



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

**Social Services
Inspectorate**

A

CHILDREN'S RESIDENTIAL CENTRE

IN THE

HSE WESTERN AREA

Follow Up Inspection

INSPECTION REPORT ID NUMBER: 329

**Fieldwork Date: 2ND July 2009
Publication Date: 14th July 2009
SSI Inspection Period: 11
Unit ID Number: 27**

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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), Western Area (WA) under *Section 69 (2) of the Child Care Act 1991*. This inspection was carried out by Sharron Austin, lead inspector on the 2nd July 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. 288).

The HSE West had made a decision to close one of its centres and amalgamate two services into this centre. The new service was planned to be up and running by 9th February 2009.

Inspectors had issued an interim set of recommendations on the 3.2.09 that required priority action which related to standards on premises and safety, management and the statement of purpose and function.

The child care manager was required to be satisfied that these works had been completed, and to inform the inspectorate accordingly, prior to the new service commencing.

Inspectors received written confirmation from the acting child care manager on the 12.2.09 that the majority of the interim recommendations had been addressed and that the young people had moved in to the centre on the 11th February 2009. Interim recommendation No.5 in relation to Standard 10.19 was not fully met. This was subsequently met on the 20.5.09.

The purpose and function of the centre was to provide medium term residential care for four young people aged 14 to 18 years of mixed gender. The centre was a purpose-built residential facility located a short distance from a town centre.

Findings

Since the inspection in January 2009 there has been a complete redecoration and refurbishment of the centre as required by the interim recommendations. With the amalgamation of two services into this centre, a new social care manager was appointed to have overall responsibility of the two residential centres in the area and a deputy manager would operate in both centres. Eight staff had transferred over from the centre that was closed.

On the day of the follow up inspection there were three girls registered in the centre aged 16 to 17 years. The management of the centre at the time of this inspection rested with the deputy manager as the social care manager was on sick leave. The amalgamation of the two services into this centre had been managed well and continued to be supported through consultation and team facilitation.

Nineteen recommendations had been made in the inspection report (ID No. 288). The inspector found that 11 recommendations had been met, six were met in part, and two were not met. Recommendation 2 and 3 were not met.

During the course of this inspection, the inspector met with the deputy social care manager, the monitoring officer and the acting child care manager. The young people were not present in the centre during the follow up inspection.

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

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Action Plan for Inspection No. 288/329

Centre ID: 27
HSE Area: HSE Western Area

Date Action Plan Dispatched: 21st April 2009
Date Action Plan Updated: 14th July 2009

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1.	The HSEWA should revise the purpose and function document for the centre and agree on the role of this service within the range of alternative care services.	The purpose and function has been prepared and circulated by the Social Care Manager and approved by the Child Care Manager in April 2009. The section on the Crisis Response Team/Policy has been completed by Deputy Social Care Manager. It has been circulated to two regional Child Care Managers also.	Social Care Manager	On going Review will take place	Recommendation met.
2.	The HSEWA should ensure that the personnel files are organized to allow effective management and ease of access.	Monitoring Office with a social care leader from each unit are developing a standard file and bound cover with checklist at front.	Social Care Leader Monitoring Officer	20 th May 2009	Recommendation not met. To be completed by the 31 st September 2009.
3.	The HSEWA should ensure that a job description for the Social Care Manager with overall responsibility for the two centres is clarified and agreed.	The job description for Operational Manager is being reviewed by Social Care Manger and the local Acting Child Care Manager.	Child Care Manager Social Care Manager Human Resource Manager	31 st May 2009	Recommendation not met. To be completed by the 1 st September 2009.

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4.	The HSEWA should ensure that the new Centre Manager takes part in the existing consultation process once she takes up her post.	Management do attend consultation meeting, quarterly reviews, and have individual weekly engagement with the consultation on young people, staff dynamic, organisation issues, reflective practice and many other issues. The working relationship between the management, the staff and consultant is multi-directional, fluid and dynamic. Child Care Manager meets the consultant on a quarterly basis.	Social Care Manager Child Care Manager	In current practice with on going review.	Recommendation met.
5.	The HSEWA should ensure that the individual absence management plans are amended to reflect agreed notification procedures with families.	The IAMP plans have been merged with Risk Assessment form. The form includes an action plan following incidents and details of when parents/families will be informed.	Social Care Leader Monitoring Officer	Completed	Recommendation met.

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6.	The HSEWA should ensure that the new Social Care Manager completes a training audit and puts forward a training plan for the coming year.	The training officer is in the process of completing a training audit in consultation with the deputy. The Training Officer has met with the Acting Child Care Manager and has also met Deputies in both centres.	Deputy Social Care Manager & Training Officer	In progress and will be continually reviewed.	Recommendation met in part. Audit has been carried out. A training plan should be formulated with the training officer by the 31 st September 2009.
7.	The HSEWA should ensure that filing systems are restructured to allow for effective management, security, accountability and ease of access.	All ex residents files have been boxed and are being stored in a double locked room. All office systems are being reviewed with the assistance of administration department.	Deputy Social Care Manager Social Care Leader	In Progress	Recommendation met in part. The HSEWA should ensure that all archived residential care files are stored in a more robust and secure manner and that a policy is developed in relation to the protection and storage of residential care files. SSI to assess in the next inspection.

