff and service users for their co-operation with this inspection.

If you would like to discuss any of the issues mentioned in this report or have identified any inaccuracies, please do not hesitate to contact the Registration and Inspection Unit.

Inspector: Mandy Quirk

Date: 5 January 2020

Provider's Response

From: King William's College

I / we have read the inspection report for the inspection carried out on **23 & 30 January 2020** at the establishment known as **King William's College**, and confirm that there are no factual inaccuracies in this report.

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report.

Or

I/we am/are 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)

Signed Responsible Person J Buchanan
Date 02/03/2020.

Signed Registered Manager Click here to enter text.
Date Click here to enter text.