



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

**A FOLLOW UP INSPECTION OF A
CHILDREN'S RESIDENTIAL CENTRE
IN THE HSE DUBLIN
MID-LEINSTER REGION**

**Inspection Report ID: 500
Fieldwork Date: 21st August 2011
Publication Date: 9th March 2012
SSI Inspection Period: 13
Centre ID Number: 255**

Introduction

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out an unannounced inspection of a children's residential centre in the Health Services Executive Dublin Mid-Leinster Region under Section 69 (2) of the Child Care Act 1991. This inspection, by Kieran O Connor, Inspector Manager, took place on 21st August 2011. The purpose of the inspection was to assess compliance of the HSE action plan provided in response to the recommendations of the last inspection (*inspection ID 425*).

The centre was located in an attractive semi detached house in a residential estate. At the time of inspection there was a sibling group of four children boys and girls aged between four and twelve years living in the centre. The inspector interviewed the Centre Manager, two staff and three of the children living in the centre.

Findings

The centre's purpose and function was to provide care for a specific sibling group in order to keep them together. This inspector found that the children were well cared for by a committed staff team. The placement of this sibling group originated following a comprehensive assessment of the needs of the individual children and as a family group, and planned work with the children's parents. The inspector was concerned about the placement of children as young as four years of age in residential care which is contrary to the HSE national policy of the placement of children of 12 and under in residential care. This concern was further compounded when the inspector was told that there was no realistic expectation or plan that reunification of the children with their parents would occur.

The action plan which was due at the end of January 2011 was not returned to HIQA until 12th of January 2012.

There were 18 recommendations made. Seven recommendations were met in full. Three recommendations in relation to formal staff supervision, aspects of information held on computer, and aspects of health were met in part. Eight recommendations in relation to relation to purpose and function, staff training, some aspects of vetting, care planning specialist services, managing behaviour, information on file, and the requirement of a fire safety letter of compliance were not met.

The children were moved to another centre in December 2011 and this centre was inspected in February 2012. Following this inspection three of the children were placed in long term foster care and a fourth child was placed in a residential centre more suitable to their needs.

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

Social Services Inspectorate

Action Plan for Inspection No. 425/500

Centre ID: 255
HSE Area: HSE Dublin Mid Leinster

Date Action Plan Dispatched: 17 January 2011
Date Action Plan Updated: 9th March 2012.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE should update the purpose and function to reflect the current model of care of shared care.	It has been agreed that an assessment of need for each young person will be completed. (See recommendation no. 11) Following this, a review of the purpose and function of the centre will be completed.	Social Worker Principal social worker Centre Manager Residential Co-ordinator	30 th November 2011	Recommendation not met A review of the purpose and function needed to occur.
2	The HSE should review the current supervision system and ensure that it is implemented in accordance with HSE policy.	The Centre Manager will submit a schedule of supervision for all staff to the Residential Co-ordinator. The Residential Co-ordinator will provide supervision to the Centre Manager on a four-weekly basis, and the supervision records of staff will be reviewed during this time.	Centre Manager Residential Co-ordinator	4 th October 2011	Recommendation met in part Formal supervision of staff was infrequent in some cases. The Centre Manager should ensure that there is regular supervision for all staff.
3	The HSE should review the training needs of the staff team with due regard to the needs of the children living in the centre.	A review of the training needs of the staff team will be completed and training will be secured according to the need identified.	Centre Manager Residential Co-ordinator	30 th November 2011	Recommendation not met An audit of training needed to occur.

