



**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

INSPECTION REPORT ID: 367

Follow Up Inspection

Fieldwork Date: 8th June 2009

Publication Date: 29th June 2009

SSI Inspection Period: 12

Centre ID Number: 100

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Summary

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out a follow up inspection of a High Support Unit in the Health Services Executive (HSE), Southern Area (SA) under Section 69 (2) of the Child Care Act 1991. Patrick Bergin carried out the inspection on the 8th of June 2009.

During the inspection, the Child Care Manger, the Residential Co-ordinator and the Centre Manager met with the inspector to review the action plan. Telephone contact was made with the Local Health Manager on the 9th of June 2009 to explore areas of concern identified in the follow up inspection.

There were two young people in residence. One was 14 years of age and in the centre a number of months. The other was an 11 year old girl admitted on the 29th May 2009 as an emergency placement. Inspector was informed that the admission was outside the stated purpose and function of the centre but was necessary due to the exceptional circumstances of difficult behaviour presented by the young person in the family home. There was no statutory care plan on file for the young person although a placement plan meeting had occurred.

The inspector was introduced to both young people and they were aware of the inspectors visit to the centre. A third young person is due to be admitted from special care placement in July 2009, subject to high court orders.

Inspector found that the majority of the recommendations were met however recommendation 1 and 10 were not met.

1. The HSE SA should undertake an immediate review of the unit purpose and function of the service and the capacity to provide safe care.

10. The HSE SA should not place young people in the unit until the appropriate levels of staff were in place and the model of care has been reviewed.

Particular concerns were noted by the inspector as there was no statutory care plan for the eleven year old child and no date set for same. Also the manager of the centre, child care manager and residential coordinator stated that the centre did not have the appropriate level of staff available to the centre to respond appropriately to the needs of the young people considering their high support needs.

Correspondence was issued to the Local Health Manager outlining concerns regarding these issues.

Social Services Inspectorate

Action Plan for Inspection No. 284 / 367

Centre ID: 100
HSE Area: HSE South

Date Action Plan Dispatched: 11th March 2009
Date Action Plan Updated: 29th June 2009

No.	Recommendation	Action to be taken	Person Responsible	Implementation Date	SSI Response
1	The HSE SA should undertake an immediate review of the unit purpose and function of the service and the capacity to provide safe care.	Four meetings took place to review the functioning of the centre and its inter-relationship with the Special Care Centre (Dates: 19 th and 29 th Jan, 2 nd and 10 th Feb). It was agreed that the current purpose and function of the centre as a High Support centre will continue for the present. There is a national report on Special Care/High Support which, if implemented might change the status quo. There is also a reconfiguration exercise within Cork/Kerry Children's Residential Care Services which could also affect the current status of the centre. Mindful of these potential changes, we will notify SSI/HIQA of any change in purpose and function in advance.	Childcare Manager, Co-ordinator of Children's Residential Services.	10 th February 09.	Recommendation not met
2	The HSE SA should ensure an agreed model of care is established for the unit.	A model of care has been agreed and is currently being imparted to staff. Some further training will be required, plus a system of monitoring and support for the model. This will probably take until July/August 09.	Senior Psychologist, Unit Manager and Deputy Unit Manager	May '09.	Recommendation met

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3	The HSE SA should provide a report to the inspectorate outlining outcome of the review on the management of the unit by April 2009.	Arising from the four meetings a report was compiled and forwarded to the SSI on 22 nd April '09	Childcare Manager.	22 nd April '09.	Recommendation met
4	The HSE SA should provide the unit with an adequate level of staff to fulfil its purpose and function and attain a balance between experienced and inexperienced staff on the team (Standard 2.10).	Recently two staff have returned from leave and a meeting between external and internal management has been arranged for Friday, May 1 st to assess the situation regarding staff levels and skill balance.	Childcare Manager and Co-ordinator of Children's Residential Services.	May '09.	Recommendation not met
5	The HSE SA should ensure that staff attend staff meetings as a matter of priority in accordance with Standard 2.15.	Communication processes under review to ensure all staff whether or not they get to attend team meetings are fully au fait with issues pertaining to the unit and the children residing there.	Unit Manager, Deputy Unit Manager.	May '09.	Recommendation met
6	The HSE SA should ensure that the HSE SA external managers monitor the unit's compliance with complaints policy.	Protocol being drawn up to ensure monitoring and compliance with this issue.	Childcare Manager, Monitoring Officers.	May '09.	Recommendation met

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7	The HSE SA should provide young people with a copy of their care plan as stated in standard 5.12. and communicate to young people their right to see information about themselves.	This is now the practice.	Unit Manager, Social Worker.	Currently operational.	Recommendation met
8	The HSE SA should ensure that the care practices take account of the need to protect young people from bullying by peers and particular attention is given to the grouping of young people in the unit.	Establishment of Care Management Team will give oversight and direction on this issue.	Co-ordinator of Children's Residential Services.	Currently operational.	Recommendation met
9	The HSE SA should ensure the review of the circumstances surrounding the admissions and discharges of young people to the centre, planned for January 2009 is undertaken and the report forwarded to the Inspectorate by March 2009.	This was considered as part of the review of functioning and is address in report submitted on 22 nd April '09.	Childcare Manager.	April '09.	Recommendation met

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10	The HSE SA should not place young people in the unit until the appropriate levels of staff were in place and the model of care has been reviewed.	Ongoing discussions and negotiations.	Childcare Manager, Co-ordinator of Children's Residential Services.	May '09.	Recommendation not met
11	The HSE SA should ensure a multidisciplinary approach and training is undertaken in the underlying causes of inappropriate behaviour.	The development of the model of care is intended to encourage an understanding of the complex issues informing the behaviour of children. Psychology is a key discipline in informing staff of the developmental and other factors that can lead to maladaptive presentations on the part of the children. Training in the delivery of the model of care will highlight and address these issues.	Unit Manager, Deputy Unit Manager, Senior Psychologist, TCI Co-ordinator, Co-ordinator of Children's Residential Services.	July/August '09.	Recommendation met
12	The HSE SA should ensure that unit staff are aware of safeguarding practices and these practices are monitored regularly by external managers.	HSE South policy on safeguarding has been circulated with amendments to all unit managers for final changes and comments. On receipt of same the document will be finalized and will be ready for sign off at next Unit Manager/Deputy Managers meeting on 19 th May next.	Co-ordinator of Children's Residential Services.	May '09.	Recommendation met