



Report of an inspection of a Designated Centre for Disabilities (Adults).

Issued by the Chief Inspector

Name of designated centre:	Shanowen
Name of provider:	St Michael's House
Address of centre:	Dublin 9
Type of inspection:	Short Notice Announced
Date of inspection:	11 June 2021
Centre ID:	OSV-0002374
Fieldwork ID:	MON-0032367

About the designated centre

The following information has been submitted by the registered provider and describes the service they provide.

Shanowen is a designated centre operated by St. Michael's House. This centre comprises of two houses and provides a full-time residential service for a maximum of six adults over the age of 18 years with intellectual disabilities. Each residential house is within a short walking distance from each other and located in a community setting in North Dublin One house is a single storey residence comprising of five bedrooms, a wheelchair accessible bathroom, a shower room, a kitchen/dining room, living room and a quiet room for five residents. The second house is a single occupancy living arrangement consisting of a bedroom, staff office, staff sleep over room, spacious kitchen dining area and living room. The centre is staffed by social care workers and managed by a full-time person in charge.

The following information outlines some additional data on this centre.

Number of residents on the date of inspection:	6
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This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults with Disabilities) Regulations 2013 - 2015 as amended. To prepare for this inspection the inspector of social services (**hereafter referred to as inspectors**) reviewed all information about this centre. This included any previous inspection findings, registration information, information submitted by the provider or person in charge and other unsolicited information since the last inspection.

As part of our inspection, where possible, we:

- speak with residents and the people who visit them to find out their experience of the service,
- talk with staff and management to find out how they plan, deliver and monitor the care and support services that are provided to people who live in the centre,
- observe practice and daily life to see if it reflects what people tell us,
- review documents to see if appropriate records are kept and that they reflect practice and what people tell us.

In order to summarise our inspection findings and to describe how well a service is doing, we group and report on the regulations under two dimensions of:

1. Capacity and capability of the service:

This section describes the leadership and management of the centre and how effective it is in ensuring that a good quality and safe service is being provided. It outlines how people who work in the centre are recruited and trained and whether there are appropriate systems and processes in place to underpin the safe delivery and oversight of the service.

2. Quality and safety of the service:

This section describes the care and support people receive and if it was of a good quality and ensured people were safe. It includes information about the care and supports available for people and the environment in which they live.

A full list of all regulations and the dimension they are reported under can be seen in Appendix 1.

This inspection was carried out during the following times:

Date	Times of Inspection	Inspector	Role
Friday 11 June 2021	09:35hrs to 16:00hrs	Ann-Marie O'Neill	Lead

What residents told us and what inspectors observed

The inspector met and greeted all residents in both residential houses that made up the centre on the day of inspection. Conversations between the inspector, residents and staff took place from a two-metre distance, wearing the appropriate personal protective equipment (PPE) and was time-limited in line with National guidance.

The first house the inspector visited was home to five residents. On arrival to the house it was noted some repair and refurbishment work was required to the front exterior of the house. The front door required repair and some parts of the wall on the front of the house required repainting as the paint had cracked or come away from the wall.

Inside the centre, the inspector observed the house to be large, spacious and homely. However, additional refurbishment work was required also. Some areas required repainting and there was noticeable condensation marks on the ceiling in the utility room. The inspector observed a build up of dust/lint on an air vent in the utility room which could impact on the effectiveness of the ventilation system in the room and brought this to the attention of the person in charge. They undertook to remove this during the course of the inspection. Residents' bedrooms were nicely decorated and living room spaces were comfortable and spacious. The house also provided residents with a large kitchen/dining room space.

Some residents, the inspector met with, were unable to provide verbal feedback on the service they received. Some residents the inspector met did provide verbal feedback on the service they received.

Residents told the inspector staff were nice to them and helpful. They mentioned specific staff that they liked and explained how they were helpful and what they did for them. They told the inspector that they liked their home and their bedroom. They mentioned some of their peers could be a bit noisy from time-to-time, but it was okay.

