



Health Information and Quality Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

A Follow Up Inspection Report of a Children's Residential Centre in the Health Service Executive West Area

Inspection Report ID Number: 590

Fieldwork Date: 9 October 2012

Issue Date: 18 December 2012

Inspection Period: 14

Centre ID Number: 195

Introduction

The Health Information and Quality Authority (HIQA), Regulations Directorate carried out an announced follow-up inspection of a Health Service Executive (HSE) children's residential centre in the Dublin North East Local Health Area (DNE) under section 69 (2) of the Child Care Act 1991. This follow-up inspection was carried out by Bronagh Gibson (inspector) on 9 October 2012. The purpose of this inspection was to assess the implementation of the HSE action plan for this centre (see inspection report ID 543). As part of the inspection fieldwork, the inspector interviewed the Centre Manager, Area Manager, Principal Social Worker with responsibility for residential services and viewed centre documentation including care files, significant event notifications, child protection reports, fire register and complaints records.

Findings

The inspector found that the centre had fully implemented 20 of the 24 recommendations.

One recommendation was met in part and this was related to the social work department sourcing a suitable foster care placement for one child. The child remained in the centre at the time of this inspection. However, two possible foster care placements had been identified for the child. The assessment of the suitability of these foster care placements was ongoing.

Three recommendations were not met. The purpose and function of the centre was not changed and although this was planned, it was dependent on other changes taking place within the overall children's services in the local health area. These had not taken place at the time of this inspection. Issues in relation to the staff rota had not been resolved at the time of this inspection. The centre had not developed a formal independent living programme and although independent living skills were being promoted for individual young people, no overarching model had been agreed and written down. This required more attention from the centre manager and staff team.

Please see attached action plan in response to the inspection recommendations.

Action Plan for Inspection No. 590

Centre ID: 195
HSE Area: HSE West

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE (WA) should ensure that any significant change to the purpose and function of the centre: <ul style="list-style-type: none"> ○ takes account of the needs of the young people currently living in the centre ○ is on a planned basis ○ is carried out within an appropriate timeframe ○ is communicated to all relevant stakeholders ○ and allows for ongoing training of staff to meet the needs of a changing cohort of young people. 	<ol style="list-style-type: none"> 1. Care Plans for each young person will provide framework for timescale with an outer limit of September 2012 2. Consultation will be ongoing in the period June – September 2012 3. Training needs analysis will inform staff development 	Area Manager PSW, Alternative Care	September 2012	<p>Recommendation not met.</p> <p>There was no change to the purpose and function of the centre since the last full inspection. Changes were anticipated and this will be assessed at the time of the next inspection.</p>
2	The HSE (WA) should ensure that the centre undertakes a thorough review of the system of quality assurance, particularly with regard to the classification of child protection concerns and significant events and the recording of complaints.	The quarterly meeting of the Critical Incident Monitoring Committee will review all serious incidents to ensure that they are managed and classified appropriately	Area Manager PSW, Alternative Care	September 2012	Recommendation met.
3	The HSE (WA) should satisfy itself that all serious events that arose over the 12 months prior to inspection were classified correctly and notified to relevant social work departments in accordance with <i>Children First Guidance</i> .	The Critical Incident Monitoring Committee will review all serious incidents events to ensure that they were managed appropriately	Area Manager PSW, Alternative Care	September 2012	Recommendation met.

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4	The HSE (WA) should ensure that any deficiencies in the vetting of staff are addressed and that this is reflected on centre files.	Retrospective references to be sought in respect of three members of the Social Care Team	Centre Manager	September 2012	Recommendation met.
5	The HSE (WA) should ensure that any issues relating to the staff roster are resolved as a matter of urgency in order to ensure the care of young people is not affected and to avoid disruption of the staff team.	On the agenda for discussion with regional meetings with IMPACT trade union. It is planned to move to third party process for resolution	Area Manager PSW, Alternative Care	3rd Quarter 2012	Recommendation not met. This issue had yet to be resolved at the time of the inspection. However, the inspector did not find any adverse affect on the children living in the centre.
6	The HSE (WA) should ensure that the Centre Manager receives formal supervision in line with HSE policy.	Acting Principal Social Worker to be appointed	Area Manager	June 2012	Recommendation met.
7	The HSE (WA) should ensure a system is put in place to facilitate attendance at team meetings.	An agreement has been reached whereby team members are expected to attend a general staff meeting on a monthly basis	Centre Manager	In place from Inspection May 2012	Recommendation met.

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8	The HSE (WA) should provide training in first aid, fire safety and responding to self-harm, to all staff as a matter of priority.	First Aid training taking place in June 2012 Fire Safety training ongoing for 2012 Training in responding to self harm is being actively pursued	Centre Manager	September 2012	Recommendation met.
9	The HSE (WA) should ensure detailed and methodical recording in order to facilitate effective management and clear communication across the staff team.	A local implementation plan will be developed as part of the current draft record management strategy.	Area Manager PSW, Alternative Care Centre Manager	September 2012	Recommendation met.
10	The HSE (WA) should ensure a formal consultation process for young people is implemented.	Regular young peoples' meetings will be convened and also during school holidays young people will be invited to attend team meetings	Social Care Team	June 2012	Recommendation met.
11	The HSE (WA) should ensure that all complaints made by the young people, written or verbally, are treated equally and in accordance with HSE policy.	All written and verbal complaints will be treated equally and recorded in line with HSE policy	Centre Manager Social Care Team	June 2012	Recommendation met.

