



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

**Social Services
Inspectorate**

**A Follow-Up Inspection Report
of a Children's Residential Centre
in the HSE Dublin North East Area**

**Inspection Report ID: 502
Follow Up Date: 4th October 2011
Publication Date: 11th November 2011
Inspection Period: 13
Centre ID Number: 423**

Introduction

The Health Information and Equality Authority (HIQA), Social Services Inspectorate (SSI) carried out an announced follow-up inspection of a Health Service Executive (HSE) children's residential centre in the Dublin North East Local Health Area (DNE) under section 69 (2) of the Child Care Act 1991. This follow-up inspection was carried out by Bronagh Gibson (inspector). The purpose of this inspection was to assess the implementation of the HSE action plan for this centre (see inspection report ID 464). As part of the inspection fieldwork, the inspector interviewed the Centre Manager and viewed centre documentation, including a 'Self-Audit Report' based on an audit carried out by the centre on its practices and policies (dated 4th of October 2011).

Findings

The inspector found that six of the 21 recommendations made had been met; six were partly met in that their implementation was ongoing, and nine were not met.

The Authority was concerned that several of the recommendations had not been addressed appropriately and the requirement to do so was not fully appreciated, particularly recommendations:

- 1 - purpose and function
- 2 - the promotion of children's rights
- 5 - use of CCTV inside the centre
- 9 - preparation of care plans by placing social workers
- 14 - provision of adequate information to the centre by placing social workers
- 16 - reducing the incidence of unauthorised absences
- 17 - provision of medical histories to the centre by placing social workers and
- 21 - locking fire doors.

Each of these recommendations has been referred to the DNE Regional Director of Operations for a appropriately formulated response within given deadlines. Recommendations 1, 2, 5, 9, and 19 have been repeated in successive inspection reports over a two and a half year period, and actions required to comply with them are now a priority.

Please see the attached action plan.

Social Services Inspectorate Action Plan for Inspection No. 464

Centre ID: 423
HSE Area: North East Area

Date Action Plan Dispatched: 15th June 2011

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	<p>The HSE DNE should ensure that the centre and external managers review and amend the purpose and function to:</p> <ul style="list-style-type: none"> • reflect national policy on the placing of under children 12 in residential care • determine whom the centre can safely care for without compromising its viability • reflect its location in relation to other HSE residential care services. 	<p>The purpose and function of the centre will remain as is, until an action plan is prepared to implement the recommendations of the recent review of this service.</p>	Area Manager	<p>December, 2011</p> <p>SSI: 9th Dec 2011</p>	<p>Recommendation not met.</p> <p>This recommendation has been made in successive inspections since May 2009. (<i>See inspection reports: 343, 386, and 464</i>)</p> <p>The persistent non-compliance with the recommendation and the response in this action plan are unacceptable.</p> <p>While the Centre Manager told the inspector of improvements in gate-keeping the service, the required amendment of the statement of purpose and function did not happen.</p> <p>The review of the service referred to in the action was brought to the attention of inspectors during the full inspection of this centre in May 2011. However, there was no evidence that appropriate actions had been taken following this review.</p> <p>Inspectors were told that the centre had received no further guidance from the HSE DNE on where the service fits in relation to other regional residential care services.</p> <p>In the May 2009 inspection, inspectors were concerned that the service should determine whom it could care for safely without compromising its</p>

					<p>viability. The follow-up inspection in October 2009 found this recommendation unmet, and two years later, it is still unmet.</p> <p>To fully implement this recommendation the HSE DNE Regional Director of Operations should arrange for the Authority to be provided with the following:</p> <ul style="list-style-type: none"> • An appropriately formulated statement of purpose and function including all the elements required in inspection reports such as: <ul style="list-style-type: none"> ○ reference to the place of the service in the overall regional provision, ○ reference to the National Policy on the Placement in Residential Care of Children aged 12 and Under, ○ measures in place to determine whom the centre can care for safely without compromising its viability. <p>Additionally, it should include:</p> <ul style="list-style-type: none"> ○ confirmation that the centre is an open centre that does not have a legal remit to detain children. <p>Both of these should be forwarded to the Authority by Friday 9th December 2011. Further non-compliance with this recommendation will be formally brought to the attention of National Managers of the HSE.</p>
2	<p>The HSE DNE should ensure that the centre is managed in a way that fully promotes the rights of children, meets the centre's purpose and function and provides safe care. <i>(See also purpose and function)</i></p>	<p>It is the centre's view that the locking of doors is a proactive measure to promote the ongoing needs of the young people, and provide for their safe care.</p> <p>The use of CCTV continues to be risk assessed in relation to presenting young people and safeguarding them. <i>(See recommendation 5)</i></p>	<p>Alternative Care Manager Social Care Manager</p>	<p>January, 2012</p> <p>SSI: 9th Dec 2011</p>	<p>Recommendation not met.</p> <p>In this follow-up inspection, the Inspector found that the Centre Manager continued to sanction locking all of the centre's external doors on a permanent basis.</p> <p>This routine practice is outside of the legal remit of the centre and should cease.</p> <p>In total, recommendations regarding the locking of doors have been made for nearly two and a half years. This recommendation has been made in successive inspections since October 2009 <i>(See recommendation 14 of report 343)</i>. In the follow-up inspection in March 2010 it was found to be unmet. <i>(See inspection report 386)</i></p>

