



# Health Information and Quality Authority

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

## Follow Up Inspection

*ID NUMBER: 456*

**Follow-up Inspection Date: 22<sup>nd</sup> February 2011**

**Publication Date: 14<sup>th</sup> March 2011**

**SSI Inspection Period: 13**

**Centre ID Number: 402**

ADDRESS: Health Information and Quality Authority, Social Services Inspectorate,  
George's Court, George's Lane, Dublin 7  
PHONE: 01-814 7400 FAX: 01-814 7699  
WEB: [www.hiqa.ie](http://www.hiqa.ie)

## Introduction

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out an announced follow-up inspection of a children's residential unit in the Health Services Executive (HSE), Dublin Mid Leinster Area (DML) under Section 69 (2) of the Child Care Act 1991. This inspection was carried out by Orla Murphy, Inspector on the 22<sup>nd</sup> February 2011. The purpose of the inspection was to assess compliance of the HSE action plan provided in response to the recommendations of the last inspection (*see inspection ID 409*).

The centre was a six bed-roomed detached house near a small town some miles from the suburbs of Dublin. The centre was established to provide a short-term emergency access service for children and young people aged between 12 and 15 years of age on admission. Its purpose was to act as a place of safety for children pending a full social work assessment of risk or where children are awaiting foster care, or emergency respite care to prevent home, or foster placement breakdown. The maximum length of placement provided by the centre was described as 12 weeks.

At the time of inspection there were four children resident in the centre, three boys and one girl. Two of these were siblings. As part of the follow-up inspection the inspector met with the two centre managers and three of the four children. One child was attending a half term activity and had not returned to the centre by the time the inspection ended. The inspector also conducted a telephone interview with one social worker. The inspector examined a range of relevant records and documentation while in the unit.

Three of the young people were aged 15, and the remaining child was 10 years old. This child had previously been in the centre in 2010 and had moved onto another residential placement in the region. The child had since returned to the centre in January 2011 due to a breakdown in their placement, which was caused by increased challenging and aggressive behaviour. This child has two staff assigned to work with them at all times. During January 2011 the child's behaviour became increasingly aggressive. This resulted in an increase in outbursts, assaults on staff and the use of restraints. Staff found it very difficult to manage the child's behaviours and in some incidents the management of the aggressive behaviour was not effective. During this period there were two child protection concerns reported to the supervising social worker, one of which was investigated and was unfounded and another which is still under investigation. Centre managers and centre records confirmed that incidents have decreased in recent weeks, but the intensity of incidents have increased. The supervising social worker informed the inspector that the child is receiving input from mental health services but there is no psychology input currently. The supervising social worker feels that the staff team have been responsive and very supportive to this child but it is clear to the inspector that the child requires intensive therapeutic input and the inspector will be writing to the local health manager to address this issue.

Two siblings have lived in the centre for over five months. As stated previously, the function of the centre is to provide a short term placement for up to 12 weeks. The length of time in the centre and the lack of an onward placement has had an impact on these young people and their engagement with staff and their sense of well being and security has deteriorated. Both young people informed the inspector they did not feel that the HSE was acting in their best interests as they were "just waiting" (to

have a permanent placement). The inspector saw evidence that the centre managers and the external line manager had made several efforts to request long term placements for these young people, but to no avail. This issue should be addressed immediately. The young people have raised several concerns, some of which were notified as child protection concerns. All of these concerns are under investigation by supervising social workers and the inspector has requested a copy of the outcome of these investigations is forwarded to the Authority once completed.

### **Findings**

17 recommendations had been made in the inspection report (ID No. 409). The inspector found that seven recommendations had been met, five were met in part and six were not met. Further comments on these recommendations are noted in the action plan. The inspector notes that although the action plan is dated 8<sup>th</sup> October 2010, the action plan was not received by the Authority until the 18<sup>th</sup> February 2011.

