

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-0018291-AP
Provider's response to Inspection Report No:	MON-0018291
Centre Type:	Children's Residential Centre
Service Area:	CFA DNE CRC
Date of inspection:	11 November 2016
Date of response:	19 December 2016

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

Theme 3: Health & Development

Standard 9: Health

Judgment: Requires improvement

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

Staff had not yet received training in medication management.

Action Required:

Under Standard 9: Health you are required to ensure that:

The health needs of the young person are assessed and met. They are given information and support to make age-appropriate choices in relation to their health.

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

To date management have received training in medication management and the learning from this session was brought back to the team at a team meeting on the 13/10/2016. The team will be provided with appropriate training once it becomes available. In the interim period, safety measures are in place to ensure that staff are adhering to guidelines. This will comprise of a monthly review of the medication and related records by the SCM, reviews of medication management at team meetings at three monthly intervals and a review of the guidelines we have provided to staff in relation to medication management, carried out every three months by SCM.

Proposed timescale: 31/01/2017	Person responsible: Provider
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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:

Decisions made by the centre manager and deputy centre manager were not consistently recorded.

Not all staff had appropriate qualifications.

Children's file audits were not clearly recorded.

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:

Care will be taken to ensure that any decisions made are reflected clearly in deputy manager's supervision notes. Furthermore, manager and deputy will meet prior to team meetings and any decisions made at this meeting relevant to the team, will be discussed at team meeting and recorded in minutes.

This is a national and complex issue which will require an overall response from the Child and Family Agency. A national management structure for residential childcare services is in the process of being finalised and the qualification of staff within the service will be reviewed within this new structure. It is expected that this will be done by Sept 2017. In the interim, core competencies of these staff will be reviewed through supervision and individual training needs assessments (PDPs) with a focus on bridging any gap between existing skills and experience and those that could be obtained through the relevant qualification.

Audits of centre records will be carried out every 6 months and a hard copy will be held on file in centre.

Proposed timescale: 30/09/2017	Person responsible: Regional Manager
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