

Regulation of
Health and Social
Care Services

Child Protection and Welfare Thematic Inspection Programme

Quality Improvement Plan

About the Health Information and Quality Authority (HIQA)

The Health Information and Quality Authority (HIQA) is an independent statutory authority established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

HIQA's mandate to date extends across a wide range of public, private and voluntary sector services. Reporting to the Minister for Health and engaging with the Minister for Children and Youth Affairs, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Chief Inspector within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.
- **Health technology assessment** — Evaluating the clinical and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

Introduction

This quality improvement plan is specifically designed for use in the Health Information and Quality Authority's (HIQA's) thematic inspections of child protection and welfare services for children and families.

The aim of thematic inspections is to help drive quality improvements in specific aspects of care and support. This thematic programme will focus primarily on the *National Standards for the Protection and Welfare of Children (2012)*, in particular the management of referrals from screening, preliminary enquiry, initial assessment through to safety planning.

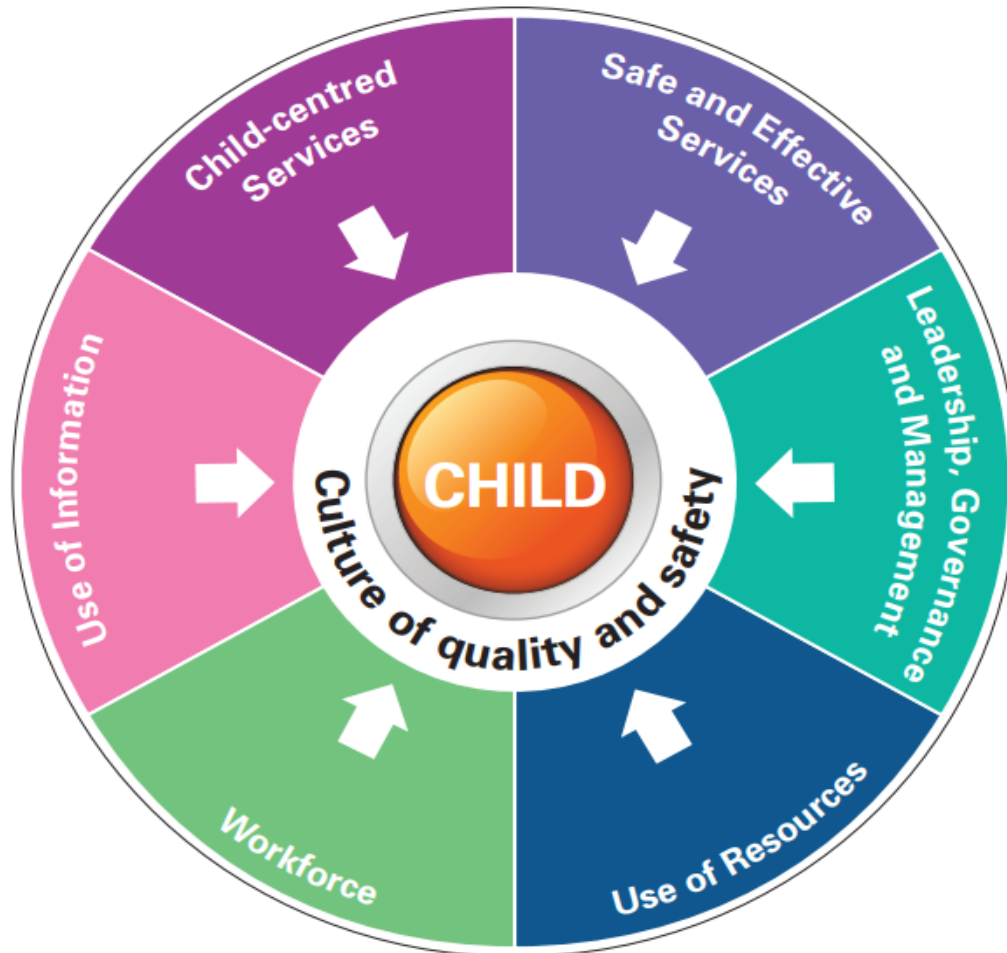
This template should be used in conjunction with the self-assessment questionnaire for child protection and welfare management of referrals. Once your service has completed the self-assessment questionnaire, this template provides an opportunity for the service to target areas for improvement under each standard.