					<p>The persistent non-compliance with the recommendation and the response in this action plan are unacceptable. <i>(See inspection reports: 343, 386, and 464)</i></p> <p>In a report on the inspection of a high support unit in May 2010 <i>(See inspection report 344)</i> the Authority recommended that the HSE should provide open units in which particularly vulnerable and volatile children are placed with clear guidance on the management of serious immediate risk, including procedures for approval of risk management measures and notifications (recommendation 8). In October 2010, the Authority was advised that a National HSE committee had been established to review the policy and practice in respect of non-routine measures for managing risk, and the deadline for the review was December 2010. In discussion with the HSE this deadline was further extended. The Inspectorate awaits the outcome of the deliberations of the committee. Once the guidance is produced it should apply to all open children's residential centres, including the one which is subject of this report.</p> <p>The HSE DNE Regional Director of Operations should arrange for the full implementation of this recommendation without further delay. Confirmation of compliance should be forwarded to the Authority by Friday 9th December 2011. Further non-compliance with this recommendation will be formally brought to the attention of National Managers of the HSE.</p> <p>Use of CCTV – See recommendation 5</p>
3	The HSE DNE should ensure that the centre's practice in supervision is consistent with the HSE's supervision policy.	The Social Care Manager, Deputy Manager and Social Care Leaders have all completed training in supervision. A formal schedule of supervision is now in place in the centre which provides for all staff receiving individual supervision on a six weekly basis which is documented. The Social Care	Social Care Manager Alternative Care Manager	Ongoing	Recommendation met.

		Manager will oversee this process and the Alternative Care Manager will monitor compliance. In addition the Social Care Manager receives regular 4 to 6 weekly supervision from the Alternative Care Manager.			
4	The HSE DNE should ensure that all complaints are treated equally and dealt with in accordance with HSE policy.	All complaints are addressed in accordance with policy. The Area Social Work Management Teams have been contacted regarding the need to ensure that the centre receives written notification of the outcome of all complaints. The centre continues to request a response to complaints even when the young person has moved on.	Area Social Work Alternative Care Manager	Ongoing	Recommendation met. This recommendation was met in that the centre had taken steps to implement the recommendation. However, the assessment of some complaints fall under the remit of assigned social workers, and as no complaints had been made since the last inspection social work responses could not be measured. Therefore, this is an area of practice that will continue to be monitored by the Authority through future inspections.
5	The HSE DNE should ensure that CCTV cameras are removed from the inside the centre.	The HSE DNE remains satisfied as to the continued use of CCTV cameras within the centre.	Alternative Care Manager Social Care Manager	Ongoing SSI: 9th Dec 2011	Recommendation not met. It is a matter of serious concern that this recommendation has not been met. Overall, recommendations to cease using CCTV inside the centre have been made for nearly two and a half years. This service moved to its current premises in January 2009. In spite of repeated recommendations since May 2009 that the use of CCTV should cease and the cameras should be removed the Centre Manager continued to sanction their use (<i>See reports 321, 343, 386 and 464</i>). The persistent non-compliance with the recommendation and the response in this action plan are both unacceptable. The HSE DNE Regional Director of Operations should arrange for the full implementation of this recommendation without further delay. Confirmation

