

Monitoring the Quality of Personal Care in School

To ensure that all pupils receive the very best personal care throughout the school day headteachers and other school leaders recognise that they need to have clear policies which are understood by staff at all level BUT the best schools also understand that they need to have in place arrangements for monitoring the actual experience of pupils on a regular basis to ensure consistent high standards.

The following examples from schools give some idea of the approaches taken.

- We include questions about lunchtime and toileting arrangements in our regular pupil and parent questionnaires.
- Senior staff ensure that they are involved in lunch duties, transport duties and other supervision on a regular basis so that they can model approaches and observe practice first hand.
- Our Pupil Voice culture is really important in pupils feeling that someone will listen to them if they are concerned or have an issue with their personal care as with other aspects of their school experience.
- The PSHE co-ordinator tracks progress in all areas of PSHE on a regular basis.
- The HT and DHT take regular “informal” walks around the school and feed back to staff as appropriate.
- It is essential that all teaching staff are confident to challenge poor practice immediately and can seek advice from line managers as appropriate.
- The PMLD co-ordinator has the responsibility for regularly observing moving and handling and provides update training to all staff in small groups on a rolling programme.
- Issues around personal care are form part of regular Pastoral Meetings which allow reminders and on-going training. We also make sure that we highlight and praise good practice in these meetings.
- Members of the management team with responsibility for Health and Safety and Moving and Handling report regularly on these issues both and management meetings and to the Governing Body.
- The senior teaching assistants have the responsibility for monitoring the quality of personal care as part of their job descriptions. This works well as they are respected for being very experienced in this area.
- The HT meets regularly with therapy and nursing staff who are then able to discuss any issues they have observed where additional training or support to education staff would be useful.