



Health Information and Quality Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

A Follow Up Inspection Report of a Children's Residential Centre in the Health Service Executive South Area

**Inspection Report ID Number: 581
Fieldwork Date: 13 September 2012
Issue Date: 16 October 2012
Inspection Period: 14
Centre ID Number: 364**

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 Service Executive (HSE) South Area under Section 69 (2) of the Child Care Act 1991. This inspection was carried out by Tom Flanagan, Inspector, on 13 September 2012. The purpose of the inspection was to assess the implementation of the HSE action plan provided in response to the recommendations of the last inspection (*see inspection ID 538*).

At the time of inspection there were three young people resident in the centre, one on a full-time basis and two on a part-time basis. As part of the follow-up inspection the inspector met with the unit manager and one staff member and spoke briefly to one of the young people. The inspector examined relevant records and documentation including the following:

- centre register
- fire register
- child protection reports
- care files
- a sample of staff supervision records.

Findings

Since the last inspection on 2 May 2012 and 3 May 2012, there had been no new admissions to the centre. One young person had been discharged during that time.

Fifteen recommendations had been made in the inspection report (ID No. 538). The inspector found that seven recommendations had been met. Five were met in part and three recommendations were not met.

The recommendations that were met related to purpose and function, consultation with young people, risk assessment, clinical direction and support, individual care, child protection and safety.

Some progress was made in recommendations relating to roles and responsibilities, staff supervision, care planning, education and fire safety. The recommendations that were not met related to assessing the quality and effectiveness of the services provided, staff training and monitoring of the centre.

Further comments on these recommendations are noted in the action plan.

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

Social Services Inspectorate

Action Plan for Inspection No. 538



Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	<p>The HSE South should ensure that placements:</p> <ul style="list-style-type: none"> reflect the specific population as described in the statement of purpose and function take place as described in the statement of purpose and function. 	To be reviewed and agreed.	CCM, PSW and Unit Manager	End of July 2012	<p>Recommendation met</p> <p>Since the previous inspection, the eight year old boy had been discharged to a more appropriate placement and no new admissions had taken place in the interim. The inspector found that the current placements were in line with the statement of purpose and function. The line manager told the inspector that a review of the purpose and function of the centre was underway and the unit manager confirmed that the person designated to carry out the review had already undertaken a fact-finding visit to the centre.</p>

Social Services Inspectorate

Action Plan for Inspection No. 538



Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
2	The HSE South should clarify roles and responsibilities, specifically in relation to decision making between the centre manager and external management, to ensure transparency and robust governance.	Management structures are changing within the HSE South. Clarification of roles to be defined.	CCM	End of July 2012	Recommendation partly met Both the unit manager and the line manager confirmed that discussions had taken place about their roles and responsibilities regarding the centre and the unit manager expressed satisfaction that governance issues had been clarified for the time being. The line manager told the inspector that new structures were due to be put in place in September 2012 and that the line management role would be filled by a principal social worker for alternative care. This post had not yet been filled and it was unclear when line management responsibility would be transferred.

Social Services Inspectorate

Action Plan for Inspection No. 538

Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
3	The HSE South should implement mechanisms for assessing the quality and effectiveness of the services provided.	Regular monitoring of the service against Standards for Residential Care - interviews to be carried out with carers / parents and young people for their feedback on the quality and effectiveness of the service they receive. Exit interviews for the young people. Interviews with staff on any improvements or recommendations they may suggest.	CCM	End of July 2012	Recommendation not met The line manager told the inspector that this action had not yet been addressed. The assessment the quality and effectiveness of the services provided is the subject of the aforementioned review of the purpose and function and will form part of the remit of the new line manager when he/she is appointed.