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4	The HSE should ensure that the centre has sufficient staffing and that all staff have the correct vetting from the Garda Síochána on file.	<p>The Centre Manager is to review, renew and cross-check all staff vetting information to include Garda Clearance, references, professional qualifications and driving licences for staff who drive in the course of their duties.</p> <p>Where difficulties in securing same arise, the Centre Manager is to bring these to the attention of the Co-ordinator – Residential Care without delay to address the issue.</p> <p>All staff within the centre and service employed within the last three years will have up-to-date Garda Clearance, Copy of Qualifications, three checked references (not testimonials), driving license and insurance certificate (where appropriate). Staff employed before then will have the same but may have less than three references some of which may be testimonials.</p>	<p>Centre Manager</p> <p>Residential Co-ordinator</p>	30 th November 2011	<p>Recommendation met in part</p> <p>There were some references missing from personal files.</p>

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5	The HSE should ensure that the monitoring function in the local health area is carried out fully in accordance with the regulations.	Monitoring Officer has been appointed since inspection and has completed a report based on her monitoring visit. The report has been forwarded to all relevant personnel.	Monitoring Officer	Complete	Recommendation met The Monitoring Officer had conducted a full monitoring visit over five days and had written a comprehensive report with recommendations.
6	The HSE should ensure that children are provided with information about the centre in an age appropriate format.	All of the young people in the centre will receive the Young Person's Booklet which is currently in use across the centres in the former SWAHB region of HSE DML.	Residential Co-ordinator Centre Manager	30 th November 2011	Recommendation met The children are now provided with information written in a child friendly manner.

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7	The HSE should ensure that there are case files for each child which contain all of the regulatory information required and that appropriate arrangements in place for archiving files.	<p>The Placement Pack, as currently used by the centres within HSE DML (SWAHB) has been installed. Full implementation in accordance with the Placement Pack Policies and Procedures to begin with immediate effect. A Centre Manager from SWAHB has trained the staff team in the use of the Placement Pack and continues to provide support during the implementation process.</p> <p>Centre Manager will identify any gaps in regulatory information required and notify Residential Coordinator. Information will be requested from young person's social worker.</p>	<p>Residential Co-ordinator</p> <p>Centre Manager</p>	Full Implementation 31 st October 2011	<p>Recommendation not met</p> <p>The social worker had not provided the centre with the required regulatory information.</p>

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8	The HSE should ensure that the individual emotional and specialist needs of the children are met through adequate psychological and specialist support as identified in their care plans.	Fortnightly meetings occur between the Clinical Psychologist, Centre Manager, Staff member and Residential Co-ordinator to discuss and agree what interventions are required for the young people and who will deliver these interventions. All interventions to be implemented by the staff team will be outlined in the Placement Plan.	Clinical Psychologist Residential Co-ordinator Centre Manager	Ongoing	Recommendation not met There was a lack of inter-professional planning and coordination between professionals.
9	The HSE should ensure that there is an ongoing monitoring and assessment of risk for all children when in the family home.	Access arrangements in the family home and the supervision of these visits have been reviewed by the Social Worker, A Social Work Team Leader and Principal Social Worker.	Social Worker Social Work Team Leader Principal Social Worker		Recommendation met This review had taken place.

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10	The HSE should ensure there is a policy for managing computer generated information and records.	<p>The I.C.T. Department have provided the Regional Co-ordinator's Office with policies and procedures governing the use of P.C.'s and email in the centre. The Residential Co-ordinator will ensure that these policies and procedures are furnished to the centre.</p> <p>The above will be reviewed by all staff and discussed at a staff meeting and further in supervision with all staff.</p>	<p>Residential Co-ordinator</p> <p>Centre Manager</p>	21st October 2011	<p>Recommendation met in part</p> <p>This needs to be completed.</p>

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11	The HSE should ensure that inter-disciplinary communication and planning is improved so that individual placements plans and targeted interventions are implemented.	<p>All professionals involved with the care of the young people will meet and explore the purpose of the young people's placement.</p> <p>An assessment of the individual needs of each young person will be completed and this will form the basis for a review of each young person's placement.</p> <p>Individual placement plans will be developed and agreed with all relevant disciplines.</p> <p>Placement Plans will be reviewed at team meetings, and will be subject to further discussion and review at Centre Manager's supervision with Residential Co-ordinator.</p>	<p>Principal Social Worker</p> <p>Social Worker</p> <p>Clinical Psychologist</p> <p>Centre Manager</p> <p>Residential Co-ordinator</p>	<p>17th October 2011</p> <p>30th November 2011</p> <p>30th November 2011</p>	<p>Recommendation not met</p> <p>A much higher level of inter-professional communication and planning for these very young children was required.</p>

