



Health Information and Quality Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

A Children's Residential Centre In The HSE Dublin North Central Area

FOLLOW UP INSPECTION REPORT

ID NUMBER: 443

Follow-up Inspection Date: 30th November 2010

Publication Date: 13th December 2010

SSI Inspection Period: 12

Centre ID Number: 20

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Introduction

The Health Information and Quality Authority Social Services Inspectorate (HIQA/SSI) carried out an announced follow-up inspection (see inspection ID 330) of a community based children's residential centre in the HSE Dublin North Central Area (DNCLHA) under Section 69 (2) of the Child Care Act 1991. The inspection was carried out by Bronagh Gibson (inspector) on 30 November 2010. The purpose of the follow-up inspection was to further assess the level of compliance with the recommendations made in the previous inspection report (see inspection ID 330) as reported to the HIQA/SSI by way of written report by the HSE monitoring officer in early 2010. It was also to assess the implementation of recommendations made by the HSE monitoring officer in his report dated 22 July 2010.

During the course of this inspection the inspector met with the two centre managers (both shared the post of centre manager), the deputy centre manager and talked to three of the young people living in the centre. The inspector also viewed the HSE monitoring officer's reports (including one report that assessed the implementation of the HIQA/SSI recommendations as requested by the inspectorate), centre records and documentation related to significant events/incidents, child protection concerns, complaints, staff training, health and safety and information for parents.

The inspector would like to thank the young people and the centre managers for their hospitality during this inspection and acknowledge the assistance of the HSE monitoring officer in the following up of the implementation of HIQA/SSI recommendations since the last inspection.

Findings

There were five admissions and four discharges from the centre in the year prior to the inspection. At the time of the inspection visit, there were six young people living in the centre (four girls and two boys), two of whom were siblings. All of the young people were in education and one was receiving tutoring in the centre as an interim arrangement. Foster care placements were being sourced for two of the young people at the time of the inspection.

The centre had made six child protection notifications in relation to three young people in the year prior to the inspection. The centre managers reported that they were satisfied with the response of the social work departments. The behaviour of one young person had led to a further six child protection notifications being made by the centre in respect of all of the young people living there at the time of the inspection, and social work assessments of these concerns were ongoing. Due to the ongoing behaviours of this young person, the child care manager was reviewing his/her placement history in an attempt to ensure the current care and/or specialist supports being provided to him/her was appropriate and effective. The inspector advises that the findings of this review are reported in writing to all relevant parties including the LHM and the HSE monitoring officer.

The young people who talked to the inspector during the inspection visit said they were well cared for, liked living in the centre and felt safe there. They told inspectors that they were satisfied with the contact they had with their families. They were all looking forward to Christmas and were planning their activities for the Christmas holiday period.

Overall, the inspector found that good efforts were made to implement the recommendations made in the previous HIQA/SSI inspection reports and the HSE monitoring officer's report dated July 2010. The centre managers told the inspector that the centre practices had benefited from the implementation of the recommendations made, one example of which was the review of significant incidents and the recording of such events.

The attached action plan records the status of the recommendations at the time of the inspection visit, and outlines the main findings of this inspection. It also refers to findings of the HSE monitoring officer during his assessment of the implementation of the HIQA/SSI recommendations outlined in his report 'Response to HIQA Recommendations' where appropriate.

Social Services Inspectorate

Action Plan for Inspection No. 330 / 443

Name of Centre: Iolar House
HSE Area: HSE Dublin North

Date Action Plan Dispatched: 20th August 2009
Date Action Plan Updated: 30th November 2010

