

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

# Issued by the Chief Inspector

Name of designated	St. Vincent's Residential Services
centre:	Group M
Name of provider:	Avista CLG
Address of centre:	Limerick
Type of inspection:	Announced
Date of inspection:	15 September 2025
Centre ID:	OSV-0003938
Fieldwork ID:	MON-0040018

# About the designated centre

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

In this designated centre a full-time residential service is provided to a maximum of seven residents assessed as having a moderate to severe disability. Residents may also present with additional support needs such as physical, sensory and medical needs. The provider aims to provide residents with a safe home and person-centred care and support and to be connected to the local community in which the centre is located. This is a nurse led service where nursing care is provided to residents on a 24 hour basis. The overall staff team is comprised of nursing, care and household staff. The management structure is clinical; the person in charge is a CNM2 (Clinical Nurse Manager) supported in her management role by a CNM1. The premises are a dormer type house located in a residential area of the village. Each resident is provided with their own bedroom and share communal, dining and sanitary facilities. The premises were purpose built and the provider had also reduced the original proposed occupancy to maximise the space available; this meant that the design, layout and available space were suited to the intended purpose and the individual and collective needs of the residents.

The following information outlines some additional data on this centre.

Number of residents on the	7
date of inspection:	

## How we inspect

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 (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
Monday 15 September 2025	09:15hrs to 16:30hrs	Kerrie O'Halloran	Lead

#### What residents told us and what inspectors observed

This was an announced inspection, completed to inform the decision making with regard to the renewal of the centre's registration. From what the inspector observed, residents enjoyed a good quality of life and were well cared for in this designated centre. There were seven residents living in this centre at the time of this inspection. The inspector had the opportunity to meet six residents during the inspection. The centre was located in a village, on the outskirts of Limerick city.

The residents who lived in this centre had a good quality of life, had choices in their daily lives, were supported with personal development and were involved in activities that they enjoyed. The person in charge and staff promoted that a personcentred service was delivered to residents. Some improvement was required under regulation 23, Governance and management, although at the time of the inspection this did not impact on the quality of life enjoyed by the residents.

Residents living in the designated centre were seen to be out and about at various times during the day. Some residents attended a day service located in the village. Staff informed the inspector that residents had the option to walk to the day service when the weather was good. Transport was also available for all residents. A resident who was not attending the day service on the day of the inspection enjoyed going out for a meal and a drive on the centres transport. The resident appeared to be very happy with this and informed the inspector they were happy in their home. The inspector meet with six residents living in the designated centre, the inspector did not meet with one resident.

Residents in the centre used various methods of communication to indicate their needs and preferences. Some residents used verbal communication, while other residents had limited verbal communication. Short phrases, gestures and facial expressions were used to communicate intent. The staff were seen to be very familiar with residents communications needs in the centre. Residents living in the centre appeared to be happy, relaxed and content in their home.

It was clear from observations in the centre, meeting with residents, staff and management, along with information reviewed on the inspection that residents had busy lives and were supported by staff to have a good quality live with meaningful activities to each resident. The well-being, autonomy, human rights and quality of life of residents was being valued and the care and support provided to residents was person-centred.

The designated centre comprised of a dormer style house located in a village on the outskirts of a busy city. The centre could provide residential services to seven residents. At the time of the inspection there were no vacancies. The house had two living areas, along with a kitchen and dining room. Each resident had their own bedroom, which were decorated with resident's personal belongings. In the entrance hallway pictures were displayed of residents in the centre enjoying various activities

and events. Artwork was also displayed, the person in charge informed the inspector that this was created by two residents.

The inspector had the opportunity to meet staff members and the person in charge and the person participating in management. The inspector met four staff members and found them to be knowledgeable about the residents' needs and could describe how they support the residents on a daily basis. For example, one resident enjoys coffee, the staff spoke to the inspector about how the resident purchased their own coffee machine and enjoys trying coffee in new places.

As the inspection was announced, the residents' views had also been sought in advance of the inspector's arrival via the use of questionnaires. All seven residents had been supported to complete the questionnaires, with support from staff. Residents indicated that they were happy in their home. Residents indicated that they were happy with the staff team and they had choices of their daily lives.