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12	<p>The HSE should review the following:</p> <ul style="list-style-type: none"> that the current budget allowance is sufficient to meet the needs of the children, that the financial management system is robust to ensure that money is accessible to staff members at all times, that any flaws in the system which gave rise to children having insufficient clothes and toys for a number of weeks are identified and addressed. 	<p>The current budget has been reviewed and the allocated budget has been increased to a sufficient total.</p> <p>The financial management system is in accordance with Financial Regulations. A procurement card has been transferred from a member of staff who has been on leave to another member of staff.</p> <p>The Financial regulations and management of the monthly budget will be discussed in all supervision sessions between the Centre Manager and Residential Co-ordinator and any difficulties arising will be brought to the Residential Co-ordinator's attention.</p>	<p>Centre Manager</p> <p>Area Administrator</p> <p>Residential Co-ordinator</p>	<p>14th October 2011</p>	<p>Recommendation met</p> <p>There are transparent and responsive financial systems now in place.</p>

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13	The HSE should ensure that there is improved consistency in managing difficult behaviour which is informed by the views of the children, their parents and external professionals	<p>As part of the implementation of the Placement Pack for each young person, the Centre Manager will ensure that Routine Interventions and Behaviour Management Plans are developed for all young people. These Plans will be reviewed by the Social Worker and Clinical Psychologist. These will be reviewed at each team meeting.</p> <p>The Routine Interventions and Behaviour Management Plans will be reviewed by the Residential Coordinator in supervision.</p>	Centre Manager Residential Co-ordinator	30 th November 2011	<p>Recommendation not met</p> <p>There were ongoing difficulties in managing behaviour that needed to be addressed.</p>

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14	The HSE should ensure that keyworkers work closely with each educational placement to ensure placements are maintained.	<p>Keyworkers will establish and maintain a close working relationship with schools and record all contact in the relevant section of the Placement Pack.</p> <p>The Placement Pack will be reviewed in Supervision</p>	<p>Centre Manager</p> <p>Residential Co-ordinator</p>	31 st October 2011	<p>Recommendation met</p> <p>There was now good communication between the key workers and the children's respective schools.</p>
15	The HSE should ensure that the health needs of all of the children are assessed and met through agreed interventions and by liaising with external professionals.	<p>All young people will have visits to relevant medical services as required. Any outstanding or on-going health needs will be monitored closely through regular visits to the GP and through any other appointments deemed necessary by the GP.</p> <p>All recommendations about the routines required around the health needs of young people will be recorded on Routine Interventions and the implementation of same will be recorded in the Young Person's Daily Journal</p>	<p>Centre Manager</p> <p>Social worker</p>	Ongoing	<p>Recommendation met in part</p> <p>All the children medical needs were identified and a referral had been made for specialist services as required. However the provision of specialist service had not commenced at the time of the follow up.</p>

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16	The HSE should ensure that the stairs are risk assessed and appropriate safeguards put in place.	The stairs have been risk assessed and safety measures are now in place.	Centre Manager	May 2011	Recommendation met The stairs have been risk assessed and appropriate safeguards were now in place.
17	The HSE should ensure that fire drills occur on a regular basis.	The Fire Register which is currently used by the centres within HSE DML (SWAHB) will be installed and maintained. Fire drills will occur on a quarterly basis. The Fire Register will be reviewed within supervision.	Centre Manager Residential Co-ordinator	18 th October 2011	Recommendation met Fire drills were taking place.
18	The HSE should ensure that the centre has written confirmation of compliance with fire safety and building control regulations in accordance with standard 10.19 and Article 12 Child Care (Placement of Children in Residential Care) 1995.	The centre has a Certificate of Compliance on site.	Centre Manager	4 th October 2011	Recommendation not met The centre needed to produce written confirmation from a certified engineer or qualified architect that all statutory requirements have been complied with.

