



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

**Social Services
Inspectorate**

A

CHILDREN'S RESIDENTIAL CENTRE

IN THE

HSE SOUTHERN AREA

Follow Up Inspection

INSPECTION REPORT ID NUMBER: 324

Fieldwork Date: 28th May 2009

Publication Date: 2nd June 2009

SSI Inspection Period: 11

Unit ID Number: 372

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Introduction

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out an announced follow up inspection of a children's residential centre in the Health Services Executive (HSE), Southern Area (SA) under *Section 69 (2) of the Child Care Act 1991*. This inspection was carried out by Sharron Austin, lead inspector and Bronagh Gibson, co-inspector on the 28th May 2009. The purpose of this inspection was to assess compliance of the local HSE action plan response to the recommendations made at the last inspection (Inspection report ID No. 202).

The centre was a purpose built centre completed in the late 1980's and was on the outskirts of a small town. It was the largest residential centre in the country and provided a national resource accepting referrals from every HSE local health area.

Findings

On the day of the follow up inspection there were 22 boys registered in the centre residing in four separate units.

Since the inspection in March 2008 there had been 13 discharges and 14 new admissions.

Fourteen recommendations had been made in the inspection report (ID No. 202). The inspector found that 12 recommendations had been met and two were met in part.

The inspectors interviewed the Director and two deputy Directors during the follow up visit. They also met with the young people and staff in the units during the morning break from school. One staff member requested to speak with the inspectors directly. A telephone interview was held with the Local Health Manager.

Please see attached action plan in response to the inspection recommendations.

Social Services Inspectorate

Action Plan for Inspection 202/324

Centre ID: 372
HSE Area: HSE South

Date Action Plan Dispatched: 30th May 2008
Date Action Plan Updated: 2nd June 2009.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE South should ensure that the purpose and function of the centre is clarified as a priority, and that it reflects all aspects of the work of the centre.	The final draft report of the Purpose and Function Committee is currently being finalized.	LHM	31 st Dec. 2008	Recommendation met. Final Draft with LHM to be signed off. A copy should be sent to SSI upon approval.
2	The HSE South should ensure that the register is completed and maintained in accordance with the regulations.	Register has been amended to take account of recommendation.	Director	April 15, 2008	Recommendation met.
3	The HSE South should ensure that all staff have the required Garda clearance and copies of original references in accordance with the regulations and standards.	Garda clearance remains outstanding on one staff member only. HSE Vetting Section has been contacted in an effort to expedite clearance.	Director	Pending	Recommendation met in part. Letter written to LHM outlining delays in obtaining the Garda Clearance. LHM has been following this up. Confirmation of vetting to be sent to SSI upon receipt.

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4	The HSE South should review the existing supervision policy to ensure it is compliant with the HSE supervision policy, providing all the core essential functions of supervision and staff have confidence in it.	Senior management and the External Monitor will review existing policy and report on its compliance with HSE policy.	Director	September 2008	Recommendation met.
5	The HSE South should review the recording and storage of information systems to ensure that statutory information is stored in an easy-to-access format, and that care files are maintained in accordance with HSE policy and practice.	Senior management and the External Monitor will review existing policy and report on its compliance with HSE policy and practice.	Director		Recommendation met.
6	The HSE South should ensure that children's rights to access their records is made clear to staff and children.	Review of Policy statement as included in centre Policies and Procedures handbook. New policy statement to be developed.	Senior Management Team	September 2008	Recommendation met.
7	The HSE South should ensure that there is a formal complaints register in place which records the action taken and the child's satisfaction with the outcome.	Register has been developed and staff training commenced. Implementation of register awaiting agreement of staff groups.	Senior Management Team	Pending	Recommendation met.

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8	The HSE should ensure that supervising social workers visit the children frequently and read centre records from time to time in accordance with the regulations.	Letter to be issued to all supervising Social Workers outlining this recommendation. Added stress to be given to this topic at Pre-Acceptance Case Conference stage in referral.	Director and Senior Management Team	July 1, 2008	<p>Recommendation met in part.</p> <p>Efforts made by the management of the centre were evident. There has been no significant improvement regarding visits to the young people or reading centre records in accordance with regulations.</p> <p>SSI recommends that the LHM writes to his counterparts at a national level to address this matter. A copy of this letter to be sent to SSI.</p>

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9	The HSE should ensure that young people in their care receive prompt and access to specialist services as required.	Emergency access to service is in effect. Full access to services to be restored in August 2008.	Director	August 25, 2008	Recommendation met.
10	The HSE should ensure that the wishes of parent and carers are sought and recorded in respect of their views on religious practice of their child whilst in the centre.	This recommendation will be addressed at the Pre-Acceptance Case Conference stage in the referral of a young person.	Senior Management Team	July 1, 2008	Recommendation met.
11	The HSE South should ensure that use of single separation in the centre ceases immediately.	As indicated in previous correspondence the LHM would like to engage further both within the HSE and with HIQA in discussing this matter in further detail.	LHM	September 2008	Recommendation met.
12	The HSE South should ensure that parents, carers and foster parents receive up to date school reports.	Reports are currently issued at the end of the school year in June. Verbal report is also given to parents/carers at case conferences/Reviews. In addition a report will now also issue at Christmas and upon discharge	School Principal	June 30. 2008	Recommendation met.
13	The HSE South should ensure the centre has an up to date Health and Safety statement in accordance with Standard 10.14.	This process has commenced with the rolling out of relevant training by HSE Training Unit. Updating of safety statements will be the next stage in that process.	Care Manager with responsibility for Health and Safety	Ongoing	Recommendation met.
14	The HSE South should ensure that the outstanding area of work is carried out without undue delay, and ensure full compliance with the requirement of Standard 10.19.	An engineer has been engaged to advise on the exact nature of remedial works necessary. This work applies to the Education Block only.	Maintenance Officer and Deputy Director	Ongoing	Recommendation met.