

# 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-0017768-AP
<b>Provider's response to Inspection Report No:</b>	MON-0017768
<b>Centre Type:</b>	Children's Residential Centre
<b>Service Area:</b>	CFA DNE CRC
<b>Date of inspection:</b>	20 July 2016
<b>Date of response:</b>	28 July 2016

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

<b>Theme 2: Safe &amp; Effective Care</b> <b>Standard 5: Planning for Children and Young People</b> <b>Judgment: Requires improvement</b>
---

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

Children's case and care files did not contain all relevant documentation.

**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:**

A check-list that includes all required information will be implemented immediately and will be easily accessible on the child's file. This will be reviewed on a monthly

basis by Social Care Manager (SCM) and Alternative Care Manager (ACM) to ensure all necessary information is on the child's file. Deficits identified in the report are being followed up with the social work department. In instances where there is not a response the Social Care Manager will contact the Social work team leader and in the event of a non response the Alternative care manager will contact the Principal social worker. In the unlikely event that this does not work the Regional Manager will contact the Area Manager.

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

**Person responsible:**  
**Alternative Care 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:**

Records of fire drills were not consistently completed.

The centre's fire register and fire safety checks were not completed as required.

**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:**

There is a new designated fire officer in the centre who is actively bringing the fire register up to date by 18/08/16.

Emergency lighting will be tested weekly by designated centre fire officer and will be inspected by fire company on their quarterly inspection. Next inspection due date is 20/9/16.

Fire drill was carried out on 25/7/16 as there was a new admission to the centre. Fire drills will be carried out when a new resident is admitted to the centre and on a quarterly basis. The fire drills will be clearly recorded.

SCM and ACM will review fire register on a monthly basis, Particular attention will be paid to the accuracy of entries into the register. Any deficits will be noted on the register itself and will be addressed with the relevant staff as to what the deficit is and how to rectify the deficit.

**Proposed timescale:**  
**30/09/2016**

**Person responsible:**  
**Centre Manager**

**Theme 3: Health & Development****Standard 8: Education****Judgment: Requires improvement****The Provider is failing to comply with a regulatory requirement in the following respect:**

Children education records were not fully up-to-date and copies of state exam results were not on file for all children.

**Action Required:**

Under Standard 8: Education you are required to ensure that:

All young people have a right to education. Supervising social workers and centre management ensure each young person in the centre has access to appropriate education facilities.

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

Keyworkers will ensure that education records are fully up to date.

Keyworkers will ensure that copies of state exam results are copied and placed on children's files.

The SCM will review the files on a monthly basis to ensure there is full compliance under this standard.

**Proposed timescale:**  
**30/09/2016**

**Person responsible:**  
**Centre Manager**

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

Not all children had a clear and complete record of all medical and health information.

**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:**

Keyworkers will get all available medical records to include immunisation records, dental and optical for each child.

Keyworkers will ensure that medication is appropriately cross-referenced in the child's file.

Keyworkers will ensure that all children have a current medical card on file.

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

**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:**

The register of children was not appropriately maintained or monitored.

Internal monitoring systems did not ensure that children's files were appropriately maintained.

Manager's oversight of records including daily log books and incident reports, decisions taken by staff and actions taken to remedy or respond to identified deficits were not appropriately evidenced.

Management systems for ensuring consistent implementation of appropriate and safe care practices with respect to fire safety were not adequate.

Risk management systems did not ensure that regular review of risks and evaluation of control measures were consistently and effectively implemented.

Not all staff were qualified.

**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:**

When the manager is checking the register s/he will ensure that the information therein is accurate. The incorrect date on the register is now corrected. The register will be monitored and reviewed whenever a child is admitted or discharged to the centre.

The file audit check-list will be reviewed monthly by the SCM and ACM.

The SCM and ACM will clearly demonstrate in writing on children's files, daily log books and incident reports the actions taken or follow-up actions required.

The SCM and ACM will review on a monthly basis the practice regarding fire safety. Any gaps identified need to be recorded on the register and appropriately addressed with staff.

Risk management practices will be regularly reviewed at the team meeting and at management meetings. Where risk assessment and control measures are

implemented the impact on other residents must be assessed and amended as appropriate.

There will be a review relating to the dangers associated with the main road. The Health and Safety officer in the region will review this risk assessment and we will also consult with residents and get their views and input on this.

The SCM and ACM will continue to encourage and support unqualified staff members to consider applying for appropriate 3rd level course in Social Care. This will continue to be addressed in individual supervision sessions. We are committed to facilitating their attendance at college if any of these staff are successful in gaining a place. The ACM will continue to raise the issue of unqualified staff at meetings with Regional Manager for Residential Childcare Services.

**Proposed timescale:**  
**31/08/2016**

**Person responsible:**  
**Alternative Care Manager**