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	<p>The HSE (DNC) should ensure that the purpose and function of the centre is revised to reflect:</p> <ul style="list-style-type: none"> the number of young people the house can adequately cater for the profile of young people the centre has the resources and skills to cater for. 	Purpose and function to be reviewed	Managers & Alternative Care Manager	Oct 2009	<p>This recommendation was met.</p> <p>This recommendation was met in that the purpose and function was revised and continues to be under revision as part of the overall strategy for the region. This will be assessed again in a future inspection.</p>
2	<p>The HSE (DNC) should ensure that it:</p> <ul style="list-style-type: none"> clarifies lines of accountability for both of the people sharing the centre manager post provides a copy of the written evaluation of this arrangement to the SSI three months from the date of inspection, paying particular attention to an evaluation of outcomes for the young people. 	<p>Lines of accountability have been clarified</p> <p>Evaluation will be completed</p>	<p>Manager & Alternative Care Manager</p> <p>Alternative Care Manager</p>	<p>Sept 2009</p> <p>Oct 2009</p>	<p>This recommendation was met.</p> <p>The lines of accountability were found to have been clarified and two evaluations of the management arrangement were provided to the HIQA/SSI. This arrangement was found to be working successfully, however the inspector advises that this is reviewed periodically by the HSE DNCLHA.</p>

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3	<p>The HSE (DNC) should ensure that:</p> <ul style="list-style-type: none"> managers regularly review the quality of recording of significant events in the centre a complete record of all significant events is kept on one young person's file. 	New system in place internal monitor assigned	Managers	Implemented	<p>This recommendation was well met.</p> <ul style="list-style-type: none"> This area of practice was found to have improved greatly and was described by the centre managers as being very beneficial to the staff team. The young person in question was no longer living in the centre and their file had been archived. However, the monitoring officer's report noted that all significant events were recorded on his/her file.
4	<p>The HSE (DNC) should ensure that a system of notification to all relevant parties is established by the centre in relation to the specific behaviours of one young person.</p>	New system of monthly reporting in place	Managers	Implemented	<p>This recommendation was met.</p> <p>As this young person had been discharged from the centre, their file was archived and therefore not reviewed by the inspector. It was reviewed by the HSE monitoring officer and he reported that this recommendation was met.</p>

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5	The HSE (DNC) should ensure that: <ul style="list-style-type: none"> • supervision is provided in accordance with centre policy • there is clarification about who supervises one centre manager. 	New system of supervision in place General Manger supervises both Managers	Managers Alternative Care Manager & General Manager	Implemented Implemented	This recommendation was mostly met. <ul style="list-style-type: none"> • There was an improvement in the provision of supervision and these will be further assessed in future inspections. • The centre manager in question was supervised by the child care manager.
6	The HSE (DNC) should ensure that staff receive refresher training in TCI and that the centre carries out a training audit.	Refreshers applied for Audit in progress	Managers	Dec 2009 Oct 2009	This recommendation was met. TCI training was up to date. A training audit was also carried out and a full record was kept on all training provided to each team member.
7	The HSE (DNC) should ensure that where appropriate, issues not related one young person are separated out and dealt with promptly through the appropriate processes.	Issues will be separated out and dealt with appropriately	Manager	October 2009	This recommendation was met. This was notified to the Principal Social Worker by the centre.

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8	<p>The HSE (DNC) should ensure that:</p> <ul style="list-style-type: none"> there is a robust risk assessment of all referrals to the centre appropriate placements are found for two young people as a matter of priority. 	<p>Risk assessment will be completed on all future referrals</p> <p>1 young person is now in Special Care; 2nd young person placement being pursued</p>	<p>Manager & Alternative Care Manager</p>	<p>Immediate</p> <p>Immediate Dec 2009</p>	<p>This recommendation was met.</p> <ul style="list-style-type: none"> A pre-admission risk assessment is carried out on all young people as part of the referral process to the centre. A collective risk assessment model is also used by the centre on an ongoing basis if required. Both of the young people in question were discharged to other placements deemed appropriate by the HSE DNCLHA following this inspection.
9	<p>The HSE (DNC) should ensure that for one young person, family contact and the provision of information regarding a parent is reviewed.</p>	<p>This has been reviewed contact is being initiated</p>	<p>Manager Social Worker Alternative Care Manager</p>	<p>Immediate</p>	<p>This recommendation was met.</p> <p>This matter was reviewed and addressed by the social work department following the inspection.</p>

