

# Action Plan

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

<b>Action Plan ID:</b>	MON-0017964-AP
<b>Provider's response to Inspection Report No:</b>	MON-0017964
<b>Centre Type:</b>	Children's Residential Centre
<b>Service Area:</b>	CFA DNE CRC
<b>Date of inspection:</b>	30 August 2016
<b>Date of response:</b>	19 September 2016

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

<b>Theme 1: Child - centred Services</b> <b>Standard 4: Children's Rights</b> <b>Judgment: Requires improvement</b>
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**The Provider is failing to comply with a regulatory requirement in the following respect:**

Placement plans were not signed by children.

The updated centre induction booklet did not clearly explain a parent's right to access information in relation to their child.

All complaints were not concluded in a timely manner and details about the outcome and the satisfaction of the complainant were not consistently recorded.

**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:**

A national placement plan is currently in the process of being implemented in the centre this plan has four parts Placement Plan, Support Plan, Young person's placement plan and the progress report. All young people will be actively involved in their planning and will be encouraged to sign the agreed plan. It is envisaged that this will be completed from the 31/09/16

The updated induction booklet will be reviewed and all relevant information will include in a clear manner to the parents/ guardians the information they may receive in relation to their child's placement. To be completed by the 31/12/16

All complaints on record within the unit are now dealt with, all complaints will have a record whether the complainant is satisfied or dissatisfied with the outcome of the complaint. All complaints will be dealt with in line with the Policies and Procedures for Children's Residential Centres however if the complaint is not dealt with within this time scale a reason for the delay will be recorded.

**Proposed timescale:**  
**31/12/2016**

**Person responsible:**  
**Provider**

**Theme 3: Health & Development****Standard 9: Health****Judgment: Requires improvement****The Provider is failing to comply with a regulatory requirement in the following respect:**

Some medication was unaccounted for in medication file records.

**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:**

All medication will be recorded and totalled daily in the young person's medication log. It will be noted if a young person medication is not administered for any unexpected reason this will now be reflected in the young person's medication log. This matter has been rectified with immediate effect.

**Proposed timescale:**  
**07/09/2016**

**Person responsible:**  
**Provider**

**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:**

Not all risk assessments contained an accurate description of the risk.

Not all risk assessments were held on children's files.

There was no risk register.

Risks were not rated and the process of reviewing risk was not clear.

Records did not clearly indicate which significant events were reviewed or the criteria for referral to the regional SERG.

**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:**

All risk assessments relating to the young person will now also be held on the young person's file.

Risk register will be implemented within the centre in addition to the risks recorded in the governance report.

Risk management training will be completed within the centre with a view to enabling staff/management to properly rate and review risk. All future risk assessments will be reviewed by management to ensure accuracy.

Records will clearly show what significant events are reviewed in the significant event register.

A review of the Terms of Reference of the Significant Event Regional Group will be undertaken to clarify the criteria for unit manager's referral to the regional SERG meetings.

**Proposed timescale:**  
**31/10/2016**

**Person responsible:**  
**Provider**