

# 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-0017471-AP
<b>Provider's response to Inspection Report No:</b>	MON-0017471
<b>Centre Type:</b>	Children's Residential Centre
<b>Service Area:</b>	CFA South Services
<b>Date of inspection:</b>	01 June 2016
<b>Date of response:</b>	

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

## **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:**

Two admissions were not in accordance with the admissions policy.  
Unplanned endings were not effectively reviewed to ensure that learning took place.

#### **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:**

1. All future admissions will be in adherence with the Centre's admissions policy.

2. All Unplanned Discharges to be reviewed each month at the next sitting of the Admission's Committee. This has been added as a standing item on the agenda going forward. Learning regarding mismatch of client group, or other reasons for unsuccessful placements will also be recorded.

**Proposed timescale:**  
**25/07/2016**

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

**Theme 2: Safe & Effective Care**  
**Standard 7: Safeguarding and Child Protection**  
**Judgment: Requires improvement**

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

The systems in place to record and monitor referrals of child protection concerns were not sufficient as there was no overall log for child protection referrals in place and the outcomes of any investigations or assessments were not known.

**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. Log for Standard Reporting Forms (SRF) is now in operation in the service, and includes a section for acknowledgement and feedback correspondence in relation to each SRF.
2. Outcomes of existing SRF's to be sought from the relevant PSW's by the Centre Manager and put in the SRF log.
3. The Centre Manager to correspond with PSW's with regard to the need for outcomes of SRF's to be forwarded to the Centre.
4. The Service Manager to issue a memo to all Managers and Social workers in the relevant Social Work Departments regarding the requirement to provide responses regarding outcomes of SRF notifications to the Centre.

**Proposed timescale:**  
**01/09/2016**

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

**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 centre provided a service to a number of children over the age of 16 years which was not in accordance with the statement of purpose and function.

The statement of purpose and function did not make clear whether emergency or

unplanned admissions would be accepted.  
The statement of purpose and function did not set out any exclusionary criteria.

**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. Service Review has been requested with Area Manager, which will consider the three issues raised above.
2. Decisions regarding outcomes from this review will be incorporated into the centre's Statement of Purpose and Function.

In the meantime the existing Statement of Purpose and Function and the Referral Criteria & Admission's Policy document will be adhered to.

**Proposed timescale:**  
**01/12/2016**

**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:**

Three staff members had not received up-to-date training on manual handling and one on the Tusla - approved behaviour management training.  
There were significant gaps in the frequency of supervision of some staff.

**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. Any outstanding mandatory training will be sought for and provided to staff.
2. Supervision Files to be checked / signed more frequently by manager.
3. Dates to be set for September supervision sessions with all staff, allowing the summer Annual Leave period to pass.
4. Dates for the next supervision session will be set at the end of each session going forward, and keeping within the required timeframe.

**Proposed timescale:**  
**01/12/2016**

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