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10	The HSE (DNC) should ensure that the file of one young person contains details of the complaint made by an external professional and its outcome.	This will be dealt with through the complaints procedure	Manager Alternative Care Manager	Oct 2009	This recommendation was not met. This young person was discharged from the centre at the time of the inspection and their file was archived. The centre managers told inspectors that this information was not placed on the file before archiving. This recommendation still stands.
11	The HSE (DNC) should ensure that: <ul style="list-style-type: none"> the centre reviews its methods of behaviour management a significant incident review group is established for the centre. 	Additional training has been requested and will be completed in the next few months Incident review group to be established	Alternative Care Manager & Manager	Dec 2009 Oct 2009	This recommendation was met. The centre had made great efforts in relation to this recommendation. The introduction of the SIRG was found to have been a success to date and had impacted positively on centre practices. It was a model that the ACM was attempting to roll out to other centres in the area.

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12	The HSE (DNC) should ensure that reviewing of absences at risk is a function of the significant incident review group.	As above	Manager Alternative Care Manager	Oct 2009	This recommendation was met. Absences from the centre were found to be part of the centre's SIRG terms of reference.
13	The HSE (DNC) should ensure that: <ul style="list-style-type: none"> the use of physical restraint and restriction of movement in the centre is reviewed the number of physical restraints in the centre is reduced all instances of physical restraint are recorded appropriately and notified in accordance with centre policies 	This is under constant review and will become a function of significant incident review group All incidents of physical intervention will be notified in accordance	Manager Alternative Care Manager Manager	Oct 2009 Implemented	This recommendation was met. In addition to the implementation of this recommendation, the area was developing a policy to address the restriction of movement within an open residential centre in order to keep young people safe. Inspectors advise that when written, this policy is sanctioned by senior managers in the HSE DNCLHA.

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14	The HSE (DNC) should ensure that staff are made aware of their duty to provide safe care for all young people living in the centre.	Notification procedures have been clarified with the team.	Manager Alternative Care Manager	Oct 2009	This recommendation was met. The centre managers had addressed this issue with the staff team and this was evident to inspectors through the centre records on how they approached and responded to child protection concerns and placement concerns. This will be further assessed in future inspections.
15	The HSE (DNC) should ensure that the file of one young person is reviewed by the social worker, and any child protection concerns related to other young people are notified and dealt with appropriately.	Review has taken place and appropriate measures have been taken	Social Worker	Implemented	This recommendation was met. This was reviewed by the allocated social worker on the 19 August 2009 and his findings were reported to the centre and to the social workers for the other young people living in the centre at the time of the inspection.

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16	The HSE (DNC) should ensure that centre managers develop a system to review all complaints to ensure child protection matters are dealt with in accordance with centre policy and <i>Children First: National Guidelines on the Protection and Welfare of Children</i> .	Notification procedures have been clarified with the team.	Manager Alternative Care Manager	Oct 2009	This recommendation was met. The review of such issues was found to be one of the functions of reference of the SIRG.
17	The HSE (DNC) should ensure that comprehensive medical histories and immunisation records are provided to the centre by social workers.	This is being pursued with the Social Worker	Social Worker Manager	Oct 2009	This recommendation was mostly met. The inspector found evidence of this information being requested by the centre. However, the information was not forthcoming from the social work departments for all of the young people. This should be addressed by the LHM of the referring social work departments.

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18	HSE (DNC) should ensure that the current accommodation is sufficient to cater for the number of young people indicated in the statement of purpose and function.	Will be part of all reviews of purpose and function	Manager Alternative Care Manager	Oct 2009	<p>The implementation of this recommendation was ongoing.</p> <p>The purpose and function of the centre continued to be under review as part of the overall strategy for the area/region. The centre continued to cater for five young people and an additional one where there were siblings involved. At the time of inspection there were six young people living in this centre. The HSE should revisit this recommendation and re-assess the centre's capacity to cater for six young people considering it's size and that siblings share a bedroom. This assessment should be forwarded to the HIQA/SSI on completion.</p>

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19	The HSE (DNC) should ensure that a full health and safety audit is carried out by the centre as a matter of priority.	Health and Safety Audit requested	Manager	Oct 2009	This recommendation was met. A health and safety audit was carried out in December 2009. The centre had an efficient system in place to highlight any risks in the centre. The centre managers reported that there were no health and safety issues outstanding that were of concern to them.