

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-0017643-AP
Provider's response to Inspection Report No:	MON-0017643
Centre Type:	Children's Residential Centre
Service Area:	CFA DNE CRC
Date of inspection:	03 August 2016
Date of response:	14 September 2016

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: Requires improvement

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

The recording of complaints required improvement to ensure accurate reflection of the satisfaction or otherwise of the complainant.

Information given to young people on admission did not include to whom appeals regarding complaints should be made.

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:

1. A review of the complaints form will take place to ensure that in future the level of satisfaction of the complainant is recorded.

2. Admissions booklet to be updated to include the appeals process and the person to appeal this to.	
Proposed timescale: 30/09/2016	Person responsible: Alternative Care Manager

Theme 2: Safe & Effective Care Standard 5: Planning for Children and Young People Judgment: Requires improvement	
The Provider is failing to comply with a regulatory requirement in the following respect: <p>Not all young people had an up-to-date care plan in place.</p> <p>Not all young people had immunisation records on their care file.</p> <p>There was limited evidence that social workers read records kept in the centre.</p>	
Action Required: <p>Under Standard 5: Planning for Children and Young People you are required to ensure that:</p> <p>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.</p>	
Please state the actions you have taken or are planning to take: <p>1. There is a now process to address the issue of delays in receipt of care plans from Social Work, in place where support workers request the care plan from social worker. If this proves unsuccessful after the second attempt, the SCM requests the care plan from the social worker team leader, if this is also unsuccessful, after the second attempt, it is escalated to the ACM and principal social worker.</p> <p>2. Outstanding immunisation records have been requested from family and social worker– awaiting response. Support Worker will request records from local health centre</p> <p>3. Social Care Manager will invite social workers and aftercare workers, on a regular basis, to visit the centre and request that they sign all documentation they read, relating to their young person. Record of social work visit and action taken as a result of the visit will be clearly documented.</p>	
Proposed timescale: 30/09/2016	Person responsible: Alternative Care Manager

Theme 2: Safe & Effective Care Standard 7: Safeguarding and Child Protection Judgment: Requires improvement
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The Provider is failing to comply with a regulatory requirement in the following respect:

Responses by social work departments to reports of child protection concerns were not always timely.

There was no adult safeguarding policy to guide practice when the young people became 18 years old.

Action Required:

Under Standard 7: Safeguarding and Child Protection you are required to ensure that:

Attention is paid to keeping young people in the centre safe, through conscious steps designed to ensure a regime and ethos that promotes a culture of openness and accountability.

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

1. Responses and decisions have now been received in relation to outstanding Child Protection Concerns (CPCs), in future where responses to cpcs are not timely the matter will be escalated to the Alternative Care Manager, who will contact the Principal Social Worker and if lack of response continues the matter will be escalated to the Regional Manager who will raise it with the Area Manager.
2. A local guidance for staff will be provided, in respect of young people who are over 18 years of age, in the centre.

Proposed timescale:
30/11/2016

Person responsible:
Regional Manager

Theme 2: Safe & Effective Care
Standard 10: Premises and Safety
Judgment: Requires improvement

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

Responses to maintenance requests were not always timely.

The bathrooms in the centre were in need of refurbishment.

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:

1. Where maintenance issues are not attended to in a timely fashion these issues will be escalated to the alternative care manager and then to the regional manager if the issue still persists.
2. Bathroom upgrades are on the list of minor capital works to be completed before

year ending 2016 subject to availability of finance.

Proposed timescale:
15/12/2016

Person responsible:
Regional Manager

Theme 4: Leadership, Governance & Management

Standard 1: Purpose and Function

Judgment: Requires improvement

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

The statement of purpose and function was not available in an accessible format.

Action Required:

Under Standard 1: Purpose and Function you are required to ensure that:
The centre has a written statement of purpose and function that accurately describes what the centre sets out to do for young people and the manner in which care is provided. The statement is available, accessible and understood.

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

1. Young Persons booklet will be amended to include the statement of purpose and function in a young person friendly format

Proposed timescale:
30/09/2016

Person responsible:
Centre Manager

Theme 4: Leadership, Governance & Management

Standard 2: Management and Staffing

Judgment: Requires improvement

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

Management systems were not fully developed, for example, risk management, monitoring and oversight and the significant event notification system.

Practice in relation to the recording of significant events was not in line with Tusla's own policy.

There were no relevant job descriptions or contracts on staff files.

Not all staff had received fire safety and manual handling training.

The admissions and discharge register did not contain all admissions.

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:

1. All systems will be reviewed by the SCM & ACM. where deficits exist these will be highlighted and improvements made to rectify the deficit.
2. Staff contracts and job descriptions are held centrally. The Regional Manager will check the status of staff contracts for all staff in the centre with the Human Resource dept. and rectify any deficits.
3. Remaining staff will be trained in Manual Handling and Fire safety by end of October 2016.
4. The SCM will ensure that all admissions to the centre are inputted on the register.

Proposed timescale:
30/10/2016**Person responsible:**
Regional Manager**Theme 4: Leadership, Governance & Management****Standard 3: Monitoring****Judgment: Requires improvement****The Provider is failing to comply with a regulatory requirement in the following respect:**

Written reports of a monitoring process, not involving a person involved in the line management of the centre, were not made available on an annual basis.

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:

1. Current monitoring report received, from visit 16/6/16.
2. Monitor process will occur annually going forward

Proposed timescale:
15/09/2016**Person responsible:**
Provider