Throughout the inspection, a relaxed homely environment was present in the centre, residents when they were in their home were seen to be at ease and comfortable with each other and in the company of staff. Staff were seen to be spending time and interacting warmly with residents, supporting their wishes, along with discussing and facilitating their plans and preferences.

The next two sections of the report present the findings of this inspection in relation to the overall management of the centre and how the arrangements in place impacted on the quality and safety of the service being delivered.

# Capacity and capability

The provider's management arrangements ensured that a good quality and safe service was provided for residents who lived in this centre and that residents' quality of life was well supported. There were strong structures in place to ensure that care was delivered to a high standard and that residents' rights were being respected. The organisational structure in this centre ensured that the service was well managed. There was a suitably qualified and experienced person in charge who was responsible for the overall management of the centre. They were supported in their management role by a Clinical nurse manager 1 who was based in the centre. Throughout the inspection, the person in charge was very knowledgeable of the provider's processes and residents' support needs. The person in charge had a remit of two designated centres.

The centre was suitably resourced to ensure the effective delivery of care and support to the residents. These resources included appropriate levels of suitably recruited staff, up-to-date insurance cover, comfortable accommodation, and transport for residents' use.

There were sufficient staff on duty during the inspection to support residents to take

part in activities of their choice. It was clear, from observation throughout the day and meeting with residents, that activity plans were led by residents' preferences.

Documents required by the regulations were kept in the centre and were available to view. Some documents viewed during the inspection included personal profiles and plans, audits, staff training information, the statement of purpose, complaints records, the directory of residents and fire documentation. The records viewed by inspector were clear, informative, up to date and well organised.

The next section of the report will reflect how the management systems in place were contributing to the quality and safety of the service being provided in this designated centre.

# Registration Regulation 5: Application for registration or renewal of registration

The provider had submitted the required information with the application to renew the registration of this designed centre. The inspector reviewed all the relevant information and found it was in line with the requirements of the regulation. Information submitted included floor plans, application forms and fees.

Judgment: Compliant

## Regulation 14: Persons in charge

The designated centre had a person in charge who was in a full time role. At the time of the inspection the person in charge had a remit of two designated centres. Throughout the inspection, the person in charge was very knowledgeable regarding the individual needs of each resident who lived there. It was clear that the person in charge was involved in the running of the service and that the residents knew them. The person in charge worked closely with the staff team and was supported by the wider management team.

Judgment: Compliant

## Regulation 15: Staffing

The inspector reviewed a sample of staff rosters from June 2025 to September 2025 and found there was a planned and actual roster maintained, with the number and skill mix of staff appropriate to the assessed needs of residents.

Regular internal relief staff supported the permanent staff team when required to

cover planned and unplanned leave. The designated centre had nursing staff in place at all times, at night a sleepover staff and one waking night staff was in place to support the residents. Residents appeared very comfortable with staff and staff were very familiar with residents' needs.

Staff on duty had support from an on-call governance system when required if the person in charge was not on duty. Staff and local management in the designed centre informed the inspector that they felt supported in their role.

Judgment: Compliant

# Regulation 16: Training and staff development

A range of training had been provided for staff who worked in the centre. The inspector viewed staff training records and saw that staff had attended mandatory training as required. Although on the day of the inspection it was identified for one staff member that refresher training was required in managing challenging behaviour. This had expired recently. On the day of the inspection the person in charge provided evidence to the inspector that the staff member was booked in to complete this training in the coming weeks.

The provider had procedures in place in terms of supervision of staff. A supervision schedule was in place for the year. All staff had completed supervision, including the person in charge and night staff.

Judgment: Compliant

#### Regulation 19: Directory of residents

The inspector reviewed the records of the residents which were maintained in the directory of residents. The inspector saw that these records were maintained in line with regulations and included, for example, each residents name, date of birth and the details of their admission to the centre.

Judgment: Compliant

#### Regulation 22: Insurance

The registered provider had ensured that the designated centre was adequately insured and had provided a copy of the up-to-date insurance document as part of

the registration renewal.

Judgment: Compliant

# Regulation 23: Governance and management

Overall there were effective governance arrangements in place to ensure that the centre was well managed and that a high standard of care, support and safety was being provided to the residents.

