



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

**Social Services  
Inspectorate**

**A**

**CHILDREN'S RESIDENTIAL CENTRE**

**IN THE**

**HSE SOUTHERN AREA**

***FOLLOW UP INSPECTION REPORT ID NUMBER: 374***

**Fieldwork Date: 20<sup>th</sup> August 2009  
Publication Date: 31<sup>st</sup> August 2009  
SSI Inspection Period: 12  
Centre ID Number: 67**

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## Introduction

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out an unannounced inspection on the 25<sup>th</sup> of March 2009 of a children's residential centre in the Health Services Executive (HSE), Southern Area (SA) under Section 69 (2) of the Child Care Act 1991. A follow up inspection was undertaken by Patrick Bergin on the 20<sup>th</sup> of August 2009. The report and recommendations of the March inspection can be found by accessing inspection report 301.

During the follow up inspection, the inspector met with the centre's acting manager, acting deputy manager, interacted with the three young people living in the centre and reviewed files and documentation. The inspector also viewed the premises and spoke with the child care manager with responsibility for children's residential centres in the area.

There were sixteen recommendations made following the inspection in March 2009. An action plan was submitted by the HSE (SA) to the inspectorate and this outlined the actions taken. The acting centre manager also submitted a report on the current status of each recommendation which included supporting documentation.

The inspectorate found that 11 recommendations were met and five were met in part. Recommendations 6 and 7 related to social workers reading care files and acknowledging and responding to child protection concerns. Correspondence on these issues was forwarded to the Principal Social Workers by the acting centre manager however there was no acknowledgement that appropriate actions would be taken.

Recommendation 10 recommends the removal of the close circuit television on the young people's bedrooms corridor and not to place the camera inside the centre in the future. The inspector was told by the acting centre managers that the camera was switched and no longer in use. There were no plans to remove the camera and the inspector was told it may be activated as part of an internal security system when the centre is unoccupied. Renovation to the centre are pending and the inspector was told further consideration would be given to the removal of the camera at that time.

Recommendation 12 related to the availability of the medical histories of young people and medical reports on admission. While some action was taken to formalise with the centre GP the provision of medical reports on admission, there remained a deficit of information on young people's files of their medical histories. The HSE (SA) should ensure this recommendation is acted upon without delay.

Recommendation 13 states the HSE (SA) ensures that the accommodation is brought to an acceptable standard as a matter of urgency. A schedule of works has been agreed however the sourcing of funding for these works has not been approved. The HSE (SA) should identify a time frame of the approval of funding and completing of works identified.

# Social Services Inspectorate

## Action Plan for Inspection No. 301 / 374

Centre ID: 67  
HSE Area: HSE South

Date Action Plan Dispatched: 28<sup>th</sup> May 2009  
Date Action Plan Updated: 27<sup>th</sup> August 2009

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	Inspectors recommend that the HSE (SA) ensures this statement is amended to reflect national policy on the placement of children under 12 in residential care.	Statement amended which reflects national policy and is attached.	Acting Unit Manager	June 09	<b>Recommendation met.</b>  Document viewed and now includes statement as recommended.
2	Inspectors recommend that the HSE (SA) ensures that the centre roster is reviewed and amended according to the needs of the young people in the centre.	Roster was reviewed and it was agreed that due to the needs of the young people currently resident the present situation best meets their needs at this time. It will be regularly reviewed and altered depending on new admissions / discharges.	Acting Unit Manager	June 09 onwards.	<b>Recommendation met.</b>  Roster revised and reviewed planned on a regular basis by centre managers.
3	Inspectors recommend that the HSE (SA) ensures that a reference is sought for the acting deputy manager.	Reference sought as requested and is enclosed.	Acting Unit Manager	June 09	<b>Recommendation met.</b>  Reference viewed.

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4	Inspectors recommend that the HSE (SA) ensures that supervision is provided by staff of an appropriate grade and that it is held within the timescales set out in the centre's policy line with centre policy.	Recommendation met. Staff supervising prior to inspection will not be doing so now. See attached supervision breakdown sheets for changes made.	Acting Unit Manager	June 09	<b>Recommendation met.</b> Viewed relevant documentation.
5	Inspectors recommend that the HSE (SA) ensures that the care plan for one young person records aftercare arrangements and for another, the current placement.	Review has taken place since, aftercare plans agreed, awaiting copy (will forward copy on receiving same).  Other young person since discharged.	Acting Unit Manager / SW	End June 09	<b>Recommendation met.</b> Care plan including aftercare arrangements on file.