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12	The HSE (WA) should ensure that pending the outcome of a needs assessment every effort is made to secure a suitable foster care placement for one young person.	1. Application for foster placement has been made to the Placement Forum 2. Targeted recruitment campaign	PSW, Alternative Care	July 2012	Recommendation met in part. There were two possible foster care placements being assessed in respect of this young person. However, the child remained living in the centre at the time of the inspection.
13	The HSE (WA) should ensure that care plans are provided to the centre in a timely manner.	Principal Social Worker, Integrated Services, undertaking review of care planning process to take account of the need for timely provision of care plans	PSW, Integrated Services	July 2012	Recommendation met.
14	The HSE (WA) should ensure a formal programme to promote independent living skills is implemented.	An independence programme will be initiated following consultation from young people and social care team.	Centre Manager	September 2012	Recommendation not met. The centre had not implemented a formal independent living programme at the time of the inspection.

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15	The HSE (WA) should ensure that every effort is made to facilitate the two young people identified to pursue further training/ education and financial support is provided as a matter of priority.	The leaving and Aftercare service will engage in developing aftercare care plans that are evidence based with realistic opportunities that are consistent with each of the young persons ability to achieve	Leaving and Aftercare Service	July 2012	Recommendation met.
16	The HSE (WA) should provide assurance to the young person identified that financial and emotional support will be provided to them, in keeping with National standards. This should occur as a matter of urgency.	1. Leaving and Aftercare Worker appointed 2. The aftercare plan to ensure that all statutory benefits are applied for 3. The Aftercare Worker will work with the young person in transition from the unit to independent living to develop an aftercare plan to support the young person in further education and training in line with our responsibilities under Section 45 of the Childcare Act 1991.	Leaving and Aftercare Service	July 2012	Recommendation met.
17	The HSE (WA) should ensure that aftercare services commence engaging with the young person identified and they are provided with a written aftercare plan.	A Leaving Care and Aftercare Worker has been appointed An aftercare plan will be developed following assessment of need	Leaving and Aftercare Service	July 2012	Recommendation met.

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18	The HSE (WA) should ensure that care files contain all relevant documentation required by regulation.	Court proceedings to be commenced due to refusal of parent to sign the voluntary consent	Social Worker	June 2012	Recommendation met.
19	The HSE (WA) should ensure that sanctions are proportionate and are applied evenly.	A review of the implementation of the behaviour management policy will take place to ensure that sanctions are applied fairly	Centre Manager Social Care Team	September 2012	Recommendation met.
20	The HSE (WA) should ensure a risk assessment is carried out in relation to the centre's ability to hold a young person if required for safety reasons.	A general risk assessment will be undertaken regarding use of restraint with the current group of young people residing in the centre	Centre Manager	June 2012	Recommendation met.
21	The HSE (WA) should ensure staff continue to be relentless in their efforts to reduce incidents of absence without authority.	Social Care team to endeavour to actively ensure that young people are not absent and in cases whereby it occurs staff to the best of their abilities ensure the immediate and safe return of the young person and to continue to work within the framework of the HSE/Garda joint protocol	Social Care Team	June 2012	Recommendation met.
22	The HSE (WA) should undertake a review of all serious incidents in the 12 months prior to inspection to ensure all child protection concerns were classified correctly and notified to the relevant social work department in accordance with <i>Children First Guidance</i> .	The quarterly meeting of the Critical Incident Monitoring Committee will review all serious incidents to ensure that they are managed and classified appropriately	Area Manager PSW, Alternative Care	September 2012	Recommendation met.

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No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
23	The HSE (WA) should ensure that the centre renew efforts to encourage the young person identified to engage in education/training.	This particular young person will be offered support and assistance to re-engage in training/education	Social Care Team	September 2012	Recommendation met.

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24	<p>The HSE (WA) should ensure:</p> <ul style="list-style-type: none"> ○ that the centre conducts regular visual checks of lighting, alarms, fire doors and fire fighting equipment as a matter of priority in accordance with legislation. ○ fire drills are carried out at frequent and varied intervals and are recorded in sufficient detail. ○ fire safety training is provided to all staff as a matter of urgency. 	<p>The fire Register will now include a record of all fire safety checks conducted by the fire officer.</p> <p>All significant details regarding fire drills will be recorded in the fire register</p> <p>Annual fire safety training is available for all team for 2012.</p>	<p>Fire Officer Centre Manager</p>	<p>June 2012</p> <p>Refresher training in fire safety due for all Social Care team before 31.12.12</p>	<p>Recommendation met.</p>