The centre was suitably resourced to ensure the effective delivery of care and support to residents. These resources included the provision of suitable, safe and comfortable accommodation and furnishing, transport, access to Wi-Fi, television, and adequate staffing levels to support residents.

The service was subject to ongoing monitoring and review. This included auditing of the service in line with the centre's audit plan. Six-monthly unannounced audits by the provider had last been completed in July 2025 and an annual review of the quality and safety of care and support had been completed for 2024. An inspector viewed these audits, all of which showed a high level of compliance, for any areas that required improvement an action plan was in place and it was seen that these actions had been completed within the identified time lines. The person in charge also had a compliance tracker to track all actions. An organisational structure with clear lines of authority had been established to manage the centre, including arrangements to support staff when the person in charge was not on duty.

Improvement was required in the following area to ensure identified controls were being completed:

• At the time of the inspection no open safeguarding plans were in place. A incident had taken place in the designated centre in January 2025 which was of a safeguarding nature. Investigations were seen to have commenced immediately and immediate steps had been taken to ensure the safety of all residents, along with the relevant safeguarding notification. Control measures and reviews had been in place and recorded on safeguarding the plan. A control measure on the safeguarding plan indicated that the safeguarding incident would be discussed at team meetings which would take place on a six/eight weekly basis. From a review of the team meeting in the centre for 2025, it was seen that these meeting were taking place regularly, however the safeguarding incident had not been discussed at the team meetings held. This required review to ensure all incidents were discussed as identified.

Judgment: Substantially compliant

# Regulation 3: Statement of purpose

There was an up-to-date statement of purpose. The inspector read the statement of purpose and found that it met the requirements of the regulations. The statement of purpose was being reviewed annually by the person in charge, and was available in the centre for residents and their representatives.

Judgment: Compliant

# Regulation 31: Notification of incidents

Documentation in relation to notifications which the provider must submit to the Chief Inspector under the Regulation was reviewed during the inspection. Such notifications are important in order to provide information around the running of a designated centre and matters which could impact the residents. All notifications had been submitted as required. For example, the provider had notified the Chief Inspector of any use of a restrictive practice within the centre on a quarterly basis.

Judgment: Compliant

# Regulation 34: Complaints procedure

The provider had good systems for the management of complaints in the centre. A complaints procedure was in place which described the procedures to follow when making a complaint, and this procedure was clearly displayed in the centre. An easy read complaints form had been developed for residents, which was in an accessible layout and included visual information. This was also displayed in a prominent position in the hallway of the centre. There were currently no open complaints for the centre. The complaints log template was reviewed. There was a reporting structure in place for complaints, with any complaints not resolved locally escalated to the complaints officer.

Judgment: Compliant

# **Quality and safety**

This inspection found that the centre continues to provide a safe and supportive environment that meets the individual and collective needs of the residents.

Residents' rights were promoted, protected, and respected in all aspects of care delivery.

There were effective systems in place for managing risk and promoting the safety of residents. A comprehensive risk register was in place and had been updated in July 2025. Individual risk assessments were also reviewed and found to be relevant, person-specific, and appropriately risk-rated in line with the provider's policy.

Where some residents' required behavioural support, the provider had ensured these residents received regular multi-disciplinary reviews, as and when required. A behaviour support specialist was accessible to the centre to review this aspect of residents' care. Three residents had a positive behavioural support plan in place. The inspector reviewed these, they were found to provider clear information for staff and had been reviewed.

#### Regulation 10: Communication

The inspector reviewed three of the resident's communication plans. These plans were clear and contained information specific to the communications needs of the residents. Residents in this centre presented with assessed communication needs. Residents used various methods to communicate including verbal communication, gestures, pictorial communication aids, objects of reference and other communication aids.

One residents plan identified a communication key ring that was used to support the resident. The person in charge showed the inspector this communication aid and how it was kept in the resident's bedroom for easy access for the resident. Residents also had a communication plan which clearly recorded how a resident may be feeling and how this may be displayed by each resident. For example, for a resident is was recorded that if the resident is bored they may leave the room or activity and this means they no longer want to partake in the activity being provided. In one residents file an additional document was in place which clearly informed staff what the resident may want if the resident was leading them to a specific area of the centre.