This quality improvement plan is not required to be submitted to HIQA. It should be used by the service to focus on what improvements are needed and how they will be progressed and monitored. The quality improvement plan should be made available to an inspector upon request, as it will demonstrate initiatives being undertaken in relation to service improvement and moving into compliance with the standards.

Service providers are encouraged to read the guidance document accompanying this thematic programme as it will provide useful information on meeting the standards.

Please note: This quality improvement plan is a template produced by HIQA. You are not required to use this template and are free to use an alternate tool or template to create a quality improvement plan. However, please ensure that your plan incorporates the main elements as set out in this template.

Figure 1. Themes in the National Standards for the Protection and Welfare of Children (2012)



Capacity and capability dimension

This dimension describes standards related to the leadership and management of the service and how effective they are in ensuring that a good quality and safe service is being provided to children and families. It considers how people who work in the service are recruited and trained and whether there are appropriate systems and processes in place to underpin the safe delivery and oversight of the service.

The associated national standards for the programme are:

- **Theme 3** — Leadership, Governance and Management
Standards 3.1 and 3.3
- **Theme 5** — Workforce
Standards 5.1, 5.2 and 5.3.

Quality and safety dimension

The quality and safety dimension relates to standards that govern how services should interact with children and ensure their safety. The standards include consideration of communication, safeguarding and responsiveness and look to ensure that children are safe and supported throughout their engagement with the service.

The associated national standards which will be focus of the thematic inspections are:

- **Theme 1** — Child-centred Services
Standard 1.3
- **Theme 2** — Safe and Effective Services
Standard 2.1.

Quality Improvement Plan

Section 1 – Capacity and capability

Dimension: Capacity and capability

Theme 3: Leadership, Governance and Management

Please outline your key achievements relevant to this thematic programme under the Leadership, Governance and Management theme within the last year

Outline where there is room for improvement under the Leadership, Governance and Management theme

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Standard 3.1 The service performs its functions in accordance with relevant legislation, regulations, national policies and standards to protect children and promote their welfare.	
Area(s) identified as requiring improvement	
Priority level High/Medium/Low	
Actions to be taken	
Person responsible	
Resources needed	
Possible constraints	
Measures of success	
Time frame	
Progress review date(s)	

Standard 3.3 The service has a system to review and assess the effectiveness and safety of child protection and welfare service provision and delivery.	
Area(s) identified as requiring improvement	
Priority level High/Medium/Low	
Actions to be taken	
Person responsible	
Resources needed	
Possible constraints	
Measures of success	
Time frame	
Progress review date(s)	

Dimension: Capacity and capability

Theme: Workforce

Please outline your key achievements relevant to this thematic programme under the Workforce theme within the last year

Outline where there is room for improvement under the Workforce theme

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Standard 5.1 Safe recruitment practices are in place to recruit staff with the required competencies to protect children and promote their welfare.	
Area(s) identified as requiring improvement	
Priority level High/Medium/Low	
Actions to be taken	
Person responsible	
Resources needed	
Possible constraints	
Measures of success	
Time frame	
Progress review date(s)	

Standard 5.2 Staff have the required skills and experience to manage and deliver effective services to children.	
Area(s) identified as requiring improvement	
Priority level High/Medium/Low	
Actions to be taken	
Person responsible	
Resources needed	
Possible constraints	
Measures of success	
Time frame	
Progress review date(s)	

Standard 5.3 All staff are supported and receive supervision in their work to protect children and promote their welfare.	
Area(s) identified as requiring improvement	
Priority level High/Medium/Low	
Actions to be taken	
Person responsible	
Resources needed	
Possible constraints	
Measures of success	
Time frame	
Progress review date(s)	

