



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

**Social Services  
Inspectorate**

**A**

**CHILDREN'S RESIDENTIAL CENTRE**

**IN THE**

**HSE DUBLIN MID LEINSTER AREA**

***FOLLOW UP INSPECTION REPORT***

***ID NUMBER: 368***

**Fieldwork Date: 20<sup>th</sup> August 2009**

**Publication Date: 31<sup>st</sup> August 2009**

**SSI Inspection Period: 11**

**Centre ID Number: 67**

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## Introduction

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out an announced inspection on the 11<sup>th</sup> of March 2009 of a children's residential centre in the Health Services Executive (HSE), Dublin Mid-Leinster Area (DMLA) under Section 69 (2) of the Child Care Act 1991. A follow up inspection was undertaken by Patrick Bergin on the 28<sup>th</sup> of July 2009. The report and recommendations of the March 2009 inspection can be found by accessing inspection report 295.

At the time of the follow up inspection, the centre manager was on sick leave and care staff rotated the acting position during this period. The inspector met with the two care staff (who were acting as centre manager), the monitoring officer and two young people in residence. Documentation and files were viewed and clarification on the action plan was provided by the regional residential manager via the telephone. The inspector also viewed the premises.

There were four young people living in the centre at the time of the inspection in March 2009. Since that inspection, one young person was discharged and returned to live with his family. Another was sent to a detention centre by the courts but a place continues to be available to her in the centre. The third young person moved into semi independent accommodation but returned to the centre every weekend and on Wednesday night as part of the transition process to independent living. The fourth young person returned home but was subsequently readmitted to the centre.

Since the March 2009, two admissions to the centre had taken place. One was a planned admission and the young person continued to live in the centre. The second was an emergency admission and the young person was subsequently placed in foster care. During the follow up inspection, the young person was readmitted to the centre as an emergency placement however a suitable alternative placement was sourced for him immediately.

Inspectors for the Health Information and Quality Authority had met with senior managers from the HSE (DMLA) in July 2009 to explore recommendations and actions specific to all children's centres in the area. The HSE (DMLA) senior managers committed to undertaking a comprehensive review of the services in the area and addressing the recommendations cited during the inspections. The outcome of this process is pending and will be considered by the inspectorate in subsequent follow up reports.

There were sixteen recommendations made following the inspection in March 2009 of this centre. An action plan was submitted by the HSE (DMLA) to the inspectorate and this outlined the actions taken. Eight of the recommendations were deemed to have been met. Five were met in part and three were deemed not to have been met. The review of the children's centres in the area and the subsequent action plan will be considered however the HSE DMLA must ensure these recommendations are acted upon.

*See attached action plan*

# Social Services Inspectorate

## Action Plan for Inspection No. 295 / 368

**Centre ID:** 279  
**HSE Area:** HSE Dublin Mid Leinster

**Date Action Plan Dispatched:** 6<sup>th</sup> April 2009  
**Date Action Plan Updated:** 31<sup>st</sup> August 2009

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE MLA should review the purpose and function of the unit including gender mix, length of placements and admission selection process.	The current purpose and function of the centre changed now short to medium to long term placements with an emergency option in exceptional circumstances bearing in mind the case mix.	Social Care Manager and Service Manager	Complete	<b>Recommendation met.</b>  Review undertaken by centre managers. Further developments pending as consequence to service review
		Unit to remain a mixed gender unit	Service Manager	Complete	
2	The HSE MLA should develop systems to ensure the effective management of the centre.	Standard Operating Procedures (SOPs) continue to be revised and developed to address challenging behaviours.	Service Manager and Social Care Manager	Incremental from end of June 2009 Meeting with PSWs, CCMs & Residential Manager to consider them 10 <sup>th</sup> July 2009.	<b>Recommendation met in part.</b> Awaiting development from service review.

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3	The HSE MLA should ensure that references are sourced for all staff in the centre.		Service Manager Social Care Manager	Complete	<b>Recommendation met</b>
4	The HSE MLA should ensure an audit is undertaken of the skills within the team and a schedule of training developed.	Audit of the skill base of all staff in the centre completed  Additional training for identified shortfalls identified in this area will have to be considered within the current financial constraints of the HSE in relation to a training embargo.	Social Care Manager	Ongoing	<b>Recommendation not met</b> Review undertaken of training provided to centre staff. No analysis evident of strengths within the staff pool or strategy to utilise the knowledge base within the centre.
5	The HSE MLA should ensure a review of the administrative files are undertaken and appropriate systems put in place.		Social Care Manager	Complete	<b>Recommendation met</b> New system established.

