

Action Plan

This Action Plan has been completed by the Provider and the Authority has not made any amendments to the returned Action Plan.

Action Plan ID:	MON-0019079-AP
Provider's response to Inspection Report No:	MON-0019079
Centre Type:	Children's Residential Centre
Service Area:	CFA DML CRC
Date of inspection:	20 March 2017
Date of response:	11 May 2017

These requirements set out the actions that should be taken to meet the National Standards for Children's Residential Services.

Theme 1: Child - centred Services Standard 4: Children's Rights Judgment: Substantially Compliant
The Provider is failing to comply with a regulatory requirement in the following respect: The level of satisfaction of complainants was not always clear in the complaints records.
Action Required: Under Standard 4: Children's Rights you are required to ensure that: The rights of young people are reflected in all centre policies and care practices. Young people and their parents are informed of their rights by supervising social workers and centre staff.
Please state the actions you have taken or are planning to take: The Centre Manager will amend the complaint log to ensure that the log clearly outlines the level to which a complaint has been resolved and if all parties are satisfied with the outcome. This will be completed by 12th May 2017. The Centre Manager will review all complaint logs fortnightly to ensure they contain all relevant information.

Proposed timescale: 12/05/2017	Person responsible: Centre Manager
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Theme 2: Safe & Effective Care
Standard 5: Planning for Children and Young People
Judgment: Substantially Compliant

The Provider is failing to comply with a regulatory requirement in the following respect:

Minutes of child-in-care reviews were not held on all children's files.

Care plans were not held on all children's files.

Due to lack of a care plan, not all placement plans were reflective of care plans.

Action Required:

Under Standard 5: Planning for Children and Young People you are required to ensure that:

There is a statutory written care plan developed in consultation with parents and young people that is subject to regular review. This plan states the aims and objectives of the placement, promotes the welfare, education, interests and health needs of young people and addresses their emotional and psychological needs. It stresses and outlines practical contact with families and, where appropriate, preparation for leaving care.

Please state the actions you have taken or are planning to take:

The Centre Manager will request a copy of outstanding minutes from Child in Care Reviews. If these have not been received by the 26th May the Centre Manager will escalate with the Interim Service Manager who will address with Principle Social Worker. The Centre Manager will ensure the Centre continues keeps their own minutes of Child in Care Reviews. In addition the Centre Manager will ensure that they request the minutes from the relevant the Social Worker department no later than two weeks following the Child in Care Review, this will be the procedure going forward.

The Centre Manager received the care plan 21st March 2017 from the Social Work department. The Centre manager will ensure to request from the Social Worker that care plans are on file no later than 2 weeks after the Child in Care Review is held.

The Centre Manager reviewed and amended where necessary the young person's placement plan on the 31st March 2017. The Centre Manager will ensure that placement plans are reflective of the content of young person's care plans.

Proposed timescale: 26/05/2017	Person responsible: Interim Service Manager
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Theme 2: Safe & Effective Care
Standard 10: Premises and Safety
Judgment: Non Compliant - Moderate

The Provider is failing to comply with a regulatory requirement in the following respect:

There was no policy in place to guide the use of CCTV

Two fire extinguishers had not been serviced.

Action Required:

Under Standard 10: Premises and Safety you are required to ensure that:
The premises are suitable for the residential care of young people and their use is in keeping with their stated purpose. The centre has adequate arrangements to guard against the risk of fire and other hazards in accordance with Articles 12 and 13 of the Child Care (Placement of Children in Residential Care) Regulations, 1995.

Please state the actions you have taken or are planning to take:

Tusla Children's Residential Services are reviewing Policies and Procedures for the Services. In the interim there is currently a HSE Inspectors and Monitoring Officers Guidance on the use of CCTV Cameras in Children's Residential Services document available in the Centre.

The remaining two fire extinguishers were serviced on the 29th March 2017. All the Centre's fire extinguishers have all been serviced as required. The Centre Manager will ensure that staff on duty will check with the fire maintenance office and their own fire register that all fire extinguishers are included in future services.

Proposed timescale:
19/05/2017

Person responsible:
Centre Manager

Theme 4: Leadership, Governance & Management
Standard 2: Management and Staffing
Judgment: Substantially Compliant

The Provider is failing to comply with a regulatory requirement in the following respect:

There was no formal on-call system in the centre for when managers were not available.

The staff roster did not record when the centre manager was on shift and who was in charge in the absence of the centre manager.

Staff had not received all mandatory training.

Action Required:

Under Standard 2: Management and Staffing you are required to ensure that:
The centre is effectively managed, and staff are organised to deliver the best possible care and protection for young people. There are appropriate external management and monitoring arrangements in place.

Please state the actions you have taken or are planning to take:

The national structures for and within residential services has been escalated and is currently being pursued at a senior management level it will be addressed by the end of December 2017. The need for an on-call system across the service is currently being reviewed within this process. In the interim External Managers will continue to be available to the Centre as required.

The staff roster will be amended to show the times in which the Centre Manager is identified to be on site. Identification of who is in charge when Centre Manager is not on shift will be discussed with staff at the team meeting on the 17th May 2017. The Centre manager will ensure the shift planner clearly indicates who is in charge in the absence of a Centre Manager.

The Centre Manager has organised dates for all staff to attend training in Trust in Care and Dignity at Work, this is scheduled for the 23rd May and 8th June 2017. There is further training scheduled for and partially completed the team in Diversity on the 13th April and the 30th May 2017. Smoking Cessation training has been secured for the 15th May and 19th June 2017 and training in self harm has been organised and partially completed on the 12th April and the 31st May 2017.

Proposed timescale:
01/12/2017

Person responsible:
Service Director of C&FA

Theme 4: Leadership, Governance & Management

Standard 3: Monitoring

Judgment: Non Compliant - Moderate

The Provider is failing to comply with a regulatory requirement in the following respect:

The last monitoring report is dated September 2015.

Action Required:

Under Standard 3: Monitoring you are required to ensure that:
The Health Service Executive , for the purpose of satisfying itself that the Child Care Regulations 5-16 are being complied with, shall ensure that adequate arrangements are in place to enable an authorised person, on behalf of the Health Service Executive to monitor statutory and non-statutory children's residential centres.

Please state the actions you have taken or are planning to take:

The Centre Manager will request a date from the Monitoring Officer for a inspection this will be completed on the 22nd May 2017.

Proposed timescale:
22/05/2017

Person responsible:
Centre Manager

