

# Action Plan

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

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| <b>Action Plan ID:</b>                              | MON-0018213-AP                |
| <b>Provider's response to Inspection Report No:</b> | MON-0018213                   |
| <b>Centre Type:</b>                                 | Children's Residential Centre |
| <b>Service Area:</b>                                | CFA DML CRC                   |
| <b>Date of inspection:</b>                          | 18 October 2016               |
| <b>Date of response:</b>                            | 16 December 2016              |

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

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| <b>Theme 2: Safe &amp; Effective Care</b><br><b>Standard 5: Planning for Children and Young People</b><br><b>Judgment: Requires improvement</b> |
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**The Provider is failing to comply with a regulatory requirement in the following respect:**

Not all children had a formal placement plan.

Child in care reviews for children aged 12 or under were not consistently held monthly in line with Tusla policy.

There were delays in the staff team receiving children's care plans.

There were delays in a child accessing specialist services.

There were no written records outlining the young person's aftercare needs or preparation for leaving care plan

**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:**

All young people now have a formal placement plan in the new nationally agreed format.

Any young person admitted in future aged 12 or under will be reviewed monthly in line with policy. Any deviation from this will be escalated to the Area Manager by the Regional Manager.

The Centre Manager has confirmed with the Independent Chair for Reviews that the local area policy is that a young person's care plan should be a live document within 20 working days of the statutory review meeting. The Centre manager will escalate to the relevant Principal Social Worker where this has not been met for resolution. The Regional Manager will address formally with the Area Manager if required.

A professionals meeting is being convened for early January 2017 to address the matter of a delay in the accessing of a specialist service for the young person.

The recently completed formal placement plan identifies the areas of direct work relating to preparation for leaving care and specific work will be undertaken and documented through key working.

**Proposed timescale:**  
**31/01/2017**

**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 dissatisfactions were recorded on the complaints log.

There was no formal on call arrangements in place.

There was no shift leader identified in the absence of a manager.

The majority of the staff team had not up-to-date training in manual handling.

**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 Manager will ensure that the outstanding dissatisfaction and any future ones will be recorded in the complaints log.

The necessity for a formal on call arrangement for the service will be reviewed with the National Director of Children's Residential Services.

The requirement for a shift leader system in the absence of a Manager being on duty will be reviewed within the National Team by the Regional Manager.

Manuel Handling training is schedule to take place on January 18th 2017 for all staff.

**Proposed timescale:**  
**31/03/2017**

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