



Health Information and Quality Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

A

CHILDREN'S RESIDENTIAL CENTRE IN THE HSE DUBLIN MID LEINSTER AREA

A FOLLOW-UP INSPECTION

REPORT ID NUMBER: 417

**Follow up inspection fieldwork dates: 26th August 2010.
Publication Date: 6th October 2010.
SSI Inspection Period: year: 12
Centre ID Number: 51**

ADDRESS: Health Information & Quality Authority, Social Services Inspectorate,
George's Court, George's Lane, Smithfield, Dublin 7.
PHONE: 01-814 7400 FAX: 01-814 7499
WEB: www.higa.ie/functions_ssi.asp

Introduction

The Health Information and Quality Authority Social Services Inspectorate (HIQA/SSI) carried out a one day unannounced follow-up inspection (see inspection ID 292) of a community children's residential centre in the HSE Dublin Mid Leinster Local Health Area under Section 69 (2) of the Child Care Act 1991. The inspector, Kieran O'Connor, returned to the centre on 26thst August 2010 to follow up on the level of compliance with recommendations made and found that a large majority of recommendations were implemented.

The inspector met with the a social care worker who was acting centre manager, two of the staff team and two of the young people who were living at the centre at the time of this follow up inspection. Both young people looked healthy and well. They told the inspector that they were happy living in the centre and felt cared for well by the manager and staff team and felt safe in the centre and all could name a staff member or social worker if they wanted to complain or were worried about anything at all. The inspector also had a telephone interview with the centre manager subsequent to the visit to the centre. Up to the recent past there had been three children and young people in the centre. One young person moved to another residential placement more suitable to their needs in the short term and another young person was transitioning from long term care to independent living and aftercare.

There had been a significant change since the last inspection. The centre had changed location and was now based in an attractive residential area some miles from the previous location. It was beautifully restored and attractively furnished. The staff team had made great efforts to make it homely and they had succeeded. The two children told this inspector that although they preferred the previous location they really liked the house. The children and young people liked the fact that it was indistinguishable from any other home in the cul de sac. There were two significant child protection issues in relation to the children and young people external to the centre in the year prior to this inspection. These were dealt appropriately as child protection concerns and the appropriate procedures and actions were taken. This inspector recommends that a written review takes place looking specifically at the question of risk assessment in these cases in order to maximise learning from the significant events. Overall the inspector found the centre continues to be well managed.

Findings

Recommendations were met in relation to:

- (1) Centre policies: The centre now had written policies that were written in clear straightforward language for parents and children.
- (2) Management systems, were now in place for accounting for the safety and welfare of the children,
- (4) Consultation with children: This was occurring much more frequently. There were now children's meetings and a clear complaints policy,
- (5) Aftercare plans: One young person had a written aftercare plan and was in transition to independent living in consultation with the young person's aftercare worker.
- (6) Care Planning: All the young people had a comprehensive care plan.
- (8) Child Protection: The centre now had a clear comprehensive child protection policy.
- (9) Education: All the children and young people were in either full time education or training. One young person had completed the leaving certificate achieving excellent grades and was about to commence third level education. The inspector commends the young person and the staff team for placing such a positive emphasis on education and achievement.

(10) Premises: The condition of the previous centre was poor and required major work to come up to standard. As a consequence the centre moved to new premises which is of a high standard and liked by the children and young people.

Recommendations have been partly met in relation to:

(7) Health: One young person had a detailed medical history on file and the other young person's medical file did not have sufficient information.

Recommendation

(3) Monitoring: the centre did not have a written monitoring report as a minimum requirement of the children's standards.

Recommendations not met in relation to:

(11) Fire Safety: The centre did not have a letter of compliance and needed to provide HIQA SSI with written confirmation from a qualified architect or engineer that the centre complies with standard 10.19.

Social Services Inspectorate

Action Plan for Inspection No. 292/417

Centre ID: 53
HSE Area: HSE DML

Date Action Plan Dispatched: 22nd April 2010.
Date Action Plan Updated: 6th October 2010.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE (DML) should ensure that the centre's policy document is revised to reflect current practice and is accessible to young people and parents.	<p>A complete revision of the residential service policies and procedures is underway and a programme of consultation, training and implementation is scheduled to take place between July and November 2009.</p> <p>This will include:</p> <ul style="list-style-type: none"> - Revised Core Policies and Procedures (that will include a comprehensive Safeguarding Policy) - A separate Child Protection Policy (currently being reviewed by C.C.M.) and Notification of Concern / Disclosure Protocols - Revised Placement Pack (taking account of S.S.I. recommendations) - Revised Placement Planning Format / Content (teams will be assisted to complete these new plans) - New Young Person's Booklet (to be personalized for all young people referred to the service and taking into account local procedures in each centre) 	<p>Coordinator – Residential Care (Child Protection Policy / Young Person's Booklet)</p> <p>Centre Manager</p> <p>Centre Manager</p> <p>Centre Coordinator – Residential Care</p> <p>Centre Manager and Staff (Yong person's Journal Pilot) (S.E.N. System and Absence Protocols)</p> <p>Centre Staff Member with Centre Manager (Placement Pack)</p>	July to November 2009	Recommendation met.


