

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

Issued by the Chief Inspector

Name of designated centre:	No.1 Heather Park
Name of provider:	Corlann
Address of centre:	Cork
Type of inspection:	Short Notice Announced
Date of inspection:	14 May 2026
Centre ID:	OSV-0005121
Fieldwork ID:	MON-0050075

About the designated centre

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

No. 1 Heather Park provides planned short-term breaks to children, both male and female, ranging in age from eight to 18 years. The designated centre can accommodate a maximum of six children with intellectual disabilities, who may also be autistic, at a time. Breaks are usually offered on an eight week rotation and can be for either two or three nights. Overnight stays are available after school hours on weekdays during the school term-time and operate full-time over weekends and school holidays. At the time of inspection the service was operating on a 12 night per fortnight basis. The centre is located in a rural area on the outskirts of Cork City. Two transport vehicles are available to support the children to attend school and participate in social activities. There is an after-school service operating in the same building as the designated centre. The centre is single-storey with large garden spaces to the front and rear of the building. There is also a sensory garden at the side of the building. The garden areas are secured by gates and there are electrical gates located at the entrance to the property. There are double doors in the middle of the centre that can be closed, if required. This facilitates the building to be subdivided into two areas. The staff skill-mix includes a social care leader, nurses, social care workers and care assistants. At the time of this inspection children stayed in both areas of the building seven nights a fortnight and in one area only five nights a fortnight. There are a minimum of two staff on duty at any time in each area when children are staying there.

The following information outlines some additional data on this centre.

Number of residents on the date of inspection:	2
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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
Thursday 14 May 2026	13:00hrs to 20:00hrs	Sarah Mockler	Lead
Friday 15 May 2026	10:00hrs to 15:00hrs	Sarah Mockler	Lead
Thursday 14 May 2026	13:00hrs to 20:00hrs	Conor Brady	Support
Friday 15 May 2026	10:00hrs to 15:00hrs	Conor Brady	Support

What residents told us and what inspectors observed

Overall inspectors found the provider was operating a very good service in this centre with children/young people found to be in receipt of high quality and safe care.

This designated centre provides respite care for up to six children between the ages of eight and 18 years. Twenty-eight children were availing of respite at the time of inspection. The inspectors had the opportunity to meet with two young people and the inspectors spoke with ten family members of children who used the service. Inspectors observed care and support provided to the children/young people, the interactions of the staff working with the young people and reviewed a sample of care plans, centre policies, procedures, records and documentation. In addition, inspectors spoke with the person in charge, the sector manager who was the appointed person participating in management, and four staff members that were working in the centre.

On arrival to the centre in the afternoon of the first inspection the inspectors noted that the purpose built premises was warm, clean and comfortable. It provided a safe and welcoming space for all the children and young people availing of respite care. The premises comprises a large semi-detached bungalow building surrounded by a large garden area. The inspectors reviewed all aspects of the premises as part of the inspection process.

Internally there were six bedrooms of differing sizes. All bedrooms, had ample storage for the children and young people's belongings when they came to stay. The centre was designed so it could be sectioned or compartmentalised into two separate living spaces dependant on the needs of the children. There were two kitchens, two living rooms, a sensory room, four bathrooms, staff sleep over rooms, an office, a laundry room a medication room. All parts of the centre were decorated in a child-centered manner with pictures, toys and activities present throughout the centre.

The inspectors met with one young person when they arrived to the centre. The young person had come in from school and was enjoying a home cooked meal. One inspector spent approximately two hours with the young person and the staff team and observed the care and support being offered. There were two staff present to support the young person at this time. The young person primarily used non-speaking methods to communicate. They were seen to freely move around their living space. The staff were seen to offer lots of choice to the young person while supporting them. This included choices in food and snacks, activities and comfort items. There was a board located in the dining area of the living space with pictures of the young person's routine, activities and pictures of the staff supporting them. The inspector observed the young person look at this board.

The young person had plans to leave the centre and go for a coffee. This was a preferred activity and the staff were seen to reassure the young person that they would be attending the activity later in the afternoon. In the interim the young person was observed to relax with their tablet device or move around the centre as they required. The young person appeared very comfortable and content at this time. They were seen to lie on the couch with a cozy blanket around them while playing on their device. Staff were seen to offer food and snacks and check in with the young person. Later in the evening, when the young person returned from their activity they were seen to have their dinner and be supported in line with their preferences.