They also talked to the inspector about what their ideal job would be which would be to work at concerts or festivals and taking people's tickets as they arrived, they explained that would be the perfect job as it would mean they could watch the concerts or listen to the music while working. They explained they were looking forward to when COVID-19 restrictions would lift so they could start looking at getting some work in this line but in particular to be able to go to concerts and festivals again.

The inspector and the resident also discussed jewellery and clothes and they explained how staff had helped them to buy their shoes and how comfortable they were. They told the inspector that they felt safe in the centre and that staff locked the garden gate to the rear of the house at night-time and that made them feel

secure.

Other residents living in the house were observed going out to get a takeaway coffee or watching TV. Some residents talked with the inspector about their favourite musical instrument and were observed carrying one during the course of the inspection.

In the second house the inspector visited they were given the opportunity to walk around the house at the permission of the resident. This was a single occupancy home for one resident who had been assessed as requiring this living arrangement. They had moved into the house in the months previous and had settled in very well.

The inspector observed this house to be a very modern, bright and spacious home for the resident. High end modern conveniences and technology was available for the resident. Some such conveniences included an integrated Jacuzzi style bath with a flat screen TV affixed to the wall for the resident to use while in the bath. The kitchen area was modern, spacious, brightly lit with a separate island counter for preparation of food. The garden area to the rear was well maintained with garden furniture. Throughout the house was maintained and furnished to vary high standard.

The inspector observed the resident return home from the Gym with a staff member. They appeared extremely happy and excited to tell staff how they had got on. Going back to the Gym had provided the resident with the opportunity to meet their fitness instructor again who they liked. The resident greeted the inspector and engaged in some chatting with staff for a period of time.

Staff working in this house were very positive about the work they were doing with the resident. They had seen a significant change in the resident's quality of life since moving to their new home which in turn was extremely motivating for them and made their daily work enjoyable. They told the inspector that a number of environmental restrictions which they would have experienced in their previous home had been eliminated now in their new home.

Staff also spoke about the resident in a respectful manner and took care and time to understand how to support their needs in a collaborative way with the resident which worked really well. They also explained how the resident had begun to learn new skills in the area of managing their own finances, personal care and setting healthy lifestyle goals. They had also helped to make a book-shelf for their home and took pride and care in keeping the house tidy and clean with help from staff.

In summary, the inspector found that residents' well-being and welfare was maintained to a good standard, albeit impacted upon by the ongoing pandemic restrictions.

Overall, a good level of compliance was found on this inspection however, some improvements were required.

A peer-to-peer safeguarding incident had occurred in the month previous. While there was evidence of responsive risk management actions and review, taken by the

provider on foot of the incident, behaviour support planning was not in place for all residents. Some further action was required by the provider to ensure the provider had systems in place to assess and monitor recently admitted residents to the centre to ensure it was meeting their assessed needs.

The next two sections of this report present the inspection findings in relation to governance and management in the centre, and how governance and management affected the quality and safety of the service being delivered.

Capacity and capability

The inspector found that the governance and management arrangements had ensured safe, quality care and support was received by residents. Some improvement was required by the provider in relation to management systems in place to assess and monitor if the service provided to recently admitted residents was appropriate to their needs.

There was a person in charge was employed in a full-time capacity and had the necessary experience to effectively manage the service. Some improvement was required to ensure the person in charge met the requirements of Regulation 14 in relation to social care and management qualifications. It was noted however, that the person in charge was undergoing further education to meet this requirement.

While the person in charge had responsibility for two residential houses within the designated centre, the governance arrangements facilitated the person in charge to have sufficient time and resources to ensure effective operational management and administration of the designated centre.

The provider had carried out an annual review of the quality and safety of the service for 2020, and there were quality improvement plans in place, where necessary. There were also arrangements for unannounced visits to be carried out on the provider's behalf on a six-monthly basis as required by the regulations. The inspector reviewed the most recent six-monthly provider visit and noted they were comprehensive in scope and provided a quality improvement action plan for the person in charge to address.

In addition, the person in charge completed quality, governance and management audits in the centre which formed part of an assurance reporting system between them and the service manager.

Overall, there were sufficient staff available, with the required skills and experience to meet the assessed needs of residents. A planned and maintained roster, that accurately reflected the staffing arrangements in the centre, was in place.

