



Follow Up Inspection of a Children's Residential Centre in the HSE South Area

Inspection Report ID Number: 528
Follow-up Inspection Date: 6th March 2012
Issue Date: 2nd April 2012
SSI Inspection Period: 14
Centre ID Number: 7

Introduction

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out an announced follow-up inspection of a children's residential unit in the Health Services Executive (HSE), South Area (WA) under Section 69 (2) of the Child Care Act 1991. This inspection was carried out by Orla Murphy (inspector) on the 6th March 2012. The purpose of the inspection was to assess compliance of the HSE action plan provided in response to the recommendations of the last inspection (*see inspection ID 470*). The inspector found that the majority of recommendations from the previous inspection were in progress.

The centre is located in the outskirts of a town, in a mature, quiet residential area. It is a four bed-roomed detached house, with a large rear garden and a front drive way. The area is well serviced with public transport, and there are adequate local facilities including a church, schools and shops in the immediate vicinity.

The purpose and function of the centre is to provide short-to-medium term care for young people aged 13–18 years of age. The centre provides placements for a mixed gender group with a maximum of three young people at any one time.

At the time of inspection there were two young people resident in the centre. During the follow-up inspection, the inspector met with the Acting Centre Manager. The young people were out of the centre at the time of the inspection and one young person interacted informally with the inspector on their return from school, but was reluctant to speak formally at that time. The inspector also spoke to one staff member and examined a range of relevant records and documentation as part of the inspection.

The inspector found that there had been one admission and two discharges since the previous inspection. At the time of this follow-up inspection, one young person had been resident in the centre for eight months, and the other young person had been resident for four months. Of those young people discharged from the centre, one had been discharged to the fostercare placement they had been admitted from, and another young person aged 13 years had been moved to a private temporary residential placement, before being moved to another centre within the region.

The young person who had resided in the centre for eight months had settled reasonably well into the local area and was attending school on a reduced programme, due to previous behavioural difficulties. The inspector was advised that this young person's behaviour in school had improved in the weeks prior to the inspection and their experience in school was increasingly more positive. The inspector found evidence in this young person's care files that there were ongoing efforts by the staff team to work with the school and return the young person to full time education.

The young person most recently admitted to the centre had very complex needs and the inspector found that the staff in the centre had worked responsively with the young person over a short period of time, by providing a very structured routine with intense staffing. This young person had resided in another centre in the region prior to this placement, but had to move due to difficulties in the management of behaviour. It was felt the mix of young people in the current placement was more appropriately suited to this young person's needs. The inspector found from the examination of records, observations and talking to staff, that there was an overall improvement in the young person's behaviour in this placement. The Acting Centre Manager and staff presented as being committed to ensuring that the young people had a positive experience in the placement.

The inspector was made aware of a serious incident of a child protection nature involving two young people that had occurred since the previous inspection. The young people were no longer living together at the time of this visit. The inspector examined the care files of both young people during this follow up inspection. Serious incident reviews had taken place locally and the HSE SA Monitoring Officer was in the process of monitoring compliance with the recommendations from these reviews. The inspector was advised that HSE SA was conducting a review of both the supervision arrangements of these young people and the decision regarding the suitability of the mix of young people.

Inspectors recommend that on completion of this review, the outcome is provided to the Authority and the HSE National Director for Children and Family Services.

Findings

Six recommendations had been made in the previous inspection report (ID No. 470). The inspector found that four recommendations had been met, and two were met in part. Further comments on these recommendations are noted in the action plan.

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

Social Services Inspectorate

Action Plan for Inspection No. 470/528

Centre ID: 7
HSE Area: South

Date Action Plan Dispatched: 5th September 2011.

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE SA should ensure that the supervision structure of the service is reviewed as a whole to identify caseloads of supervisors and ensure they are more aligned to the centre those they supervise work in.	New rota has been devised catering for redeployments coming into operation in April and new supervision arrangements to meet recommendation being addressed in this context.	Centre Manager	April 2012	Recommendation met in part This was action was in progress at the time of the follow up inspection. A new rota had been devised and was due to commence in April 2012. To be assessed further at the time of the next inspection.
2	The HSE SA should review psychology supports for the region and address any shortcomings as a matter of urgency.	To provide psychology cover.	Childcare Manager, Co-ordinator of Residential Care Services.	In place since January 2012.	Recommendation met in part The HSE SA has commissioned the services of an external psychologist who was working with the staff team to support their work with young people. However, no direct work was being undertaken with young people. The inspector was advised that the current regional post holder will be returning from leave in the coming months.
3	The HSE SA should ensure the centre reviews the bedtime routine of young people to ensure they have adequate settling time and sleep at night.	Placement plans are reviewed on a weekly basis covering all aspects of the children's routine. The recommendation is considered at these weekly meetings.	Centre Manager.	Ongoing.	Recommendation met From examination of young peoples' care files and daily logs it is evident that young peoples' daily routines are consistent and reviewed on a regular basis.

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4	The HSE SA should ensure that the incident identified during the inspection is raised with the social work department for consideration without delay.	Has been raised with relevant social work dept.	Centre management.	Immediate.	Recommendation met The inspector saw evidence in the relevant care file that the incident was raised with the social work department and addressed by them.
5	The HSE SA should ensure that the exterior of the centre is redecorated, and that the brickwork, and several dead trees/shrubs are attended to immediately.	To carry out maintenance work as identified.	Centre Manager.	Completed.	Recommendation met The exterior of the property has been redecorated; shrubbery has been attended to and the appearance of the centre has greatly improved.
6	The HSE SA should ensure that the maintenance record and its structure are reviewed to make it clearer where requests have not been responded to and necessitated a repeated request.	Put in place maintenance record.	Centre Manager.	In place, work subject to resource and staffing limitations within maintenance dept.	Recommendation met A rolling maintenance record has been put in place which monitors the progress of repairs.