***Please see attached action plan in response to the inspection recommendation.***

# Social Services Inspectorate

## Action Plan for Inspection No. 409/456

**Centre ID:** 456  
**HSE Area:** HSE Dublin Mid Leinster

**Date Action Plan Dispatched:** 08<sup>th</sup> October 2010  
**Date Action Plan Updated:** 14.03.2011

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE DML should review its purpose and function in relation to the age profile of young people on admission.	A review of the purpose and function was carried out in respect of the age profile of resident young people and it was agreed that while the centre does and will not facilitate unnecessary placements of under 13's.	General Manager D.S.C.  A/Coordinator Residential Care  Coordinator – Residential Care	1 <sup>st</sup> Jan 2011	<b>Recommendation Met in Part.</b> The HSE DML has reviewed its purpose and function to admit children under 12 years only in exceptional circumstances and for a maximum of four weeks. However, one child under 12 currently resident has been in the centre for seven weeks.
2	The HSE DML should ensure that the acting deputy management post is regularised.	Though this is not an emergency service, due to the urgent nature of referrals, a second manager has been appointed to ensure the Centre's Purpose and Function is maintained.	General Manager DSS  Coordinator – Residential Care	1 <sup>st</sup> Jan 2011	<b>Recommendation Met.</b> The HSE DML has appointed a second manager of the service and the arrangement was working well at the time of the follow up inspection.
3	The HSE DML should ensure that formal staff supervision is provided to the staff on a regular and frequent basis in line with the centres policy.	Centre Staff will receive supervision no less than once every six weeks.	Centre Managers	1 <sup>st</sup> Jan 2011	<b>Recommendation Met in Part.</b> Since the appointment of the second manager in late November 2010, staff supervision has been provided every six weeks. However prior to this, supervision was less frequent. This will be re-assessed at the next inspection.

# Social Services Inspectorate

## Action Plan for Inspection No. 409/456

**Centre ID:** 456  
**HSE Area:** HSE Dublin Mid Leinster

**Date Action Plan Dispatched:** 08<sup>th</sup> October 2010  
**Date Action Plan Updated:** 14.03.2011

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
<b>4</b>	The HSE DML should ensure that the centre manager receives regular, individual, formal supervision with her line manager as required by the standards and best practice.	Centre Managers throughout the service to receive one-to-one supervision no less than once every 6 weeks.  Centre Managers will continue to receive Monthly Group Supervision.	Coordinator – Residential Care	1 <sup>st</sup> Jan 2011	<b>Recommendation Met</b> Centre managers reported that they both now receive individual, formal supervision every six weeks with the external line manager of the service in addition to the monthly group supervision provided.
<b>5</b>	The HSE DML should ensure that the Guardian Ad Litem receives notification of significant events as requested.	Centre Manager's throughout the service have been made aware that G.A.L.'s are entitled to receive written S.E.N. if a request to do so in on file in the Centre.	Coordinator – Residential Care	1 <sup>st</sup> Jan 2011	<b>Recommendation Met.</b> The relevant Guardian Ad Litem (GAL) received notification of significant events. Records showed that GAL's receive verbal notifications of significant events and written copies when requested.
<b>6</b>	The HSE DML should ensure that is a discreet section for education in the young peoples care file.	Centre Manager's throughout the service have been instructed to include a discreet section for education in young people's care files.	Coordinator – Residential Care  Centre Managers	1 <sup>st</sup> Jan 2011	<b>Recommendation Met.</b> The inspector found each care file had an education section.

# Social Services Inspectorate

## Action Plan for Inspection No. 409/456

Centre ID: 456  
HSE Area: HSE Dublin Mid Leinster

Date Action Plan Dispatched: 08<sup>th</sup> October 2010  
Date Action Plan Updated: 14<sup>th</sup> March 2011.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
7	The HSE DML should ensure that the monitoring officer provides, inter alia, an annual report as required by the Standards.	Discussions to take place between the newly appointed Monitoring Officer, the S.S.I. and Registration and Inspection service about the operation of the Monitoring function within the H.S.E. D.M.L.	S.S.I.  Registration and Inspection Service  Monitoring Officer  Coordinator – Residential Care	Meeting Date Pending	<b>Recommendation Not Met.</b> The monitoring officer commenced in post in late 2010. She has not yet undertaken a monitoring visit to the centre but has visited the centre to consider aspects of a specific case. No report has yet been issued in this regard however it must be issued to the Authority once completed.
8	The HSE DML should ensure that the SSI receive the monitoring officers self audit report when it is completed.	See above.	N / A	N / A	<b>Recommendation Not Met.</b> The self audit has not yet been forwarded to the Authority and should be issued once completed.
9	The HSE DML should ensure that the staff team receive refresher training on children's right to information about themselves.	Centre Staff to receive refresher training on children's right to information about themselves in accordance with service policies and the young person's booklet.	Centre Managers	1 <sup>st</sup> Feb 2011	<b>Recommendation Met in Part.</b> Centre managers have discussed children's right to information with staff within a staff meeting, but formal training has yet to be sourced. This training should be sourced by 30 <sup>th</sup> April 2011.