A stable and consistent staff team worked in the centre which afforded residents the opportunity to make good connections with staff that supported them. Observations

made throughout the inspection noted kind and helpful interactions between residents and staff. Staff spoken with over the course of the inspection demonstrated good knowledge and understanding of residents' support needs.

There were arrangements in place to ensure that staff had access to necessary training, including training in a number of areas deemed by the provider as mandatory training; for example, safeguarding and fire safety. The person in charge maintained oversight of staff training requirements, the inspector found that staff had received training in all areas identified as mandatory. However, there were some gaps in refresher training for staff. This required improvement.

Arrangements were in place to supervise staff, the inspector noted staff had received a supervision meeting with the person in charge and within the time-frame as set out in the provider's supervision policy.

Registration Regulation 5: Application for registration or renewal of registration

The provider had submitted a full and complete application to renew registration.

Judgment: Compliant

Regulation 14: Persons in charge

The person in charge was found to be knowledgeable of the needs of residents and had the required social care and management experience to meet the requirements of Regulation 14.

Some improvement was required to ensure the person in charge had the required social care and management qualifications to meet the matters of Regulation 14.

There were suitable arrangements in place to ensure the person in charge could effectively manage more than one residential house that made up this designated centre.

Judgment: Substantially compliant

Regulation 15: Staffing

Overall, a stable and consistent staff team worked in the centre.

The person in charge maintained a planned and actual roster and it was noted that

appropriate staffing support arrangements were in place to meet the assessed needs of residents and aligned to the whole -time -equivalent (WTE) numbers as set out in the statement of purpose.

Schedule 2 files were not reviewed on this inspection.

Judgment: Compliant

Regulation 16: Training and staff development

The person in charge had ensured staff received supervision meetings on a regular basis. Documented supervision meetings were maintained in the centre.

Mandatory training, for most staff, was found to be up- to- date and refresher training was made available to staff with dates identified for the coming year.

However, there were gaps in refresher training for some staff and this required improvement.

Judgment: Substantially compliant

Regulation 23: Governance and management

The provider had created an annual report for 2020.

The provider had ensured six-monthly reviews of the service had been carried out. These reviews were comprehensive in scope, focused on compliance with the regulations and provided the person in charge an action plan for addressing findings from the review.

The person in charge also engaged in quality assurance audits on a monthly basis with their senior manager. These governance audits reviewed key quality and compliance indicators and provided an action plan for the person in charge to complete.

Appropriate arrangements had been put in place to support the person in charge to manage more than one residential house.

The provider was required to improve their systems for assessing and monitoring if the service provided in the centre could meet the assessed needs of recently admitted residents.

Judgment: Substantially compliant

Regulation 3: Statement of purpose

The statement of purpose was found to meet the requirements of Schedule 3.

Judgment: Compliant

Quality and safety

Overall, it was demonstrated the provider had the capacity and capability to provide a good quality, safe service to residents. Some improvements were required across a number of regulations however, overall it was not demonstrated these findings were having a direct impact on the quality of service provision for residents.

The provider and person in charge had ensured appropriate fire safety precautions were in place in the centre. Fire and smoke containment measures were in place, fire doors were located throughout the premises, with some fitted with magnetic release door closers. Improvement was required however, to ensure the most optimum fire containment measures were in place. Not all doors in the centre had been fitted with automatic door closers.

Servicing records for the fire alarm, fire extinguishers and emergency lighting were up to date. Each resident had a personal evacuation procedure in place. Fire evacuation drills had been completed and documented to review the effectiveness of the evacuation plans for residents.

A review of safeguarding arrangements noted, for the most part, residents were protected from the risk of abuse by the provider's implementation of National safeguarding policies and procedures in the centre. The provider had ensured staff were trained in adult safeguarding policies and procedures. Some staff however, had not received refresher training in safeguarding.

There was evidence of responsive review and actions taken on foot of a recent incident of a safeguarding nature. While this was evidence of responsive action being taken, it was not effectively demonstrated that an assessment of compatibility of the resident group had been undertaken following the recent admission of a resident. This required improvement and is addressed under Regulation 23: Governance and Management.