The inspector saw that communication of all forms was respected and responded to. The inspector saw kind and caring interactions between residents and staff, and staff were able to use their knowledge of residents and their routines to promote responses.

Judgment: Compliant

Regulation 13: General welfare and development

Residents were being supported to take part in a range of social and educational activities both at the designated centre, at their day service and in the local community. Suitable support was provided for residents to carry out these activities in accordance with their individual choices and interests, as well as their assessed needs. For example, on the day of the inspection staff that on duty supported residents to their day service offering choice of walking or using service transport. Staff spoke to the inspector that the day service was located in the village and residents had the choice to be supported to walk to the day centre if they wished. Staff also informed the inspector that the day service residents attended was located at a local community hub and residents linked in with classes attended by other groups in the community. Residents were being supported by staff to be involved in activities that they enjoyed, including arts, shopping, going to the cinema, for walks, bingo and for drives to places of interest.

Residents had access to a garden area surrounding the property, which included a poly tunnel. The person in charge informed the inspector that residents would enjoy some gardening activities.

Judgment: Compliant

## Regulation 17: Premises

The design and layout of the centre met the aims and objectives of the service and the needs of residents. The inspector found that the centre was well maintained, clean and comfortably decorated. Communal areas were adequate and residents' bedrooms were personalised and decorated to each person's liking. There were laundry facilities available. There was a well laid out and equipped garden with raised planters, garden furniture and poly tunnel to the rear of the house. There was also a covered seated area to the front of the property.

Judgment: Compliant

#### Regulation 20: Information for residents

A residents' guide was in place that contained all of the required information such as a summary of services and facilities, arrangements for visitors and how to access inspection reports.

Judgment: Compliant

Regulation 26: Risk management procedures

There were effective systems in place for managing risk and promoting the safety of residents. The centre maintained an up-to-date risk register and individual risk assessments for all residents. These assessments included appropriate control measures to mitigate or manage identified risks. For instance, some residents with a history of unsteady gait, mobility risks or at a falls risk had a detailed slips/trips/falls risk assessment in place and corresponding falls screening tool completed. Evacuation plans for the residents had identified means of escape and equipment need where required.

Incidents were reviewed by the person in charge and discussed during regular staff meetings, contributing to shared learning. As mentioned in Regulation 23: Governance and management this required improvement to ensure safeguarding incidents were included. Each resident was seen to have a personalised approach to their routines and were encouraged to engage in decisions about their own care and day-to-day living. For example, some residents engaged with the day service a few days a week as per their own choice.

Judgment: Compliant

# Regulation 28: Fire precautions

The registered provider had implemented good fire safety systems including fire detection, containment and fighting equipment.

There was adequate arrangements made for the maintenance of all fire equipment and an adequate means of escape and emergency lighting arrangements. Following a review of servicing records maintained in the centre, the inspector found that these were all subject to regular checks and servicing with a fire specialist company. Staff were completing daily and weekly checks of exits, fire doors, fire panel and activation of the fire panel.

The inspector reviewed fire safety records, including fire drill details and the provider had demonstrated that they could safely evacuate residents under day and night time circumstances, including to reflect minimum staffing in place. Additionally, staff working in the centre had completed fire safety training.

Judgment: Compliant

# Regulation 5: Individual assessment and personal plan

Residents needs were assessed regularly and care plans developed where required. These assessments were then used to develop personal plans for each resident

which considered each resident's health, personal and social care needs. There was information available on residents' likes and dislikes. Records of medical and multidisciplinary supports were maintained. The inspector reviewed care plans for residents, which were detailed and provided guidance to staff on how to support residents.

The inspector reviewed documentation for residents goals they had in place. From the personal plans reviewed it was seen that residents goals were personalised. One resident spoke to the inspector about attended a local village event that takes place annually. This was part of the resident's goal to attend local community events. The resident enjoyed attending this event. Residents enjoyed nights away and day trips to places of interest. One resident goal to attend art classes had been adapted to their current needs and art was taking place in the designated centre to support the resident to do an activity they enjoyed. It was clear that staff supported residents through a person-centred approach to live lives of their own choosing and supported them with the various goals they wanted to achieve.