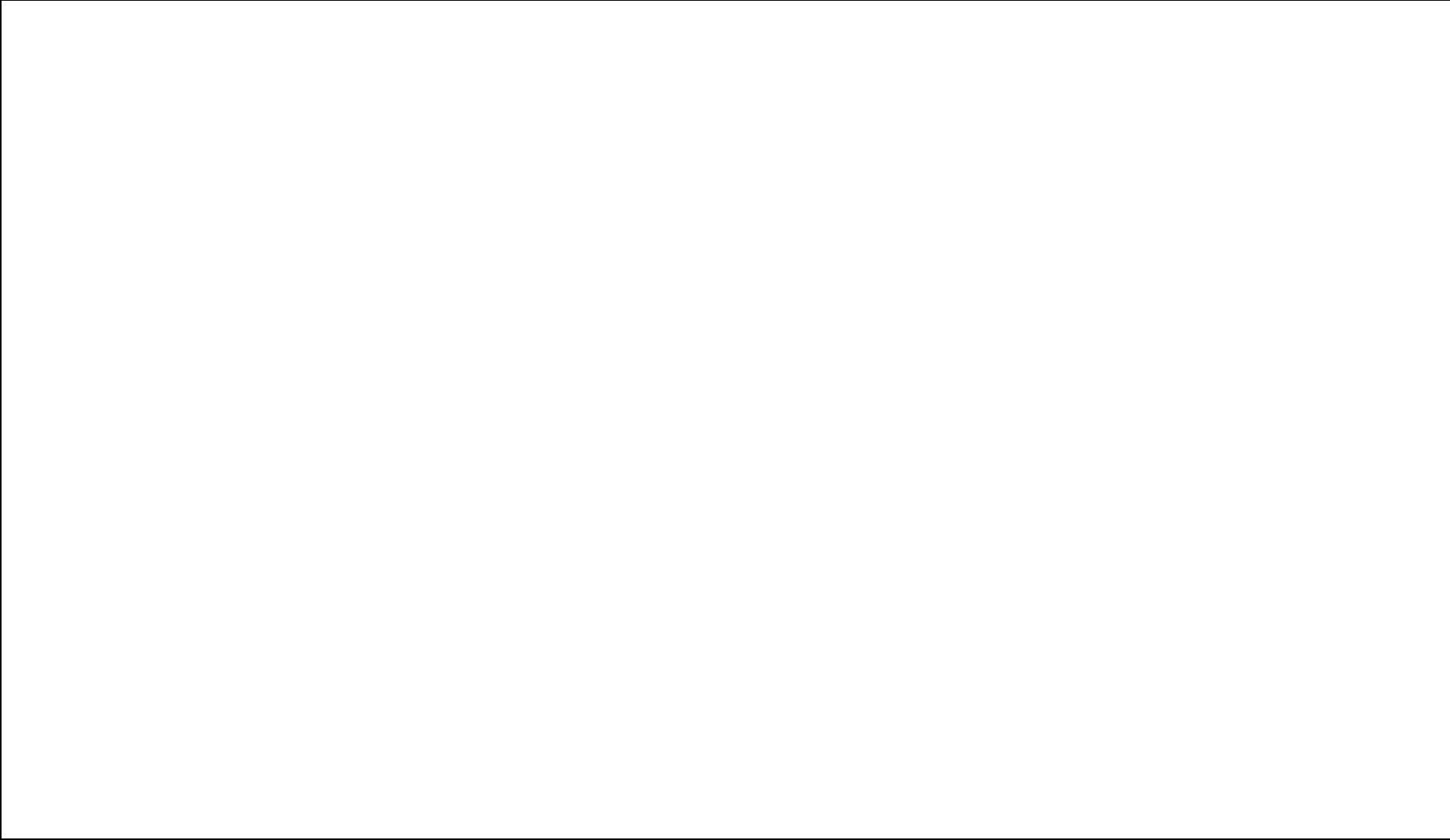
Section 2 - Quality and safety

Dimension: Quality and safety

Theme: Child-centred Services

Please outline your key achievements relevant to this thematic programme under the Child-centred services theme within the last year

Outline where there is room for improvement under the Child-centred services theme

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Standard 1.3 Children are communicated with effectively and are provided with information in an accessible format.	
Area(s) identified as requiring improvement	
Priority level High/Medium/Low	
Actions to be taken	
Person responsible	
Resources needed	
Possible constraints	
Measures of success	
Time frame	
Progress review date(s)	

Dimension: Quality and safety

Theme: Safe and Effective Services

Please outline your key achievements relevant to this thematic programme under the Safe and Effective Services theme within the last year

Outline where there is room for improvement under the Safe and Effective Services theme

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Standard 2.1 Children are protected and their welfare is promoted through the consistent implementation of <i>Children First</i> .	
Area(s) identified as requiring improvement	
Priority level High/Medium/Low	
Actions to be taken	
Person responsible	
Resources needed	
Possible constraints	
Measures of success	
Time frame	
Progress review date(s)	

To be completed at the end of the Quality Improvement Plan cycle

Standards assessed as requiring improvement	Measures of success	Status (completed /in progress)	Progress notes