Each resident had an up-to-date personal plan in place. An assessment of need had been completed for each resident which also included an allied professional framework and recommendations which informed the development of support planning for residents. Daily recording notes were maintained and personal plans

were updated following review by allied professionals.

In addition, the inspector noted social goals had been developed for residents which were updated and reviewed between the resident and their keyworker on a regular basis.

The provider had ensured residents were provided with a comfortable and accessible home across both residential houses that made up this centre. It was noted one of the houses was maintained and furnished to a very high standard and met the needs of the resident well. The second residential house, however, required some upgrade and repair works in some areas to ensure it was maintained to its most optimum standard.

Positive behaviour support arrangements were required to meet the assessed needs of some residents. Where such plans were in place they were detailed, comprehensive, developed by an appropriately qualified person and up-to-date. However, not all residents with assessed behavioural needs had received a comprehensive behaviour assessment and did not have an associated behaviour support plan in place. This was required in light of recent incidents of a safeguarding nature.

Overall, there were a low number of restrictive practices utilised in the centre. Where such practices were in use, they were to manage a specific risk and had been referred to the provider's positive approaches monitoring group for approval and ongoing review. It was also noted that restrictions had been discontinued in one of the residential houses that made up the centre. This demonstrated clearly that a suitable environment to meet the assessed needs of residents, contributed to a restraint free environment and promotion of residents' opportunities for freedom and choice in their daily lives.

The provider had ensured that systems were in place for the prevention and management of risks associated with COVID-19. Staff were observed wearing personal protective equipment (PPE) correctly during the course of the inspection. Centre-specific and organisational COVID-19 risk assessments were in place. The provider and person in charge had ensured that all staff were made aware of public health guidance and any changes in relation to this. There was a folder with information on COVID-19 infection control guidance and protocols for staff to implement while working in the centre, with the most recent versions of public health guidance maintained in this folder.

PPE was in good supply and hand-washing facilities were available in the centre. Alcohol hand gel was present at key locations in the centre for staff and residents to use. Each staff member and resident had their temperature checked daily as a further precaution. Appropriate access to general practitioners (GPs) and public health testing services was also available for the purposes of reviewing and testing residents and staff presenting with symptoms of COVID-19.

Regulation 17: Premises

In one residential house the premises was maintained to a very good standard and found to meet the assessed needs of a resident.

There were premises improvements required in the second residential house that made up the centre.

- The front door was in need of replacement or repair.
- Paint to the front exterior of the house was observed to be chipped and flaking and required re-painting.
- There was observable condensation build up and marks on the ceiling in the utility room.
- The inspector observed a build up of lint/dust on one ventilation vent and brought this to the attention of the person in charge who undertook to remove it during the course of the inspection.

Judgment: Substantially compliant

Regulation 27: Protection against infection

There were procedures in place to follow in the event of a COVID-19 outbreak in the centre, with contingency plans available.

There was adequate PPE available and there were sufficient hand-washing and sanitising facilities present.

Staff were observed to wear PPE during the inspection and encourage and maintain social distancing procedures with residents and staff.

COVID-19 risk assessments had been drafted by the person in charge outlining the control measures for mitigating infection control risks in the centre.

Plans were in place to support residents to self-isolate should it be necessary in the event of a suspected or actual case of COVID-19.

Judgment: Compliant

Regulation 28: Fire precautions

The provider and person in charge had ensured appropriate fire safety precautions

were in place in the centre.

Fire and smoke containment measures were in place, fire doors were located throughout the premises, with some fitted with magnetic release door closers.

Improvement was required however, to ensure the most optimum fire containment measures were in place. Not all doors in the centre had been fitted with automatic door closers.

Judgment: Substantially compliant

Regulation 5: Individual assessment and personal plan

Each resident had an up-to-date comprehensive assessment of need completed and updated as required.

Residents' needs had been assessed through an allied professional framework. Support plans were in place where assessed needs were identified. There was also evidence of regular review of these needs by allied professionals on a regular basis.

Residents were supported to identify and achieve personal goals within the context of COVID-19.