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8.	The HSEWA should ensure that the practice of consultation with young people is reviewed and minutes of issues raised, decisions made and feedback given to the young people is recorded appropriately.	Young people have weekly meetings with staff and monthly meetings with staff and child care consultant. All issues are addressed at team meetings and key work sessions. All feed back given to young people is recorded in the minute book.	Social Care Manager Staff Team	Complete	Recommendation met.
9.	The HSEWA should ensure that the policy on access to information is reviewed and that all staff understands the policy and can explain the process to the young people.	This policy is under review and the Training Officer will update same and develop new information leaflet.	Deputy Social Care Manager Training Officer	In Progress	<p>Recommendation met in part.</p> <p>Policy and information leaflet have been reviewed. The social care manager should ensure that practice reflects the policy and that young people are actively encouraged and facilitated to exercise their right to access information.</p> <p>SSI will assess this at the next inspection.</p>

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10.	Given the amalgamation process which was taking place and the condition of the building the HSEWA should ensure that managers satisfy themselves when it is appropriate to accept new admissions to the Centre and that practice complies with standard 5.16 by having each admission risk assessed.	The amalgamation occurred in Mid-Feb 2009 No new admissions have taken place. Risk assessments take place and the new admission procedures are in place.	Child Care Manager Social Care Manager	Complete	Recommendation met.
11.	The HSEWA should ensure that young people have a current, completed care plan on file.	Key workers have requested same from Social Work Department.	Deputy Social Care Manager Key workers	Complete	Recommendation met.
12.	The HSEWA should ensure that when the young people in the centre reach the age of 16 years, they should have a statutory leaving care plan and access to the HSE aftercare services, in accordance with the standard.	Aftercare Workers have been directed by the Acting Child Care Manager to attend the care plan meeting after the young person turns 16years.	Key workers Social Workers and Aftercare Workers	In practice	Recommendation met.
13.	The HSEWA should review the use of the building to facilitate a possible semi-independent provision within the centre for the preparation for leaving care.	This is under consideration. This room is currently being used by one resident for access with her baby.	Social Care Manager	In progress and will be constantly reviewed.	Recommendation met.

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14.	<p>The HSEWA should ensure that:</p> <ul style="list-style-type: none"> ▪ The Centre Manager and staff review the overall management of behaviour and ensure that sanctions/consequences are recorded in accordance with the standard, ▪ The distinction between the management of behaviour and the management of risk is clarified for staff, ▪ External management and the centre manager establish a system for the assessment and management of risk. 	The behaviour management guidance policy has been approved and circulated.	Deputy Social Care Manager	Completed	<p>Recommendation met in part.</p> <p>Policy has been agreed and approved since May 2009. It needs to be ratified by the HSE.</p> <p>Staff have yet to sign a code of practice in relation to policies and the social care manager will quality assure this in staff supervision.</p> <p>SSI to assess at the next inspection.</p>

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15.	The HSEWA should ensure that all child protection concerns are managed effectively and reported promptly.	Refresher training will take place in Children's First to insure all child protection issues are addressed appropriately.	Deputy Social Care Manager Training Officer	In practice and will be continually reviewed.	Recommendation met in part. Children First Training to take place in Sept/Oct 2009.
16.	The HSEWA should ensure that the medical/health files are reviewed and ensure that efforts made to obtain absent medical information is recorded on file.	New medical form has been implemented and a record of staff attempts to obtain young peoples medical records will be recorded in the young persons file.	Deputy Social Care Manager & Key Workers	In Practice	Recommendation met in part. Further amendments to the form are required.
17.	The HSEWA should ensure that the response to routine maintenance is conducted in a timelier manner.	Maintenance Department have agreed to prioritise residential services re all essential works.	Deputy Social Care Manager Maintenance Department	In Practice	Recommendation met.
18.	The HSEWA should ensure that written confirmation of compliance with fire safety and building control regulations as required by standard 10.19 is in place and a copy is forwarded to the inspectorate upon receipt.	All works have been completed. Electrical safety cert has been obtained. All fire equipment has been serviced and doors placed as recommended. Final inspection will take place and fire safety certificate will be issued.	Deputy Social Care Manager Maintenance Department Fire & Safety Officer	June 2009	Recommendation met.

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19.	The HSEWA should ensure that all fire prevention appliances are located as required and daily safety checks reflect any absences or reasons for removal of these appliances.	Health and Safety officer carried out a risk assessment which looked at the location of fire extinguishers. The recommendation was that the extinguishers were accessible if located in the upstairs room rather than on the corridors where they be used as weapons or tampered with by the young people. The location of the extinguishers is currently reviewed at weekly team meetings.	Fire & Safety Officer Staff Team	Completed	Recommendation met.