					<p>of compliance should be forwarded to the Authority by Friday 9th December 2011.</p> <p>Further non-compliance with this recommendation will be formally brought to the attention of National Managers of the HSE.</p>
6	<p>The HSE DNE should ensure that the referring Social Work Department carries out a review of one child's care history from his first admission to residential care in order to:</p> <ul style="list-style-type: none"> • identify how key decisions about this child were made • assess the effectiveness of interventions used during residential placements, including therapy • satisfy itself that decisions made were made in the best interests of the child and met his needs • satisfy itself that the responses to the risks to, and by this child, as they emerged, were adequate and timely • furnish the Authority and the child's legal guardian with a copy of a written report on its findings. 	<p>The relevant managers from Dublin Mid-Leinster have been contacted regarding the completion of this review, a copy of which will be forwarded to HIQA and the child's guardian upon completion.</p>	<p>Area Manager Dublin Mid-Leinster</p>	<p>December, 2011</p>	<p>Recommendation not met. The review of this child's care history was not complete at the time of the inspection. The Authority acknowledges that the deadline for the completion of this review was after the inspection (December 2011), and requires full information on the outcome and copy of the report by Friday 16th December 2011.</p>
7	<p>The HSE DNE should ensure that access to mental health services is available and accessible as a matter of priority to all children in care.</p>	<p>Existing CAMHS services are provided and accessed within available resources. Also the HSE is establishing an ACTS (Assessment Consultant Treatment Service) to meet the</p>	<p>National Director Children & Family Services</p>	<p>December 2011</p>	<p>Recommendation partly met. This was an area of practice that was being examined by the HSE DNE, with a view to improving access for children in residential care to mental health services.</p> <p>The HSE DNE Regional Director of Operations should</p>

		needs of children at risk and this will provide access to mental health services as a matter of priority for all children in care.			<p>arrange for information on the progress made in implementing this recommendation to be forwarded to the Authority by Friday 16th December 2011.</p> <p>The full implementation of this recommendation will be assessed in future inspections of the centre.</p>
8	<p>The HSE DNE should ensure that referring social workers provide the centre with the minutes and date of the last review for a child placed in the centre in accordance with the standard.</p>	<p>The Area Social Work Management Teams have been written to regarding the need to provide all information on children being placed in the centre in accordance with the national standards and regulations.</p> <p>Centre managers continue to liaise with the Area Social Work Teams to ensure that all necessary information is compiled in relation to the presenting needs of young people being admitted to the centre to ensure they receive safe care. <i>(See endnote 3)</i></p>	Area Social Work Department Social Care Manager	Ongoing	<p>Recommendation partly met.</p> <p>The centre continued to experience difficulty in obtaining this information for some of the children placed there, despite their ongoing efforts and requests for such information from referring social work departments.</p> <p>This is an area of practice that requires close monitoring by the HSE monitoring officer and an effective response from referring Social Work Departments.</p> <p>(See recommendation 9 below)</p>
9	<p>The HSE DNE should ensure that:</p> <ul style="list-style-type: none"> all children in the centre have a promptly prepared care plan and that it is forwarded to the centre as a matter of priority as part of the admission process or immediately after the child is admitted the referring social workers ensure that children have good quality care plans that are reflective of their long- 	<p>The centre liaises with the Area Social Work Departments to ensure that care plans which are reflective of the long term needs of children are forwarded to the centre at point of admission, or within a reasonable timeframe thereafter. The Centre Manager will continue to liaise with Social Work Departments to ensure that care plans are forwarded as appropriate.</p>	Area Social Work Social Care Manager	Ongoing	<p>Recommendation not met.</p> <p>Two of the children placed in the centre at the time of the inspection did not have a statutory care plan.</p> <p>One child was admitted under section 5 of the Child Care Act (due to homelessness), in August 2011 and remained in the centre at the time of the inspection. In this case, the child was admitted to the centre for a third time and remained there on this occasion for over one month. The centre had requested a care plan for this child but none was received. Another child was recently admitted to the centre and no information was received about him/her from the referring Social Work Department.</p> <p>Meeting the standard on care planning has been a</p>