Judgment: Compliant

Regulation 7: Positive behavioural support

Positive behaviour support plans were comprehensive, based on an assessment, developed by an appropriately skilled and qualified allied professional and reviewed regularly and updated.

However, such assessments and plans were not in place for all residents with an assessed behaviour support need. This was required given a recent incident that had occurred in the centre which was of a serious nature.

Overall, there were a low number of restrictive practices in place in the centre.

Where such practices were implemented, they were to manage a specific personal risk and had been regularly reviewed by the provider's positive approaches management committee.

Judgment: Not compliant

Regulation 8: Protection

There was evidence to demonstrate responsive review and action took place on foot of safeguarding incidents and or concerns. There was also evidence of the person in charge following National safeguarding policies and procedures.

Where required residents were supported to receive mental health reviews and emotional supports from appropriately qualified persons with regards to their emotional well being.

For the most part all staff had received up-to-date training in safeguarding vulnerable adults. However, there were gaps in refresher training for some staff in this regard.

Intimate care planning was in place for residents where required. Such plans focused on skill teaching, independence and self-help skills.

It was noted the new living environment for a resident in one residential house, had enhanced and promoted their skills in this regard.

Judgment: Substantially compliant

Appendix 1 - Full list of regulations considered under each dimension

This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults with Disabilities) Regulations 2013 - 2015 as amended and the regulations considered on this inspection were:

Regulation Title	Judgment
Capacity and capability	
Registration Regulation 5: Application for registration or renewal of registration	Compliant
Regulation 14: Persons in charge	Substantially compliant
Regulation 15: Staffing	Compliant
Regulation 16: Training and staff development	Substantially compliant
Regulation 23: Governance and management	Substantially compliant
Regulation 3: Statement of purpose	Compliant
Quality and safety	
Regulation 17: Premises	Substantially compliant
Regulation 27: Protection against infection	Compliant
Regulation 28: Fire precautions	Substantially compliant
Regulation 5: Individual assessment and personal plan	Compliant
Regulation 7: Positive behavioural support	Not compliant
Regulation 8: Protection	Substantially compliant

Compliance Plan for Shanowen OSV-0002374

Inspection ID: MON-0032367

Date of inspection: 11/06/2021

Introduction and instruction

This document sets out the regulations where it has been assessed that the provider or person in charge are not compliant with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children And Adults) With Disabilities) Regulations 2013, Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults with Disabilities) Regulations 2013 and the National Standards for Residential Services for Children and Adults with Disabilities.

This document is divided into two sections:

Section 1 is the compliance plan. It outlines which regulations the provider or person in charge must take action on to comply. In this section the provider or person in charge must consider the overall regulation when responding and not just the individual non compliances as listed section 2.

Section 2 is the list of all regulations where it has been assessed the provider or person in charge is not compliant. Each regulation is risk assessed as to the impact of the non-compliance on the safety, health and welfare of residents using the service.

A finding of:

- **Substantially compliant** - A judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow which is low risk.
- **Not compliant** - A judgment of not compliant means the provider or person in charge has not complied with a regulation and considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk rated red (high risk) and the inspector have identified the date by which the provider must comply. Where the non-compliance does not pose a risk to the safety, health and welfare of residents using the service it is risk rated orange (moderate risk) and the provider must take action *within a reasonable timeframe* to come into compliance.

Section 1

The provider and or the person in charge is required to set out what action they have taken or intend to take to comply with the regulation in order to bring the centre back into compliance. The plan should be **SMART** in nature. **S**pecific to that regulation, **M**easurable so that they can monitor progress, **A**chievable and **R**ealistic, and **T**ime bound. The response must consider the details and risk rating of each regulation set out in section 2 when making the response. It is the provider's responsibility to ensure they implement the actions within the timeframe.