Later in the evening one inspector spent some time with the second young person in the centre. They were in the sitting room with their personal tablet device and enjoying a meal. They seemed comfortable with the inspector but did not overly engage with them and preferred to spend time watching their device. They answered questions very politely and when asked if they liked their respite stay and the staff they stated "yes". There were two staff present to support the young person. They checked in on the young person on a frequent basis and offered help and support as required. They were seen to get the home ready for the evening routine by pulling blinds and informing the young person of the upcoming routine. The young person appeared very comfortable and happy and was observed to frequently smile when spoken too.

All staff present were kind and caring in their interactions with the young people. They were familiar with their needs, likes dislikes and communication preferences. They readily told the inspector around the young people's routine while on their respite stay and explained the importance of ensuring their routines were maintained.

Inspectors spoke with ten families as part of the inspection. Families spoken with were very complimentary and grateful for the service their child received. Families spoke of the welcoming and open atmosphere in the centre and about how they were always kept informed of how their child's respite stay went. They detailed the text messages they received and also pictures of their children engaging in preferred activities. Families used statements such as 'fantastic', 'fabulous' and 'home from home' when describing the service. Some parents stated that their child 'adores' going on respite or they seemed 'excited' before their stay. They were all very complimentary of the staff team and stated that the respite service was a great support. They all stated they had visited the centre on a number of occasions and were always made feel welcome. One mother told inspectors her son had received respite for the past 9 years and the centre was providing an excellent and life saving service to her family.

Overall it was found that the children and young people were receiving an excellent respite service where their needs were very well met. Staff were familiar with the children and aimed to give them a comfortable and relaxing stay. The children appeared very happy, content and relaxed across all the observations.

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

Capacity and capability

The inspection found very effective governance and management arrangements within the designated centre which ensured care and support was at a very high standard and delivered in a child-centered manner.

All staff had clear roles and responsibilities and were aware of relevant reporting structures. There was a full-time, very experienced and knowledgeable person in charge appointed to the centre. They reported directly into the sector manager. Both the person in charge and sector manager facilitated the inspection and readily gave information on the service, the children and systems utilised to monitor the quality of care.

There were a number of audits in place to review the quality of care. The audits were completed at regular intervals and were in line with the requirements of the Regulations.

There was a consistent staff team in place that ensured care was provided to a good standard. All staff received suitable training to enable them to provide evidence-based care and support. There were suitable arrangements to ensure staff received support and supervision as required.

Regulation 15: Staffing

Overall the staffing in this centre was in line with the assessed needs of the children and young people. Inspectors met a very competent and experienced staff team who knew the children and young people very well. There was excellent understanding of children's needs and a very connected and supportive approach with families. There was nursing care staff within the staff skill mix to support children with more medical/clinical support needs. Staff were observed to be very knowledgeable and professional. Staff files/records were reviewed and all staff were recruited/Garda vetted and had child protection/welfare training, experience, references and Children First Training completed.

Judgment: Compliant

Regulation 16: Training and staff development

The provider had good systems in place for the training and development of the staff team. From a review of all staff training records for 17 staff members, it was evident that the staff team had completed training in areas across core areas such as Fire Safety, Safeguarding, Children's First - Child Protection and Welfare Training, Manual handling, Infection Prevention and Control, Human Rights, Hand Hygiene. This meant that the staff team had up-to-date knowledge and skills to meet the assessed needs of all children using respite.

All staff spoken with confirmed that they received training on a regular basis and could request any training that they felt was beneficial to the needs of the children and young people that attended the centre.

There was a supervision schedule in place with all staff receiving supervision in line with the provider's policy. Staff all spoke about the supportive working environment they worked in and that they could readily approach the person in charge if they had any queries or concerns. All staff confirmed they received one-to-one supervision.

Judgment: Compliant

Regulation 23: Governance and management

Overall, the inspectors found that the centre was well managed and well resourced which ensured that the service the children and young people were receiving was of a very high quality.

There were clearly defined management systems in the centre. The staff team reported to a person in charge. The person in charge was supported by the sector manager.

The provider had in place a series of comprehensive audits both at local and provider level. For example, at local level, there were nine audits in place and scheduled at regular intervals. Audits included infection prevention and control audits, restrictive practices, medication, safeguarding, fire safety and environmental. Where actions were identified there were quality improvement plans put in place to rectify any identified issues.