	term needs.				<p>persistent problem for the centre since November 2008. In October 2009 inspectors recommended that placing Social Work Departments provide an interim care plan within five days of placement, and prepared a further placement plan thereafter (<i>See report 343</i>). The standard has yet to be met. The persistent non-compliance with the recommendation is unacceptable.</p> <p>In support of the centre's obligation to meet the requirements of the regulations and standards, the HSE DNE Regional Director of Operations should liaise with the senior managers of the placing HSE region to ensure the full implementation of this recommendation without further delay. Confirmation of compliance should be forwarded to the Authority by Friday 9th December 2011.</p> <p>Further non-compliance with this recommendation by the placing Social Work Department will be formally brought to the attention of National Managers of the HSE.</p>
10	The HSE DNE should ensure that the supervision of family visits is determined by the child's social worker in conjunction with the centre and is reflected in each child's care plan. (See also children's rights and management in relation to CCTV)	The Social Care Manager and the child's social workers will develop individual plans to safely facilitate access with family members in the centre, which will be recorded in the young person's files to ensure all centre staff have access to this information.	Social Care Manger Area Social Work	Ongoing	<p>Recommendation partly met.</p> <p>The centre had made efforts to ensure that referring social workers were aware of the use of CCTV in the centre during family access and the high level of supervision this practice provided. They were also aware of whether some families and/or assigned social workers agreed to this level of supervision when there was no identified risk to the child during a family visit. However, this was not the case for all of the children in the centre and further engagement was required with Social Work Departments and families on this area of practice. (<i>See Recommendation 1</i>)</p>

11	The HSE National Director of Children and Family Services ensures that all children accessing crisis intervention services have an allocated social worker and that all social workers provide a service to all children that is in keeping with the regulations and national standards.	The HSE remains committed to ensuring that by the end of 2011 all children in care will have an allocated social worker and that services are provided to all children in keeping with the regulations and national standards.	National Director of Children & Family Services	December, 2011	<p>Recommendation partly met. All of the children had an assigned social worker. The centre queried the social work service being provided to one child, as his/her family wanted the child to return home and this could not be dealt with as his social worker was on 'duty' during the week in question. This was unacceptable, and the Inspector advises that this case is attended to immediately, to ensure this child does not remain in residential care unnecessarily.</p> <p>The HSE DNE Regional Director of Operations should liaise with the senior managers of the placing HSE regions to ensure the full implementation of this recommendation without further delay.</p> <p>Confirmation of compliance should be forwarded to the Authority by Friday 9th December 2011.</p>
12	The HSE DNE should ensure that appropriate follow-on placements are secured before the child is discharged and all discharges are planned. (See also care planning and reviews).	Area Social Work Departments are responsible for the sourcing of appropriate follow-on placements for children prior to their discharge and the centre will continue to work in partnership with the Areas in this regard.	Area Social Work Alternative Care Manager Social Care Manager Alternative Care Manager	Ongoing	<p>Recommendation met. All discharges from the centre since the last inspection were planned. Follow-on placements were determined for some of the children living in the centre at the time of the inspection and alternatives were being explored for others. Although this recommendation is met, this is an area that requires ongoing monitoring by the HSE DNE, considering the nature of the service, the brevity of placements and the high level of vulnerability of the children placed in the centre.</p>
13	The National Director for Children and Family Services, having considered the possible implications of homelessness for children, should provide guidance to social work departments and residential care centres, on discharging children from residential care placements whilst they are missing from care.	The National Director for Children & Family Services has been contacted regarding the issuing of guidance in this matter.	National Director Children & Family Services	December, 2011	<p>Recommendation not met. The Authority acknowledges the date of implementation of this recommendation and awaits the intended guidance from the National Director for Children and Family Services.</p>

14	<p>The HSE DNE should ensure that in accordance with the regulations and standards, social work departments ensure that referring social workers provide the centre with all of the regulatory information required.</p>	<p>Area Social Work Management have been written to regarding the need to ensure that referring social workers provide all information for children admitted to the centre in accordance with the regulations and standards. All outstanding information will be followed by the Centre Manager and staff.</p>	<p>Area Social Work Social Care Manager</p>	<p>Ongoing</p>	<p>Recommendation not met. The centre continued to request all of the regulatory information required for the children admitted. This continued to be provided to them for some of the children and not for others. This recommendation still stands.</p> <p>In support of the centre's obligation to meet the requirements of the regulations and Standards, the HSE DNE Regional Director of Operations should liaise with the senior managers of the placing HSE region to ensure the full implementation of this recommendation without further delay. Confirmation of compliance should be forwarded to the Authority by Friday 9th December 2011.</p> <p>Further non-compliance with this recommendation by the placing social work departments will be formally brought to the attention of National Managers of the HSE.</p>
15	<p>The HSE DNE should ensure that the centre team carries out a review of the series of incidents that occurred in the centre just prior to inspection and then reviews their policy and practice in managing behaviour, risk and serious incidents. These incidents should also be the subject of a critical incident review.</p>	<p>The HSE DNE Child Care Training Manager has sourced the services of two internal facilitators to carry out in conjunction with the staff team a review of the serious incidents that occurred prior to the inspection. The initial meeting with the staff team is scheduled for 19th July and it is hoped to have the review completed by year end.</p> <p>The Social Care Manager will prepare a report arising from the completion of the review, with a view to achieving maximum learning from the incident, guide future practice, and determine any training needs which may arise.</p> <p>These incidents have been the subject of a critical incident</p>	<p>Alternative Care Manager Social Care Manager</p> <p>Social Care Manager</p> <p>Social Care Manager</p>	<p>December, 2011</p> <p>December, 2011</p> <p>Completed</p>	<p>Recommendation partly met. The implementation of this recommendation was ongoing. The Centre Managers and the staff team had made good efforts to fully implement this recommendation and it was envisaged that this would be fully completed by December 2011.</p>