Compliance plan provider's response:

Regulation Heading	Judgment
Regulation 14: Persons in charge	Substantially Compliant
<p>Outline how you are going to come into compliance with Regulation 14: Persons in charge:</p> <p>In response to the area of substantial compliance found under Regulation 14(3)(a): The PIC has been approved for a key management course as recommended by St Michael's House training Department.</p>	
Regulation 16: Training and staff development	Substantially Compliant
<p>Outline how you are going to come into compliance with Regulation 16: Training and staff development:</p> <p>In response to the area of substantial compliance found under Regulation 16(1)(a): The PIC has reviewed all outstanding mandatory training provided protected time for staff to complete training. All training now complete.</p>	
Regulation 23: Governance and management	Substantially Compliant
<p>Outline how you are going to come into compliance with Regulation 23: Governance and management:</p> <p>In response to the area of substantial compliance found under Regulation 23 (1)(c):</p>	

The Registered Provider will continue to provide the appropriate clinical supports the identified resident requires in meeting their emotional and psychological needs in their new residential placement.

PIC will continue to review and update the identified residents assessment of need to ensure their current and future supports needs are being met in the designated centre

Regulation 17: Premises

Substantially Compliant

Outline how you are going to come into compliance with Regulation 17: Premises:
In response to the area of substantial compliance found under Regulation 17(1)(b):
The Housing Association has completed a snag list and have identified an appropriate vendor to complete all structural works including, boundary wall, internal and external paint work, New heating system, wrap around insulation on exterior of the house. New windows and doors.
New extractor fan ordered for condensation.
All vents cleaned and is part of the cleaning rota.

Regulation 28: Fire precautions

Substantially Compliant

Outline how you are going to come into compliance with Regulation 28: Fire precautions:
In response to the area of substantial compliance found under Regulation 28(1)(b)
Fires safety Officer has identified self closing doors and this is on a work schedule for third quarter of 2021

Regulation 7: Positive behavioural support

Not Compliant

Outline how you are going to come into compliance with Regulation 7: Positive behavioural support:

In response to the area of substantial compliance found under Regulation 7(1):

Outstanding safeguarding training complete. Psychologist met with PIC in charge and linked in with Multi Disciplinary team and a Positive Behavioral support plan was

implemented. All staff have read and been briefed about the support plan by the PIC. An assistant Psychologist who reports into senior Psychologist meets weekly with the resident to support and review guidelines.

Regulation 8: Protection	Substantially Compliant
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Outline how you are going to come into compliance with Regulation 8: Protection:
In response to the area of substantial compliance found under Regulation 8(2):
Outstanding safeguarding training complete.

Section 2:

Regulations to be complied with

The provider or person in charge must consider the details and risk rating of the following regulations when completing the compliance plan in section 1. Where a regulation has been risk rated red (high risk) the inspector has set out the date by which the provider or person in charge must comply. Where a regulation has been risk rated yellow (low risk) or orange (moderate risk) the provider must include a date (DD Month YY) of when they will be compliant.

The registered provider or person in charge has failed to comply with the following regulation(s).

Regulation	Regulatory requirement	Judgment	Risk rating	Date to be complied with
Regulation 14(3)(a)	A person who is appointed as person in charge on or after the day which is 3 years after the day on which these Regulations come into operation shall have a minimum of 3 years' experience in a management or supervisory role in the area of health or social care.	Substantially Compliant	Yellow	30/10/2021
Regulation 16(1)(a)	The person in charge shall ensure that staff have access to appropriate training, including refresher training, as part of a continuous professional development programme.	Substantially Compliant	Yellow	24/06/2021
Regulation 17(1)(b)	The registered provider shall ensure the premises of the	Substantially Compliant	Yellow	31/10/2021

	designated centre are of sound construction and kept in a good state of repair externally and internally.			
Regulation 23(1)(c)	The registered provider shall ensure that management systems are in place in the designated centre to ensure that the service provided is safe, appropriate to residents' needs, consistent and effectively monitored.	Substantially Compliant	Yellow	31/12/2021
Regulation 28(3)(a)	The registered provider shall make adequate arrangements for detecting, containing and extinguishing fires.	Substantially Compliant	Yellow	30/10/2021
Regulation 07(1)	The person in charge shall ensure that staff have up to date knowledge and skills, appropriate to their role, to respond to behaviour that is challenging and to support residents to manage their behaviour.	Not Compliant	Orange	14/06/2021
Regulation 08(2)	The registered provider shall protect residents from all forms of abuse.	Substantially Compliant	Yellow	17/06/2021