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6	The HSE MLA should ensure the monitoring of the centre is in line with the Child care (Placement of Children in Residential Care) Regulations 1995, Part III, Article 17.		Monitoring Officer	Immediate	<b>Recommendation met</b> Regular contact between the monitoring officer and the centre.
7	The HSE MLA should review the practices in the centre of support young people access to their information.	Bi annual review of the confidential section of the file to consider if information held could be moved to the non confidential section.	Social Care Manager	Immediate	<b>Recommendation met</b> New system in place to support young people have access to their files and information.
8	The HSE MLA should ensure the appropriate placement of young people in the centre.	The HSE will endeavour to place young people in the centre within the categories of short to medium term to long term care, with an emergency option in exceptional circumstances bearing in mind the case mix. However, the LHM/ Service Manager must be given the authority to refuse admissions if not in the best interest of the young people in the centre.	Admission and Discharge Committee and LHM	Immediate	<b>Recommendation met in part.</b> Some progress made which address the short term demands on the centre but the current process does not address the ongoing challenges experienced by the centre. Awaiting development from service review.

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9	The HSE MLA should ensure that supports and leadership is available to the care staff to determine the underlining causes of the behaviour and formulate strategies to respond to the needs of young people.	Psychologists from CAMHS, Adult MH, Children & Families, Primary Care to meet with Residential Manager to identify needs & plan a programme to meet needs identified.	Principal Psychologist	Process will commence on July 14 <sup>th</sup> , 2009	<b>Recommendation not met.</b> Initial discussion on the structure of a clinical support mechanism was evident but matter not finalised. Awaiting development from service review.
10	The HSE MLA should ensure that a preparing for leaving care and aftercare programs are available to meet the needs of young people leaving the centre.	Clarification of after care provision for young people outside Longford/Westmeath LHO area, currently provided by residential staff who provide an aftercare/ leaving programme in conjunction with other disciplines and services e.g. Le Cheile, where necessary.	Social Care Manager & After Care Coordinator for Longford/Westmeath  Child Care Manager/ Principal Social Worker Laois/Offaly	Done for Longford/Westmeath  End of June 2009	<b>Recommendation met in part.</b> After care service available to some young people depending on geographical factors. Awaiting development from service review.

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11	The HSEMLA should ensure the elements necessary to care for young people in residential care are reviewed and practices developed in line with the policies of the centre.	<ul style="list-style-type: none"> <li>Continued revision and development of SOPs to manage challenging behaviour.</li> <li>Staff in the centre to familiarise themselves with completed SOPs.</li> <li>Staff to sign the SOPs stating that they have read, understood and been given the opportunity to seek clarification on these.</li> <li>SOPs to be reviewed annually.</li> </ul>	Social Care Manager and centre staff	Incremental from beginning of July 2009 as revised and developed SOP signed off by Management	<b>Recommendation met in part.</b> Progress made in the areas of group living, managing behaviour and absences without authority. Further actions necessary. Awaiting development from service review.
12	The HSE MLA should examine the policy and practices to manage behaviour and a comprehensive strategy agreed to respond to the shortcomings of the service.	<ul style="list-style-type: none"> <li>Continued revision and developed to manage challenging behaviour.</li> <li>Staff in the centre to familiarise themselves with these SOPs.</li> <li>The Social Care Manager will request staff to sign the SOPs stating that they have read, understood and given the opportunity to seek clarification on these.</li> <li>SOPs will be reviewed annually.</li> </ul>	Residential manager Social care Manager And Working Group	Incremental from beginning of July 2009 as revised and developed SOP signed off by Management	<b>Recommendation met in part.</b> Guidance provided to staff and managers. Awaiting development from service review.

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13	The HSE MLA should examine the safeguarding practices and the policy is amended to incorporate all elements of best practice.		Service Manager/ Social Care Manager	Complete	<b>Recommendation met</b> Policy revised and training undertaken with care staff.
14	The HSE MLA should ensure explore the current approach to education and training practices to maximise the opportunity available to the young people in the centre.	<ul style="list-style-type: none"> <li>Services Manager and Social Care Manager continue to encourage attendance at education and training options.</li> </ul>	Service Manager/ Social Care Manager	Complete	<b>Recommendation met</b> Greater focus evident in the approach to education and training.
15	The HSE MLA should ensure an immediate examination of the policies and practices of the centre and in particular consider the management of medication systems, medical examination records and consent for medical attention.	<p>a) Staff to ensure that the medical cardex is brought to each medical appointment.</p> <p>b) Young people over 16 years of age supported in consenting to medical examinations ( Non Fatal Offences Against the Person Act 1997)</p>	Social Care Manager	<p>Complete Standard Reception into Care (RIC) form has a medical consent. This applied to three residents. Parental consent obtained for one resident in care on court order.</p> <p>Complete</p>	<b>Recommendation met</b> New system in place in the management and monitoring of medication.

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16	The HSE MLA 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.	Technical Services Department to get required documentation	Estate Manager	End of August 2009.	<b>Recommendation not met</b>