In addition, the provider had completed six monthly provider-led audits and an annual review of the service in line with the requirements of the regulations. The inspectors reviewed all three of these documents. The most recent six monthly provider-led audit was completed in April 2026 and identified some minor areas of

improvement. For example, an improvement in medication management procedures was identified and an action plan had been put in place to address this.

The inspectors reviewed the team meeting notes there were in place. Team meetings took place every two weeks and were an essential communication tool in ensuring that respite care was delivered in a consistent manner. At each meeting the children and young people's needs were discussed in detail to ensure that staff were aware of any changes in need. For example, in the meeting notes from April, a child's changing needs in relation feeding was discussed including the recommendations from the relevant multi-disciplinary team (MDT) members.

Overall, the systems in place were effective in ensuring that areas of improvement were identified and actioned in a timely manner.

Judgment: Compliant

Regulation 3: Statement of purpose

The provider had an updated statement of purpose which accurately outlined the service provided and met the requirements of the regulations.

Inspectors reviewed the statement of purpose and found that it described the model of care and support delivered to children and young people in the service and the day-to-day operation of the designated centre. For example, the statement of purpose had a specific section in relation to the arrangements for contact between a child in care and their designated social worker.

Judgment: Compliant

Quality and safety

Overall, inspectors found that the quality and safety of care provided to the children was to a very high standard and promoted their overall well-being and development.

The care and support provided to each child was informed by a comprehensive assessment of need, which was informed by information gathered from parents, guardians and other relevant multidisciplinary team (MDT) members. Care plans developed provided clear, concise and relevant information on all aspects of the children's needs. These were kept under ongoing review with well embedded oversight and monitoring arrangements in place.

There were effective systems in place around risk management, child protection and fire safety which ensured that the children's and young people's safety was paramount when delivering care and support.

The designated centre was maintained to a very high standard in terms of maintenance and decor. The children and young people had access to a wide range of activities both in the community and in the centre.

Regulation 13: General welfare and development

The inspectors found that the overall welfare and development of children and young people was promoted in the care and support provided.

Children and young people were supported to take part in activities that were meaningful to them and that reflected their individual interests, abilities and developmental needs. Staff members worked in partnership with the children's families and staff members showed a strong understanding of each child's care needs to support their welfare. The service had strong links with the children's respective schools and the Children Disability Network Team (CDNT) also which helped to further support the continuity of care to meet the children's individual developmental needs while staying in the centre.

The inspectors were told and saw evidence that the children were supported to engage in activities like cinema, bowling, cooking, baking, swimming, visiting beaches, arts and crafts. The family representatives told the inspectors that they were asked about what activities their child or young person liked and that the staff team would always try to facilitate the activity. For example, a parent described how their child liked a specific art and craft activity and that the staff team had purchased the materials for this activity before their visit and sent photo's of the child engaging in this on their stay.

All children were facilitated to attend their school following their visit to the respite centre.

Judgment: Compliant

Regulation 17: Premises

The inspectors completed a review of all aspects of the premises. On arrival into the centre the inspectors noted that the centre was decorated in child-centered manner with pictures and art murals displayed on the wall.

There were six bedrooms in the centre and the children and young people were allowed choose what room they liked to stay in. There was ample storage for the

children and young people's belongings with wardrobes, chest of drawers and bed side lockers noted in rooms.

There was more than sufficient communal spaces for the children to relax in. There was an area with a sensory pod, a separate sensory room, two sitting rooms, and two kitchens.

The premises was very well maintained and any maintenance issues identified were promptly rectified.

Outside there were two separate gardens that the children and young people could use if they so wished. There was lots of equipment such as swings and roundabout, seating areas and a large grass areas for the children and young people to enjoy on their stay.

Judgment: Compliant

Regulation 18: Food and nutrition

Children and young people in this centre were provided with food and drink which was consistent with their dietary preferences and needs.

Inspectors saw children and young people have drinks, meals and snacks while on their respite stay. Choices were offered to the children and young people and staff were aware of their specific food preferences.

Some Children and Young people had assessed feeding, eating, drinking and swallowing (FEDS) needs and the inspectors saw that there were up-to-date care plans on file which detailed their support needs in these areas. Inspectors spoke with staff members regarding FEDS care plans and found that staff were well-informed of these and that staff had received specific training in respect of these needs.

Inspectors were told parents were consulted in relation to the menu and snacks for the respite stay. Children and young people were supported to choose their preferred meals and snacks and these were purchased by the provider and were made available during their stay. The children's and young people's food preferences were accounted for in their relevant personal plans.