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6	Inspectors recommend that the HSE (SA) ensures that social workers read care files in the centre from time to time.	Reminder letter to all PSW's regarding this sent out – please see attached.	Acting Unit Manager	June 09	<b>Recommendation met in part.</b>  Letter issued by acting centre manager to principal social workers. No acknowledgement or evident that the recommended actions will be taken.
7	Inspectors recommend that the HSE (SA) ensures that social workers acknowledge and respond to child protection concerns immediately and that young people are allocated social workers in a timely fashion.	As above – see attached correspondence to PSW's.	Acting Unit Manager	June 09	<b>Recommendation met in part.</b>  Letter issued by acting centre manager to principal social workers. No acknowledgement or evident that the recommended actions will be taken.

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8	Inspectors recommend that key work sessions with young people are recorded and that young people are supported and encouraged to learn self-care skills that will assist them in later life.	Recommendation met. Keyworking sessions now more formally recorded. Records retained at the centre on file for future inspections.	Acting Unit Manager	June 09	<b>Recommendation met.</b> Evidence of new format of key working session evident on young peoples files.
9	Inspectors recommend that the HSE (SA0 ensures that: <ul style="list-style-type: none"> <li>care records for young people discharged are archived safely</li> <li>each young person's file has a confidential section</li> <li>one young person has a care order is provided to the centre by the social worker.</li> </ul>	All records now archived. Separate confidential files set up for each young person and stored safely. Received at the centre and copy attached for your attention.	Acting Unit Manager	June 09	<b>Recommendation met.</b> Log and references maintained of care records and their location. Confidential section established and care order on file for young person.

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10	Inspectors recommend that the HSE (SA) remove the CCTV cameras on the young people's bedroom corridor and do not place any CCTV cameras inside the centre in the future.	Cameras no longer in use.	Acting Unit Manager / Childcare Manager	June 09	<b>Recommendation met in part.</b>  CCTV in use on bedroom corridor was switched off. Policy and practice document should be developed in the interim while plans are finalized to remove camera.
11	Inspectors recommend that the HSE (SA) ensures child protection notifications are notified separate to significant event notifications.	Done – both forms attached.	Acting Unit Manager	June 09	<b>Recommendation met.</b>  Clear procedures are now in place for the notification of significant events and child protection concerns.

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12	Inspectors recommend that the HSE (SA) ensures that: <ul style="list-style-type: none"> <li>• a medical history is provided to the centre by social workers for three young people</li> <li>• written doctor's reports following medicals on admission are kept on young people's files.</li> </ul>	See letter to all PSW's and also attached letter sent to house/centre doctor. Completed for present children and will be policy going forward.	Acting Unit Manager	End June 09	<b>Recommendation met in part.</b>  Centre GP will provide written medical reports on admission. Deficits evident in the medical histories evident of young peoples files in the centre.
13	Inspectors recommend that the HSE (SA) ensures that the accommodation is brought to an acceptable standard as a matter of importance.	Funding has been identified, schedule agreed and works targeted to be completed by Sept 09.	Childcare Manager	June – Sept 09	<b>Recommendation met in part.</b>  Schedule of works agreed but no agreement on the time frame for approval of funding to complete works.



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14	Inspectors recommend that the HSE (SA) ensures that maintenance issues are dealt with promptly in the centre.	Acknowledgement that there are current difficulties which are being dealt with at a higher level with a view to a more prompt service.	Acting Unit Manager, Childcare Manager, Health & Safety Officer	June 09	<b>Recommendation met.</b>  System in place to address maintenance issues in prompt manner.
15	Inspectors recommend that a fire safety audit be conducted in the centre to ensure the safety of those living and working there.	Completed – see attached.	Acting Unit Manager, Childcare Manager, Health & Safety Officer	June 09	<b>Recommendation met.</b>  Safety audit undertaken in July 2009.
16	Inspectors recommend that the HSE (SA) ensures that a full hazard identification and risk assessment is carried out in the centre.	Completed – see attached.	Acting Unit Manager, Health & Safety Officer	June 09	<b>Recommendation met.</b>  Hazard identification and risk assessment undertaken.