



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

**Social Services
Inspectorate**

A

CHILDREN'S RESIDENTIAL CENTRE

IN THE

HSE DUBLIN NORTH EAST AREA

FOLLOW UP INSPECTION

INSPECTION REPORT ID NUMBER: 322

**Fieldwork Date: 21/5/09
Publication Date: 27th May 2009
SSI Inspection Period: 11
Centre ID Number: 39**

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Introduction

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out a follow up inspection of Tir na nOg in the Health Services Executive (HSE), Dublin North East Area (DNEA) under Section 69 (2) of the Child Care Act 1991. Patrick Bergin carried out the inspection on the 21st of May 2009.

Meetings were held with the Regional Manager Child Care Services, the Deputy Regional Manager Child Care Services, the Centre Manager, the HSE Monitoring Officer. During the follow up process each recommendation was considered and current actions were discussed. Supporting documentation was also provided to the inspector to verify actions taken. Some records were also viewed and references are made to them in this report.

Findings

Recommendation 1

Agency care staff vetting and references were viewed by HSE and correspondence presented confirming this action. This matter will be monitored by the Deputy Regional Manager, Childcare Services from this point forward. Garda vetting was sought for three teachers, response pending. One other Garda vetting not processed due to failure to supply information.

Recommendation not met

Recommendation 2

All young people's records were moved to a secure area. (January 2009)

Recommendation met

Recommendation 3

Timetable of visits by the HSE Monitoring Officer to the centre devised. Monitoring report completed in April 2009.

Recommendation met.

Recommendation 4

Log to track informal complaints established. Discussion on complaints process undertaken with staff on 22/4/09 at staff meeting. Recommend that Monitoring Officer continue to review.

Recommendation met

Recommendation 5

Discussion took place at staff meeting 8/4/09 on young people's right to access information. Recommend Monitoring Officer continue to review.

Recommendation met

Recommendation 6

Care plans for young people viewed by Inspector. Review dates set.

Recommendation met

Recommendation 7

Social Worker was allocated to the young person who did not have allocated Social Worker. Assurances provided that all children coming into the centre will have an allocated Social Worker.

Recommendation met

Recommendation 8

Written protocols on the activation of the isolation switch devised by HSE (NEA) on 25/5/09. Risk assessment process introduced 13/5/09 to guide in decision making process. Inspectorate concerned that the current approach is being used as a management behaviour technique. Inspectorate to review the use of policy and the practices within two months. HSE Monitoring Officer to review use of system on regular basis and provide update to the inspectorate.

Recommendation not met

Recommendation 9

Clear process and policies in place in the use of PMAV and TCI.

Recommendation met

Recommendation 10

Draft policy documents prepared on safeguarding / child protection and submitted to the Inspector. Schedule of approval by HSE managers in place. Recommend Monitoring Officer continue to review.

Recommendation met

Recommendation 11

Centre using standard reporting form of child protection concerns as recommended in Children First 1999

Recommendation met

Conclusion

Progress has been made in most of the recommendations. The need to address the Garda vetting must be processed and addressed. The locking of the external doors continues to be a concern. The HSE DNE is concerned about a particular young person and the risk to herself and her unborn child. The inspectorate is concerned that the locking of the external doors is part of a management behaviour response. Such a response should not be regular or routine and only occur where there is significant and urgent risk to safety of the young person.

Records show that the centre door was locked from the 6/5/09 to 9/6/09. There were no clear protocols in place at that time. A DICE risk assessment tool is now being introduced to measure risk associated with the young person. A protocol was introduced on the 25/5/09 on the activation of the isolation switch (locking of external doors).

The centre is an open unit and the locking of external doors also affects the rights of other young people living in the centre. It is noted that social workers of all children in the centre are to be notified if their movement is restricted by locking doors.

See attached action plan

Social Services Inspectorate

Action Plan for Inspection No. 280 / 322

Centre ID: 39
HSE Area: HSE DNE

Date Action Plan Dispatched: 11th January 2009
Date Action Plan Updated: 27th May 2009

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE NEA should ensure that Garda vetting and references are available prior to all staff taking up employment and all centre staff employed since 2005 have references and Garda vetting.	Any outstanding vetting – that is Third reference for a small number of staff are now in place. Garda Clearance for 3 sessional tutors have been sent for processing.	Deputy Regional Manager Residential Childcare Svcs Regional Manager	27 th Feb 2009 3 rd March 2009	Recommendation not met. Agency care staff vetting and references viewed by HSE and correspondence presented confirming this action. Garda vetting sought for three teachers response pending. One other Garda vetting not processed due to failure to supply information.
2	The HSE NEA should ensure that recording systems are organised and maintained to facilitate effective management and accountability and that records are maintained in a secure area.	All young people records are now moved to a secure area. (January 2009)	Regional Manager Centre Manager	April 2009	Recommendation met.
3	The HSE NEA should ensure that the monitoring of residential standards occur on a regular basis.	The monitoring of residential standards will occur on a regular basis.	Monitoring Officer	From January 2009	Recommendation met. Time table of visits to the centre devised. Inspection report completed in April 2009.