Judgment: Compliant

Regulation 26: Risk management procedures

Risk is well managed in this centre. The provider demonstrated clear and coherent risk management policies, procedures and protocols. A risk matrix was reviewed which outlined risks such as children/young peoples risk of falls, epilepsy, behaviours, self injury, choking, aggression. The provider had good systems to identify, assess and implement control measures in terms of risk management. There was a strong culture of risk understanding amongst the staff team and all staff spoken with understood the risks in the centre and more importantly knew the children/young people and how to support them and keep them safe.

Judgment: Compliant

Regulation 28: Fire precautions

Inspectors found a centre that was fire safe and had good systems of oversight ensuring that fire safety was a top priority. The centre was found to have an approved fire alarm and smoke detection system in place, fire fighting equipment, fire containment measures, fire evacuation orders, clear and effective access/egress, and a fire safe culture amongst the team. Fire training was provided to all staff and all staff had been part of evacuation drills to ensure all children/young people could be safely evacuated. Inspectors observed evidence of this occurring, evidence of fire safety auditing by a competent person and evidence of servicing of fire safety equipment. There were no concerns pertaining to fire safety found on this inspection.

Judgment: Compliant

Regulation 29: Medicines and pharmaceutical services

There were safe practices in relation to the receipt and storage of medicines. The provider had appropriate lockable storage in place for medicinal products and a review of two children and young people's medicine administration records indicated that medicines were administered as prescribed.

Medicine administration records reviewed by inspectors clearly outlined all the required details including; known diagnosed allergies, dosage, doctors details and signature and method of administration. Staff spoken with on the day of inspection were knowledgeable on medicine management procedures, and on the reasons medicines were prescribed. Staff were competent in the administration of medicines and were in receipt of training and on-going education in relation to medicine management.

All medicine errors and incidents were recorded, reported and analysed and learning was fed back to the staff team to improve each resident's safety and to mitigate against the risk of recurrence.

In addition, inspectors observed there were regular medicine audits being completed in order to provide appropriate oversight over medicine management.

Judgment: Compliant

Regulation 5: Individual assessment and personal plan

The inspectors reviewed the assessment of need and care plans that were in place for the children and young people that availed of the respite service. It was found that the children's and young peoples needs were well assessed with an emphasis on ensuring their routines were maintained so that their respite stay was aligned with what was happening for them in their home environment. This was essential as it meant that the children and young people were made feel as comfortable as possible.

Each child and young person's plan was updated prior to their visit to ensure any changes in care were accounted for. The updates included information from parents and guardians and relevant MDT supports. The updates reviewed areas of care and support such as medication, communication, environmental needs, behavioural strategies, risk and fire. The inspectors reviewed two children's update information and found it was reflective of their current needs.

All children had relevant goals in place during their respite stay and the children and young people's progress was accounted for in relation to relevant goals. For example, one young person had a goal of achieving independent skills in certain areas. The inspectors observed the staff encouraging independent skills on their respite stay and saw that this goal was being tracked in their personal plan.

Judgment: Compliant

Regulation 8: Protection

Child protection and welfare systems were in place and found to be effective. Child protection and safety training was provided to all staff who demonstrated competence in this area in terms of the understanding, reporting and recording of all matters pertaining to child protection, welfare and safeguarding. A child protection policy and child safety statement was found to be in place as was a policy for adult safeguarding. The person in charge demonstrated a strong understanding of child protection, Children's First and zero tolerance to abuse. The staff team were

updated at staff meetings which featured child protection/welfare as a standing item. The provider had good links with Tusla - Child and Family Agency and demonstrated clear reporting pathways and follow up whereby child protection and welfare referrals were made. As a respite service the provider was very involved with 28+ families and were very clear in the communication and implementation of child protection and welfare requirements. The inspectors found children/young people were being kept safe in this centre.

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	
Regulation 15: Staffing	Compliant
Regulation 16: Training and staff development	Compliant
Regulation 23: Governance and management	Compliant
Regulation 3: Statement of purpose	Compliant
Quality and safety	
Regulation 13: General welfare and development	Compliant
Regulation 17: Premises	Compliant
Regulation 18: Food and nutrition	Compliant
Regulation 26: Risk management procedures	Compliant
Regulation 28: Fire precautions	Compliant
Regulation 29: Medicines and pharmaceutical services	Compliant
Regulation 5: Individual assessment and personal plan	Compliant
Regulation 8: Protection	Compliant