Social Services Inspectorate



Action Plan for Inspection No. 538

Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
4	The HSE South should ensure all staff receive regular formal supervision and that there is evidence of link between supervision and the implementation of individual placement plans.	Supervision to be prioritised and time allocated on the team meeting days.	Unit Manager	Completed	Recommendation partly met The unit manager told the inspector that the rota of staff for team meeting days had been extended to facilitate individual supervision sessions on the same day. A social care leader confirmed that this was the case and that supervision sessions were now easier to organise. The inspector viewed a sample of five supervision files and found that three of these staff had had recent supervision sessions which included discussions of individual placement plans. However, two of the staff had not received supervision since 2011.
5	The HSE South should provide complete training to all staff on <i>Children First: National Guidance for the Protection and Welfare of Children 2011</i> .	Training needing to be rolled out. Link in with the training dept to identify and meet training needs, as noted.	Unit Manager	End of August 2012	Recommendation not met The unit manager told the inspector that he/she had been in contact with the HSE training department to request training on <i>Children First: National Guidance for the Protection and Welfare of Children 2011</i> . The training department are planning to conduct <i>Children First</i> training with multidisciplinary groups of staff but the training programme has not yet begun.

Social Services Inspectorate

Action Plan for Inspection No. 538

Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
6	The HSE South should ensure an authorised person monitors the centre on a regular basis.	Inspection and Registration Officer has been appointed and due to take up his position shortly.	Area Local Health Manager	Completed	<p>Recommendation not met</p> <p>The unit manager told the inspector that the new Inspection and Registration Officer had not yet taken up his/her post and that no external monitoring of the centre had taken place since the previous inspection. The unit manager and staff continued to send notices of significant events to HSE administration but there was no evidence that these were being monitored by an authorised person.</p>

Social Services Inspectorate

Action Plan for Inspection No. 538

364

HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
7	The HSE South should ensure young people's views are sought on a regular and consistent basis.	Young people to be consulted on a regular basis and views recorded.	Unit Manager	Completed: recording of young person's views to be clearly recorded.	Recommendation met The inspector viewed minutes of house meetings in which the views of the young people were recorded. These took place on the eve of staff team meeting days and the minutes of team meetings reflected discussion of the issues raised by the young people. The unit manager and a staff member told the inspector that a staff member was now designated to give feedback to the young people following the team meeting. The inspector also viewed the records of one to one discussions between the young people and staff members and found that there was ample evidence of the young people being consulted on a wide range of issues.

Social Services Inspectorate

Action Plan for Inspection No. 538

364

HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
8	The HSE South should complete a comprehensive risk assessment of a young boy's placement to be submitted to the Authority by 18 May 2012.	Complete risk assessment.	Multi-disciplinary team	Completed	Recommendation met A comprehensive risk assessment of a young boy's placement was completed and submitted to the Authority as recommended.
9	The HSE South should provide clinical direction and support to the manager and staff regarding the young boy with complex needs.	Principal Psychologist has met with group of staff to provide ongoing support in the management and care of the young boy. As the needs of the young boy are complex and because of non engagement it would not be appropriate to provide clinical direction over and above what has been offered. The sourcing of an alternative placement is to meet this clinical need.	Principal Psychologist.	Support is being provided on an ongoing basis and will be provided when young person moves.	Recommendation met The unit manager and a staff member told the inspector that a series of professionals' meetings took place regarding the management of the care of the young boy referred to and that this included the input from a psychologist who was engaged to undertake an assessment of the boy's needs. Records confirmed that the meetings took place. Furthermore, another psychologist met separately with a small group of staff to support them in their management of the boy's care.

Social Services Inspectorate Action Plan for Inspection No. 538

Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
10	The HSE South should ensure that care plan for two young people who are within 2 years of reaching the legal age of leaving care is reviewed to include preparation and support for leaving the centre.	<p>Aftercare Plan to be drawn up to include preparation and support for leaving the centre.</p> <p>Aftercare Plan to be drawn up to include preparation and support for leaving the centre.</p>	<p>Team Leader, Social Worker, Keyworker and Manager of unit.</p> <p>Team Leader, Social Worker, Keyworker and Manager of unit.</p>	<p>Completed in respect of young person *2</p> <p>Not completed in respect of young person *1 due to non compliance and lack of engagement by him. SW staff ,GAL and key worker and Manager of Unit will continue to request and</p>	<p>Recommendation met in part</p> <p>The inspector viewed the care plans of the two young people referred to.</p> <p>The care plan of young person *2 had not been reviewed or updated since January 2012 and contained no reference to preparation and support for leaving care. The section on "confirmation that there is a written After Care Plan on file" was left blank. The unit manager and a staff member told the inspector that, even though there is no After Care Plan on file, staff engage this young person successfully in preparation for leaving care and address issues such as cooking, cleaning, hygiene, time management and cooking.</p> <p>The care plan of young person *1 refers to the fact that there is no After Care Plan on file but it makes clear that the young person has been made aware of the options but</p>

