



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

**Social Services  
Inspectorate**

**A**

**Children's Residential Centre**

**IN THE**

HSE Mid-Western Area

**Follow Up Report**

***INSPECTION REPORT ID NUMBER: 338***

**Fieldwork Date: 10<sup>th</sup> August 2009**

**Publication Date: 18<sup>th</sup> August 2009**

**SSI Inspection Period: 11**

**Centre ID Number: 72**

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# 1. 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), Mid-West Area (MWA) under Section 69 (2) of the Child Care Act 1991. Orla Murphy, inspector carried out the inspection on the 10<sup>th</sup> of August 2009. The purpose of this inspection was to assess the HSE action plan in terms of compliance with the recommendations made in the last inspection (*see inspection report ID 289*).

The centre was two three storey terraced houses on a busy street. It was located in an urban setting, close to shops, services and public transport.

The centre was an emergency and medium term children's residential centre which provided accommodation for homeless boys between the ages of 15 and 17. It had a capacity to accommodate four young people. Three of the placements were deemed medium term residential beds and the fourth an emergency bed.

As part of this follow up inspection the inspector spoke with the unit manager and staff on duty. There were two young people resident on the day of this inspection. One young person present chose not to speak privately to the inspector but chatted generally to the inspector throughout the inspection. The other young person spoke to the inspector privately and said that he felt his needs within the centre were met. This admission was the young person's third admission into this centre. He stated that staff were approachable, kind and were supportive of him. This young person was due to leave care soon and was seeking aftercare from the HSEMWA. His social worker was looking into this.

There had been seven admissions and eight discharges within the centre since the last inspection.

Both of the young people were at ease during the inspection and the atmosphere in the unit was relaxed. Staff and young people engaged in banter and it was clear there were good relationships between them.

## 2. Acknowledgements

The inspector would like to thank all those who took part in the inspection for their co-operation and hospitality.

## 3. Findings

The inspector found that a lot of work had been undertaken and of the twelve recommendations made at the previous inspection; nine were met, one was ongoing and two were not met.

*Details of each recommendation are provided in the action plan attached.*

## **Recommendation ongoing**

**Recommendation eight:** The recommendation that the HSE MWA should clarify for the residential centre the reporting system and the grounds for such reports and that the local system is congruent with Children First, National Guidelines for the Protection and Welfare of Children (1999) is ongoing. This is currently being addressed by HIQA and the HSE nationally.

## **Recommendations not met**

**Recommendation three:** The recommendation that the HSEMWA should develop an effective administrative recording system in the centre is not met. The manager reported that this work is being undertaken currently.

**Recommendation twelve:** The recommendation that the HSE MWA should ensure that written confirmation from a certified engineer or qualified architect is acquired indicating that all statutory requirements relating to fire safety and building control have been complied with and the relevant document forwarded to the inspectorate is not met. The manager reported that maintenance work is being undertaken to meet this recommendation.

# Social Services Inspectorate

## Action Plan for Inspection No. 289/338

**Centre ID:** 72  
**HSE Area:** HSE Mid Western Area

**Date Action Plan Dispatched:** 5<sup>th</sup> May 2009  
**Date Action Plan Updated:** 17<sup>th</sup> August 2009

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1.	The HSE MWA should formulate a purpose and function statement for the centre as required under the National Standards for Children's Residential Centre's.	Manager/Staff Team to review the Purpose & Function and this will be in consultation with the Regional Manager and Key stake holders.	Manager/ Regional Manager	End of June 2009 for completion	<b>Recommendation met.</b>
2.	The HSE MWA should ensure that staff attend centre meetings.	Manager to review the roster to ensure that staff attend meetings regularly.	Manager	End of May 2009	<b>Recommendation met.</b>
3.	The HSE MWA should develop an effective administrative recording system in the centre.	Designated staff in the centre are working on up-dating the recording systems in conjunction with the Manager	Manager	September 2009	<b>Recommendation not met.</b> To be completed by 30 <sup>th</sup> September 2009
4	The HSE MWA should review the consultation and complaints policies in the centre and develop practices in line these policies.	Centre practices to be developed in line with the regional and HSE policies.	Manager	May 2009	<b>Recommendation met.</b>
5	The HSE MWA should ensure that young people in the centre have statutory care plans and reviews inline with standard 5.7 and 5.13.	The HSEMWA will ensure that all young people in care in Children's Residential Centres meet the regulations with regard to care plans.	Principal Social Workers Clare, Limerick and Tipperary North.	On-going	<b>Recommendation met.</b>

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6	The HSE MWA should ensure that ongoing discussion, training and reviews of the practices and policies of managing behaviour are undertaken and a multi-agency and disciplinary approach is adopted.	Regular reviews of the Centre's Management of Behaviour will be conducted. This will include the Senior Clinical Psychologist for Residential Care.	Manager	On-going	<b>Recommendation met.</b>
7	The HSE MWA should ensure the centre has a safeguarding policy and practices are in line with the policy.	The Manager and Staff Team will review the Regional Safe Guarding Policy and ensure it is implemented in the Centre.	Manager	May 2009	<b>Recommendation met.</b>
8	The HSE MWA should clarify for the residential centre the reporting system and the grounds for such reports and that the local system is congruent with Children First, National Guidelines for the Protection and Welfare of Children 1999.	The Acting Child Care Manager with lead role for residential child care along with a nominated Principal Social Worker to meet with all the Centre Managers in order to clarify the reporting procedure and to assure staff that the processes in place are congruent with Children First.	A/Child Care Manager Tipperary North and nominated Principal Social Worker.	July 2009	<b>Ongoing</b>

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9	The HSE MWA should undertake a review of one young persons statutory care plan (as identified in the report) as a matter of urgency, and the inspectorate informed of the outcome of the review.	A professionals meeting took place on 12 <sup>th</sup> March 2009 to review the services in place for the young person concerned. It concluded that a medium term placement in the centre would be recommended. Subsequently this young person has discharged and is no longer in the care of the HSE. A Child in Care Review is therefore not appropriate.			<b>Recommendation met.</b>
10	The HSE MWA should review the policy and practices on the management of medication in the centre and that medical advice is sought on a number of matters raised in the report.	Review of Centre Policy on management of medication to take place	Manager	End May 2009	<b>Recommendation met.</b>
11	The HSE MWA should ensure re-examine the health and safety document and update it accordingly.	The Health & Safety Policy to be reviewed in conjunction with the Health & Safety Officer HSE West.	Manager	End June 2009	<b>Recommendation met.</b>

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No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
12	The HSE MWA should ensure that written confirmation from a certified engineer or qualified architect is acquired indicating that all statutory requirements relating to fire safety and building control have been complied with and the relevant document forwarded to the inspectorate.	The Technical Services Dept is currently liaising with an Architect to get the written confirmation.	Technical Services Department/ Manager	End June 2009	<b>Recommendation not met.</b> To be completed by 30 <sup>th</sup> September 2009.