

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-0018051-AP
Provider's response to Inspection Report No:	MON-0018051
Centre Type:	Children's Residential Centre
Service Area:	CFA West CRC
Date of inspection:	07 September 2016
Date of response:	25 October 2016

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:

A collective review of unplanned discharges was not undertaken which could have resulted in learning for the service.

Placement plans and placement support plans did not contain clear actions and timelines, in order to ensure they were effective.

A child aged 16 years did not have a leaving care plan in place.

Comprehensive file audits were not undertaken to ensure record keeping supported the delivery of service.

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 multidisciplinary meeting on each unplanned discharge will take place in early November to review the circumstances that lead to the abrupt ending of placements. These meetings will be facilitated by the external consultant. The process will consider from all perspectives what could have been managed differently and what can be learnt from this to inform future practice.

Children's Residential Services West has joined the Significant Event Notification Review Group developed nationally. These meetings take place monthly and the social care manager for this centre is a member of same. The purpose of these meetings is to provide opportunities for review and learning from serious incidents and implement this learning in the centre. The first meeting took place on 20th September 2016.

The post crisis response procedures will be reviewed by the centre manager to ensure they are rigorously applied. As part of this, incident reviews should take place routinely in staff supervision and team meetings.

A meeting will take place on 25th October with the National Manager overseeing the implementation of the placement plans and placement support plans to ensure that the plans meet with the requirements. These plans will then be updated to ensure they are actioned and time specific.

These plans will then be reviewed monthly in line with national directives.

The young person aged over 16yrs was allocated an aftercare worker at their child in care review. The aftercare needs assessment will be completed as a matter of priority in order to inform the aftercare plan for the young person.

A comprehensive file audit of the centre's records will be completed by the centre manager and regional manager within the next month to ensure records support service delivery. Thereafter they will take place quarterly.

Proposed timescale:
31/12/2016

Person responsible:
Centre 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:

Emergency lighting checks were not undertaken on a regular basis.

The fire door in the kitchen was not working.

Responses to some maintenance requests were not timely.

A number of staff required up-to-date fire safety training.

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:

The maintenance department attended the centre on the 24th October to demonstrate to staff and management how to conduct checks on the emergency lighting. Hereafter, a weekly check will take place by the social care staff and this will be recorded in the fire register and overseen by the social care leaders.

Addressing the issues with the magnetic automatic closure system on the kitchen door is due to commence at the end of October 2016.

The centre manager will meet with the foreman of the maintenance department to agree a clear system and timeframes for responding to non-urgent maintenance requests. This will be monitored through the maintenance log by the centre manager. The centre manager will risk escalate any maintenance issues that are not responded to in the agreed timeframe to the regional manager.

Fire extinguisher training is planned for the end of November. Fire marshall training takes place on 18th November and a further date will be arranged to ensure the remainder of staff are all trained by end of year.

Proposed timescale:
31/12/2016

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:

Comprehensive medical histories were not evident on file.

A medication management policy in place to guide staff in the safe administration of medicines was insufficient.

Not all staff had received training on the safe administration of medicines.

There was no evidence of audits to ensure appropriate medicine management

practices.

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:

The centre manager will request comprehensive medical histories from the young people's social workers. Contact will take place with the GP/Consultant for each of the young people to ensure there is up to date information on file for any medical issues.

A national medication management policy is currently being developed. In the interim the centre manager will update the local medication management policy to ensure it complies with the information obtained in the Safe Administration of Medication training. A risk assessment will be completed for young people self-administering medication.

The centre manager and social care leaders have completed training on the safe administration of medication. They will undertake regular checks to ensure staff are compiling with policy. Roll out of this training for all social care staff will be planned in 2017.

A weekly audit of medication management practices has been implemented that includes the storage, checking, recording and disposal of all medications administered.

Proposed timescale:
31/12/2016

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:

Systems to ensure there was learning following incidents of challenging behaviour and significant events in the centre required improvement.

There was no up-to-date risk management policy in place to consistently guide the practice of staff in managing risk.

The risk register did not identify any potential risk where a child took responsibility for their own medication.

Staff had not received training in the management of risk.

Records of supervision did not consistently reflect accountable decision-making.

Formal supervision of the centre manager had not been carried out consistently.

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:

The national risk management policy with an implementation plan will be issued in December 2016. A member of the national management team for residential services is part of the group reviewing same. Briefing sessions for all staff and training for specific grades will be scheduled in the implementation plan.

The centre manager has updated the risk register to include young people having responsibility for their own medication. A comprehensive individual risk assessment has been completed in relation to the young people in the centre who administer their own medication. This is maintained on their files. This process will be implemented for all future residents.

The centre manager and social care leaders have reviewed the structure of recording of supervision. Clear actions, person responsible and timescales will be recorded in relation to each agenda item. These actions will be reviewed at the following supervision and the progress on these recorded. Supervision records will be included in the file audit (see action Standard 5).

Formal supervision of the centre manager took place on 13.09.2016 & 6.10.2016 and is scheduled for 4-6 weeks hereafter.

The personal development plan process will be continued within the centre for all staff including agency staff. Through this, further training needs will be identified. The centre manager will prioritise and source training locally or as part of the national training plan.

Proposed timescale:
31/12/2016

Person responsible:
Centre Manager