Judgment: Compliant

# Regulation 7: Positive behavioural support

The provider had suitable measures in place for the support and management of behaviour that challenges. An inspector reviewed three residents' files and saw that there were procedures to support these residents to manage behaviours of concern. There was a clear and up-to-date behaviour support plan which had been developed with multidisciplinary involvement. There was a policy to guide practice. The person in charge discussed behaviour support plans with the inspector and was very clear on how interventions would be implemented.

Judgment: Compliant

#### **Regulation 8: Protection**

The inspector found that appropriate safeguarding measures were in place to promote residents' safety and well-being. Staff had up-to-date training in safeguarding vulnerable adults.

The provider had established clear mechanisms to monitor, review, and assess actual or potential safeguarding risks. Any safeguarding concerns, should they arise, would be subject to internal review and external reporting in line with national policy.

At the time of the inspection, there were no active or identified safeguarding

concerns. The inspector reviewed a safeguarding plan from an incident that took place in January 2025. This was discussed under Regulation 23: Governance and management.

The atmosphere in the centre was warm, relaxed, and friendly. Interactions observed between residents were positive and supportive. Residents had two communal living room areas to relax in if they wished.

Judgment: Compliant

#### Regulation 9: Residents' rights

The provider had systems in place to support residents' human rights. It was clear that residents had choices around how they spent their days. Throughout the inspection, the inspector saw that each resident had choice and control in their daily life and how their lifestyles were being managed. On the day of the inspection, some residents attended a day service, while others remained in their home and were supported as per their wishes. One resident who did not attend the day service on the day of the inspection was supported to go out for their lunch and went on a drive, the resident appeared very happy with this and the staff informed the inspector that they enjoy this. Another resident was being supported by staff in their home as per their assessed needs.

Other residents were supported to attend their day service, the inspector met these residents in the morning and as they returned to the centre. The residents did not verbally communicate with the inspector but appeared very happy. The staff informed the inspector that the residents enjoy attending the day service and meeting other members of the local community.

The provider had an advocacy process in the organisation and staff were also aware of the external advocacy process that was available to residents. Information for this was displayed in the centre. In the dining room an easy read for residents on voting in the upcoming presidential election was displayed, the person in charge informed the inspector that residents were registered to vote if they wished. Resident's religious rights were also being respected in the designated centre. Resident had the choice of attending mass or they could watch it online if they wished.

The residents had clean comfortable accommodation. The residents were supported with weekly and monthly residents meeting. These meetings informed the residents of any updates from the provider, along with discussing complaints, advocacy, and safeguarding. Weekly meetings discussed upcoming activities and events in the centre that the residents would like to do, along with meals that the residents requested.

Judgment: 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 (as amended) and the regulations considered on this inspection were:

Regulation Title	Judgment	
Capacity and capability		
Registration Regulation 5: Application for registration or	Compliant	
renewal of registration	·	
Regulation 14: Persons in charge	Compliant	
Regulation 15: Staffing	Compliant	
Regulation 16: Training and staff development	Compliant	
Regulation 19: Directory of residents	Compliant	
Regulation 22: Insurance	Compliant	
Regulation 23: Governance and management	Substantially	
	compliant	
Regulation 3: Statement of purpose	Compliant	
Regulation 31: Notification of incidents	Compliant	
Regulation 34: Complaints procedure	Compliant	
Quality and safety		
Regulation 10: Communication	Compliant	
Regulation 13: General welfare and development	Compliant	
Regulation 17: Premises	Compliant	
Regulation 20: Information for residents	Compliant	
Regulation 26: Risk management procedures	Compliant	
Regulation 28: Fire precautions	Compliant	
Regulation 5: Individual assessment and personal plan	Compliant	
Regulation 7: Positive behavioural support	Compliant	
Regulation 8: Protection	Compliant	
Regulation 9: Residents' rights	Compliant	

# Compliance Plan for St. Vincent's Residential Services Group M OSV-0003938

**Inspection ID: MON-0040018** 

Date of inspection: 15/09/2025

#### 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 23: Governance and management	Substantially Compliant		
Outline how you are going to come into compliance with Regulation 23: Governance and management: All team meetings going forward will include safeguarding on the agenda.			

#### 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 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	01/10/2025