				support young person to engage in Aftercare Plan.	refused to engage in discussion of his future. A staff member told the inspector that an after care worker has visited on at least three occasions to try to engage with him. The inspector viewed records of the aftercare worker's visit in August 2012 which stated that the young person continued to refuse to engage.
--	--	--	--	---	---

Social Services Inspectorate

Action Plan for Inspection No. 538



Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
11	The HSE South should review and ensure individual care is not compromised by the management of behaviour of the young boy referenced in the report.	Continuing review of risk assessment and support mechanisms for staff.	CCM, PSW and Unit Manager	Completed	Recommendation met The young boy referred to was transferred to a more appropriate placement in June 2012. The unit manager and a staff member told the inspector that the needs of the other residents in the centre have been fully addressed since then. The inspector viewed the care files of the current residents which showed a high level of engagement of staff with these young people.
12	The HSE South should maintain centre records in relation to the status of any child protection notification.	Meet with SW Dept in relation to recording follow up to CPN's.	PSW		Recommendation met The unit manager told the inspector that he met with the principal social worker to discuss this issue and that a system had been put in place for centre staff to receive information on the outcome of child protection notifications they have submitted. The inspector tracked one such notification in the care file. The file contained a copy of the notification, a letter of acknowledgement from the principal social worker and a letter from the relevant social worker giving an update on the outcome.

Social Services Inspectorate

Action Plan for Inspection No. 538

Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
13	The HSE South should ensure all young people have access to appropriate education facilities.	<p>Continued efforts to reengage young person #4 in mainstream education.</p> <p>Education by visiting teacher on site for young person #3 until 30 June 2012 and thereafter through new placement which has school on site.</p>	Unit Manager, CCM and PSW	Ongoing	<p>Recommendation met in part</p> <p>One young person had recently begun a placement in a youth training centre in the local town and told the inspector that he was getting on well there. The unit manager told the inspector that the young person was attending regularly.</p> <p>A second young person was excluded from the school he had been attending. The HSE arranged for him to have private tuition during the summer months. The inspector viewed a recent letter which stated that the young person had been approved to receive nine hours of home tuition per week.</p> <p>The third young person had been attending high support school in 2011/2012 but no longer did so. There was evidence that centre staff had applied on his behalf for youth training places and that he was offered appointments which he chose not to</p>

					attend. However, the care plan did not adequately address his education needs. This plan was due for review in June 2012 but the review had not taken place.
--	--	--	--	--	--

Social Services Inspectorate

Action Plan for Inspection No. 538

Centre ID: 364
HSE Area: South

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
14	The HSE South should provide satisfactory written confirmation from a qualified engineer that all statutory requirements relating to fire safety and building control have been complied with.	Source, request and locate relevant and appropriate documentation.	Unit Manager, CCM	End of August 2012	Recommendation met in part The HSE commissioned a qualified engineer who carried out a risk assessment of the centre on 23 August 2012. The inspector viewed a copy of the engineer's report and observed that a number of the recommendations in the report had already been addressed. The unit manager told the inspector that the remaining recommendations will be addressed shortly and that written confirmation of compliance with statutory requirements in relation to fire safety and building control will then be submitted to the Authority.
15	The HSE South should provide adequate equipment in centre cars to promote road safety.	Purchase required equipment and place in unit cars.	Unit Manager	Completed	Recommendation met The inspector viewed the centre cars and observed that each car now contained first aid equipment, high visibility jackets and a warning triangle.