		review which recommended the need for the use of facilitation to guide this work.			
16	The HSE DNE should ensure that a review of policy and practice in the centre is carried out in order to develop a strategy to reduce the incidence of unauthorised absences to a minimum.	<p>The Centre Manager works in partnership with the Area Social Work Teams and An Garda Síochána as appropriate to reduce the incidences of unauthorised absences to a minimum. Centre management and staff will continue to work proactively with residents to engage in activities and promote positive behaviours and engagement, which it is hoped ensure that absences from the centre are kept to a minimum.</p> <p>The Risk Notification Register for the centre will assist in ensuring that absences from the centre are highlighted.</p> <p>Centre management will liaise with Area Social Work Teams to ensure Case Conferences and Statutory reviews will be convened as appropriate to resolve issues in relation to young people absenting themselves from the centre.</p>	<p>Social Care Manager Area Social Work</p> <p>Social Care Manager</p> <p>Alternative Care Manager Social Care Manager</p> <p>Area Social Work Alternative Care Manager Social Care Manager</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Recommendation not met.</p> <p>Inspectors acknowledge that the actions outlined in the action plan did happen, and may go some way towards safely managing absences from the centre.</p> <p>However, the recommended review of policy and practice did not take place, and the recommended strategy to reduce the incidence of unauthorised absences was not developed.</p> <p>The HSE DNE Regional Director of Operations should arrange for the full implementation of this recommendation without further delay. Confirmation of compliance, along with copies of the review and of the strategy, should be forwarded to the Authority by Friday 30th December 2011.</p>
17	The HSE DNE should ensure that Social Work Departments inform the centre of the outcome of all child protection reports made to them by the centre. (See also suitable placements and admissions)	Centre management have written to the Area Social Work Management Teams to ensure that the outcome of all child protection reports made to them by the centre are notified and included in the young person's files. The Social Care Manger has devised a recording system to ensure that the notification and	Area Social Work Social Care Manager	Ongoing	<p>Recommendation met.</p> <p>The centre had developed a strategy and system to request and record the outcome of all child protection reports made by them to Social Work Departments. The centre acknowledged that in some cases, it was not necessary or appropriate for the centre to know the full details of the outcome of such reports, and had developed a method of recording such instances on their files.</p> <p>There were two child protection reports made by the centre to social work departments in respect of two</p>

		outcome of all child protection reports for children in the centre are tracked and appropriately recorded.			children since the last inspection. The centre was aware of the status of these concerns and this was recorded on the children's files.
18	The HSE DNE should ensure that referring social workers make every effort to ensure that children are placed close to their school placements and that they attend school.	It is the responsibility of local social work departments to ensure that children are placed close to their school placements and attend school. The HSE at all times promotes full-time education and engagement in training programmes for all children in care, and works with the Department of Education & Skills and the Education & Welfare Board to ensure that insofar as possible children are placed close to their school placements and attend school. Staff in the centre actively encourage and facilitate young people's attendance at their education/training placements.	Area Social Work Social Care Manager	Ongoing	Recommendation met. This recommendation was met for the children living in the centre at the time of the inspection. However, it is an area of practice that requires ongoing monitoring by the HSE DNE, due to the nature of the centre and the geographical area it caters for. The education plan for one child was closely linked with where he/she would reside following his/her discharge from the centre. This education plan requires monitoring by the HSE monitoring officer.
19	The HSE DNE should ensure that all children have a medical on admission to the centre and that Social Work Departments ensure that medical histories are provided to the centre for each child. (See children's case and care records for recommendations)	All children will be provided with the opportunity to undergo a medical examination upon their admission to the centre if practicable, or within one week of admission. Centre management have written to the Area Social Work Management with a view to ensuring that copies of medical histories are provided to the centre for each child.	Social Care Manager Area Social Work	Ongoing Ongoing	Recommendation partly met. Medicals were arranged and carried out for each of the children admitted to the centre since the last inspection as close to their admission date as was possible. Medical histories were not provided to the centre for all of the children living there at the time of the inspection. The gathering of information to put a medical history together should be a priority for placing social workers, particularly for the highly vulnerable children who access homeless services. In the five inspection reports on the service since November 2008 this recommendation has never been fully met.