		<ul style="list-style-type: none">- Revised Significant Event Notification System (taking account of S.S.I. Recommendations and new National Absence Protocols)- Review and revision (as necessary) of all Health and Safety Risk Assessment in centre- Introduce new Young Person's Journal to all centres <p>The above will be underpinned by reflective work with centre staff teams and managers that will encourage teams to focus strongly on the professional relationships they develop with the young people in their care including a consideration of the strengths and positive qualities of each young person in the service which will be fed back into the Care and Placement Planning processes and ultimately the day-to-day work with all resident young people.</p>	Centre Manager Reflective Practice – Valuing Resident Young People		
--	--	--	--	--	--

Social Services Inspectorate

Action Plan for Inspection No. 292/417

Centre ID: 53
HSE Area: HSE DML

Date Action Plan Dispatched: 22nd April 2010.
Date Action Plan Updated: 6th October 2010.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
2	<p>The HSE (DML) should ensure that management systems are put in place to ensure standards are met in relation to:</p> <ul style="list-style-type: none"> safe practices and policies which protect and safeguard young people stability for young people and information management. 	<p>See Response to recommendation no.1 above</p> 	As Above	July to November 2009	Recommendation met.
3	<p>The HSE (DML) should ensure that the centre is monitored in accordance with the standards.</p>	<p>The Local Health Officer with lead responsibility for Residential Care should review the monitoring function with the monitoring officer so as to ensure compliance with the regulatory requirements and address any identified deficits</p>	<p>Local Health Officer with lead responsibility for Residential Care</p> <p>Monitoring Officer</p>	End June 2009	<p>Recommendation met in part.</p> <p>There was no written monitoring report in relation to this centre in the year prior to inspection.</p>

Social Services Inspectorate

Action Plan for Inspection No. 292/417

Centre ID: 53
HSE Area: HSE DML

Date Action Plan Dispatched: 22nd April 2010.
Date Action Plan Updated: 6th October 2010.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
4	The HSE (DML) should ensure that centre practices and systems promote consultation with young people	The Core Policies and Procedures including the new Daily Journal, Residential Reports (Key Work Reports and those produced for Strategy Meetings and Child In Care Reviews) will all call for the young person's voice to be recorded and reflected in the work carried on in the Centre. Policies will also ensure that young people's views are sought in regular house meetings and that all young people are made aware of their rights and in particular their right to participate in and contribute to the care they receive.	Coordinator – Residential Care Centre Manager Centre Manager and Staff	July to November 2009	Recommendation met.
5	The HSE (DML) should ensure that one young person has an aftercare plan and is allocated an aftercare worker.	The Young Person is to be referred to Focus Ireland Aftercare Service through which an aftercare plan will be developed and implemented. In the interim, the centre will focus on preparing her for leaving care and this will be based on her new Care Plan and detailed in her Placement Plan.	Social Worker Centre Manager and Staff	February 2009 (On Waiting List) 12 th May 2009 12 th June 2009	Recommendation met.

Social Services Inspectorate Action Plan for Inspection No. 292/417

Centre ID: 53
HSE Area: HSE DML

Date Action Plan Dispatched: 22nd April 2010.
Date Action Plan Updated: 6th October 2010.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
6	The HSE (DML) should ensure that one young person has a current, completed care plan on file.	See Recommendation no.5 Above.	Social Worker	May 2009	Recommendation met.
7	The HSE (DML) should ensure that centre care files contain a medical history for both young people.	A medical history is to be sought from both young people's Social Workers by the Centre Manager and provided by the young people Social Workers.	Centre Manager Social Workers	5 th June 2009 End June 2009	Recommendation met in part. One of the young people had a full medical history or file and another young person had an insufficient medical history on file.
8	The HSE (DML) should ensure that the centre has a child protection notification system that is consistent with Children First (see also management)	See response to Recommendation No. 1.			Recommendation met.
9	The HSE (DML) should ensure that one young person is engaged in formal education.	Efforts to get this young person back to formal Education are ongoing. Specialist intervention has been sought from Callan Institution re: behaviour modification to assist Centre Manager, Staff and Social Worker in their efforts to encourage and enable this young person to return to formal education. In the interim, a tutor is to be secured to provide on-site education while the above is progressing.	Social Worker Social Worker Centre Manager	May 2009 (Funding Secured – Place awaited) June 2009 (Source Tutor) June 2009 (Allocate Centre Funding as Dept. of Ed will not provide)	Recommendation met.

Social Services Inspectorate

Action Plan for Inspection No. 292/417

Centre ID: 53
HSE Area: HSE DML

Date Action Plan Dispatched: 22nd April 2010.
Date Action Plan Updated: 6th October 2010.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
10	The HSE (DML) should ensure that a schedule of works is written for the centre with a completion date no later than six months following receipt of this report.	The premises will be replaced.	Coordinator – Residential Care Project Manager H.S.E. Architectural Services	End July 2009	Recommendation met
11	The HSE (DML) should attend to any safety/fire safety concerns in the centre as a matter of urgency and ensure that the centre is compliant with standard 10.19.	The premises will be replaced.	Coordinator – Residential Care Project Manager H.S.E. Architectural Services	End July 2009	Recommendation not met. A letter of compliance with standard 10.19 is required.