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4	The HSE NEA should ensure a review of the complaints practice and provide training to centre staff in processing and recording complaints.	Will be discussed with all staff at team meeting forum on 11 th March 2009 and training will be provided to staff.	Centre Manager Deputy Regional Manager	11/03/2009	Recommendation met. Log to track informal complaints established. Discussion on complaints process undertake with staff on 22/4/09. Recommend that monitoring officer continue to review.
5	The HSE NEA should ensure the policy on access to information is understood by centre staff and training made available to staff on the rights of young people to have access to information about themselves.	Information session in accordance with policies and procedures. Will occur in team meeting forum. Training will be provided to staff on young peoples' rights to access information on themselves.	Deputy Regional Manager	01/04/2009	Recommendation met. Discussion took place at staff meeting 8/4/09 on young people right to access information. Recommend monitoring officer continue to review.
6	The HSE NEA should ensure that the statutory care plans are devised in accordance with the Child Care (Placement of Children in Residential Care) 1995 Regulations and a copy is maintained on the young person's file in the centre and statutory reviews update the care plan.	Care plan for the young person without one is completed. Each child in residential care has and will in the future have a care plan and care plan review in accordance with the regulations. Young people will not be admitted to the centre without a care plan.	Social Worker Principal Social Workers PSWs and Placement Committee.	05/03/09	Recommendation met. Care plans for young people viewed by inspector. Reviews dated set.

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7	The HSE NEA should ensure that all young people placed in the centre have an allocated social worker.	A social worker will be allocated to the young person who is not currently allocated. All children coming into the centre will have an allocated social worker.	Principal Social Worker PSWs & Placement Committee	16/03/09 Ongoing	Recommendation met.
8	The HSE NEA should ensure that the locking of doors does not become a regular or routine feature of a children's residential centre, with locking of doors only occurring where a significant and urgent risk to safety of a young person exists and for the shortest time possible.	Rectified: The door locking system has now been changed to allow for "normal" use of the front and back doors.	Centre Manager	Isolation switch fitted in January. New Chubb type lock to be fitted by 24/03/2009	Recommendation not met. Written protocols on the activation of the isolation switch devised by HSE (NEA) on 25/5/09. Risk assessment process introduced 13/5/09 to guide in decision making process. Inspectorate concerned that the current approach is being used as a management behaviour technique. Inspectorate to review the use of policy and practices within two months. Monitoring officer to review use of system on regular basis and update inspectorate.
9	The HSE NEA should review the policies and methods of managing challenging behaviour in the centre and agree approach to be adopted by centre staff.	Refresher P.M.A.V.. Input from Senior Clinical Psychologist is ongoing in relation to work on managing challenging behaviour	Regional Manager Centre Manager Snr. Clinical Psychologist	By end April 2009	Recommendation met. Clear process and policies in place in the use of PMAV and TCI.

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10	The HSE NEA should ensure that centre staff are familiar with safeguarding practices and a safeguarding training is provided for the centre staff.	<p>Safeguarding practices are an ongoing component of all training carried out in the service. It is also discussed weekly in relation to each young person at the team meeting.</p> <p>A longer term strategy is being devised by the Regional Manager, the Monitoring Officer and management team to address any deficits with regard to safeguarding and child protection matters.</p>	<p>Centre Manager</p> <p>Deputy Regional Manager</p> <p>Regional Manager</p> <p>Monitoring Officer</p>	<p>Ongoing</p> <p>1st meeting held 4/3/09 2nd meeting planned for Monday 9th March</p>	<p>Recommendation met.</p> <p>Draft policy documents prepared on safeguarding/ child protection and submitted to the inspector. Schedule of approval by HSE managers in place. Recommend monitoring officer continue to review.</p>
11	The HSE NEA should ensure the notification of child protection concerns are in line with Children First Guidelines 1999.	Currently using standard referral form for child protection notification of concerns regarding children in care. These are provided by social work and are in line with Children First.		Completed	<p>Recommendation met.</p> <p>Centre using standard reporting form as recommended in Children First 1999</p>