					<p>In support of the centre's obligation to meet the requirements of the regulations and standards, the HSE DNE Regional Director of Operations should liaise with the senior managers of the placing HSE region to ensure the full implementation of this recommendation without further delay. Confirmation of compliance should be forwarded to the Authority by Friday 9th December 2011.</p> <p>Further non-compliance with this recommendation by the placing Social Work Departments will be formally brought to the attention of National Managers of the HSE.</p>
20	<p>The HSE DNE should ensure that all of the maintenance requirements of the centre are attended to on an ongoing basis by the HSE maintenance department, and that a rolling programme of maintenance be developed in accordance with the standard.</p>	<p>Centre managers have contacted the maintenance department with a view to completing the outstanding works identified in the inspection report and develop a rolling programme of maintenance works to ensure the centre complies with the National Standards.</p> <p>In addition HSE DNE is in the process of going to tender with a view to appointing a building contractor to provide ongoing maintenance and upkeep of the children's residential centres within the region.</p> <p>Centre management will meet with the Maintenance Department on a monthly basis or more frequently as required to review the ongoing maintenance issues.</p>	<p>Social Care Manager HSE Estates</p> <p>HSE Estates</p> <p>Social Care Manager HSE Estates</p>	<p>August, 2011</p> <p>October, 2011</p> <p>Ongoing</p>	<p>Recommendation met.</p>
21	<p>The HSE DNE should ensure that fire safety checks are held in accordance with centre policy and that the centre reviews and</p>	<p>The HSE Fire Safety Officer has recently visited the centre and conducted training on fire safety issues.</p>	<p>Fire Safety Officer</p>	<p>Completed</p>	<p>Recommendation not met.</p> <p>This recommendation was implemented insofar as all relevant fire safety checks were up-to-date. However, the practice of locking all external doors remained</p>

	changes the practice of locking all fire exits from the premises (see also purpose and function).	<p>The centre has two trained Fire Safety Wardens and fire safety checks are now held in accordance with centre policy.</p> <p>The practice of locking all fire exits from the premises is under review with a view to consider its continued appropriateness.</p>	<p>Social Care Manager</p> <p>Social Care Manager Alternative Care Manager</p>	<p>Completed</p> <p>September, 2011</p>	<p>unchanged and requires urgent review.</p> <p>The HSE DNE Regional Director of Operations should arrange for the full implementation of this recommendation without further delay. Written confirmation of compliance should be forwarded to the Authority by Friday 9th December 2011.</p> <p>Continued non-compliance with this recommendation by the centre will be formally brought to the attention of National Managers of the HSE.</p>
--	---	--	--	---	--

¹ Re. recommendation 1, the HSE's action plan included this statement: *The centre operates a service for children aged 12 years and over. The HSE DNE does not place any children under 12 in this service, has never done so in the past, and will not in the future.*

² Re. recommendation 2, the HSE's action plan included these statements: *The centre provides an emergency residential response for young people out of home who present to the Out of Hours service. The centre is managed in a way that promotes the rights of children and provides safe care by the model of care and practice delivered by management and staff. In addition the services of EPIC remain available to all young people accessing the service.*

³ Re. recommendation 2, the HSE's action plan included this statement: *Centre managers continue to liaise with the Area Social Work Teams to ensure that all necessary information is compiled in relation to the presenting needs of young people being admitted to the centre to ensure they receive safe care.* It has been transferred to recommendation 8.

⁴ Re. recommendation 5, the HSE's action plan included this statement: *However the HSE DNE will continue to review its usage and appropriateness in the interests and protection of children and staff. CCTV cameras are only located in the common areas within the centre i.e. hallways and sitting rooms.*

⁵ Re. recommendation 12, the HSE's action plan included this statement: *The centre seeks to operate whereby all discharges are planned in an appropriate manner. However, due to the nature of the service and in circumstances where the health and safety of children and staff are seriously compromised, unplanned discharges may occur as a last resort to ensure the safe operation of the centre. Unplanned discharges only occur following the completion of a risk assessment and consultation with the Alternative Care Manager.*