# Social Services Inspectorate

## Action Plan for Inspection No. 409/456

**Centre ID:** 456  
**HSE Area:** HSE Dublin Mid Leinster

**Date Action Plan Dispatched:** 08<sup>th</sup> October 2010  
**Date Action Plan Updated:** 14.03.2011

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
<b>10</b>	The HSE DML should ensure that the Irish Association of Young People in Care are invited to the centre.	I.A.Y.P.I.C. to be invited to the Centre.	Centre Managers	1 <sup>st</sup> Feb 2011	<b>Recommendation Met in Part.</b> The centre managers have made contact with I.A.Y.P.I.C and have requested a visit but due to other commitments reported by I.A.Y.P.I.C, they have yet to provide a date to visit.
<b>11</b>	The HSE DML should ensure that the placement of one young person referred to in the report is reviewed.	Carry out a review of the placement of this young person in the Centre.	P.S.W. D.S.W. C.C.M. D.S.W.	1 <sup>st</sup> March 2011	<b>Recommendation Not Met.</b> The HSE DML should ensure this review is completed by 1 <sup>st</sup> March 2011 and a copy forwarded to the Authority once completed.
<b>12</b>	The HSE DML should ensure that all children in care have a comprehensive care plan as required by the <i>Child Care (Placement of Children in Residential Care) Regulations 1995</i> .	Centre Managers to ensure that all young people placed in the Centre have a Care Plan relevant to their placement in accordance with the timeframes specified in the Child Care (Placement of Children in Residential Care) Regulations 1995	P.S.W. D.M.L.  Centre Managers	1 <sup>st</sup> Jan 2011	<b>Recommendation Met.</b> Each young person had an up to date care plan on file.

# Social Services Inspectorate

## Action Plan for Inspection No. 409/456

Centre ID: 456  
HSE Area: HSE Dublin Mid Leinster

Date Action Plan Dispatched: 08<sup>th</sup> October 2010  
Date Action Plan Updated: 14.03.2011

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
13	The HSE DML should ensure that young people have access to child psychology as required as a discrete service.	All young people placed in this centre and in the service as a whole, are entitled to access psychology services in their Social Worker's operational area.  Additional services and / or emergency cases will be sourced privately if needed.	P.S.W. of Placing L.H.M  L.H.M. Psychology Services  Centre Managers  A / Coordinator – Residential Care	1 <sup>st</sup> Jan 2011	<b>Recommendation Met in Part.</b> One young person was accessing a specialist therapeutic service but one child was in need of a therapeutic placement which had yet to be identified or approved.
14	The HSE DML should ensure that the risk assessment tool used by the centre are reviewed a taking into account that comprehensive background information supplied to the centre is a crucial aspect of the assessment.	The Risk Assessment Tool used to determine the suitability or otherwise of young people to be placed in the service is subject to ongoing review.  At the current time, the Tool is considered to be satisfactory however, the Centre / Service will move to address circumstances in which required information is available but not shared with the Centre.	Coordinator – Residential Care  Centre Managers  Coordinator – Residential Care  Centre Managers	1 <sup>st</sup> Dec 2010 / Ongoing   1 <sup>st</sup> Jan 2011	<b>Recommendation Met.</b> Sufficient information was found on file for all four young people currently resident in the centre.
15	The HSE DML should ensure that centre policy on spiritual needs of young people is further developed.	Service Policy on Spirituality being developed currently.	Centre Manager  Deputy Centre Manager	1 <sup>st</sup> March 2011	<b>Recommendation Met.</b> The centre managers provided the inspector with a copy of the developed spirituality policy.

# Social Services Inspectorate

## Action Plan for Inspection No. 409/456

Centre ID: 456  
HSE Area: HSE Dublin Mid Leinster

Date Action Plan Dispatched: 08<sup>th</sup> October 2010  
Date Action Plan Updated: 14.03.2011

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
16	The HSE DML should review the number and frequency of children missing from care in the centre considering the risk found and responses undertaken so as to inform future policies and practices in the centre.	All incidents including absences to be subject to the Significant Event Review Group on a monthly basis and in real time by the Coordinator – Residential Care  Specific instances of absence to be reviewed in accordance with the National Protocol for Missing Children as agreed between An Garda Síochána and the H.S.E.	S.E.N Review Group  Coordinator – Residential Care  Centre Manager P.S.W. An Garda Síochána	1 <sup>st</sup> July 2010  Ongoing	<b>Recommendation Not Met.</b> At the time of the last inspection some young people had significant periods of absence and engaged in risk taking behaviour. The HSE DML should ensure these absences are reviewed by 30 <sup>th</sup> April 2011 and a copy of this review forwarded to the Authority.
17	The HSE DML should conduct a written review the circumstances surrounding the management of the unauthorised absence of one young person referred to in the report and issue the outcome report to the inspectorate.	Carry out a review of the placement of this young person in the Centre.	P.S.W. D.S.W.  C.C.M. D.S.W.	1 <sup>st</sup> March 2011	<b>Recommendation Not Met.</b> The HSE DML should ensure this review is completed by 1 <sup>st</sup> March 2011 and a copy forwarded to the Authority once completed
18	The HSE should ensure that the building is maintained appropriate to its purpose and function as a children's residential centre and specific actions referenced in the report are undertaken.	Maintenance within the premises is ongoing and maintenance department are considered to be very responsive to Centre's needs.	Maintenance Department  Centre Managers	1 <sup>st</sup> Jan 2010	<b>Recommendation Met.</b> The building and grounds were reasonably maintained and the maintenance record showed that requests were responded to in a timely manner.