



**Social Services  
Inspectorate**

**Gleann Alainn**

**Special Care Unit**

**HSE South**

***Follow up inspection***  
***Carried out on 8-9<sup>th</sup> April 2008***

***INSPECTION REPORT ID NUMBER: 214***

**Publication Date: 14<sup>th</sup> May 2008**  
**SSI Inspection Period: 10**  
**Centre ID Number: 99**

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## **Introduction**

The Health Information and Quality Authority (HIQA), Social Services Inspectorate (SSI) carried out an announced follow-up inspection of Gleann Alainn Special Care Unit in the Health Services Executive (HSE), Southern Area under Section 69 (2) of the Child Care Act 1991. This inspection, by Mary Tallon, Inspector Manager, accompanied by the Chief Inspector, Marion Witton, in an observation role, took place on 8<sup>th</sup> – 9<sup>th</sup> April 2008. 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 190*).

At the time of inspection there were three young people resident in the unit.

In the weeks prior to the follow-up inspection one young person absconded from the unit. The acting unit manager carried out an immediate investigation and identified areas for improvement. Consequently the acting unit manager and staff made a number of procedural changes. The inspector found confusion amongst HSE managers about the procedure for investigation of such incidents.

As part of the follow-up inspection the inspector met with the monitoring officer, principal psychologist, acting unit manager, co-ordinator of residential services, line manger, and one of the young people. The inspector had access to various documents, monitoring reports and administrative records.

## **Findings**

The inspector found that the majority of recommendations had been implemented, as indicated below. However, the inspector was concerned to find that recommendations were still outstanding regarding: the appointment of an external complaints person, the provision of adequate outdoor secure leisure facilities, and responses to requests for essential maintenance and decoration of the unit. These were also significant findings in previous inspections in 2003 and 2006 (*numbers 86 & 137 on [www.hiqa.ie](http://www.hiqa.ie)*).

The Monitoring Officer carried out monthly monitoring visits of the unit and he is satisfied he is notified of all serious incidents and events.

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

*Gleann Alainn Follow up inspection, April 2008.  
ID Number: 214*

<i>No</i>	<i>Recommendation</i>	<i>Action to be Taken</i>	<i>Person Responsible</i>	<i>Implement- ation Date</i>	<i>SSI Response</i>
1	The HSE Southern Area should ensure that the register is maintained in accordance with the regulations.	Register is now completed.	Acting Deputy Manager	31.1.08	<b>This recommendation has been met.</b> <i>(9<sup>th</sup> April 2008)</i>
2	The HSE Southern Area should ensure that remaining recommendations are implemented in a timely manner and to the satisfaction of the monitoring officer.	An audit of recommendations made in monitoring reports for the past twelve months be undertaken to review any outstanding recommendations.	Acting Centre Manager and Monitoring Officer	28.2.08	<b>Recommendation met in part.</b> An audit of recommendations made by the monitoring officer was carried out. The monitoring officer is to provide the inspectorate with written confirmation of implementation of outstanding recommendations <b>by the end of July, 2008.</b>

3	The HSE Southern Area should have effective gate keeping ensuring that all admissions meet the national criteria for a placement in a SCU.	Review to be undertaken.	National High Support and Special Care Admissions Committee	At pre-admissions meeting	<p><b>Recommendation met in part.</b> The inspectorate to receive progress report on the review of referrals <b>by the end of July, 2008.</b> Inseptors to assess at the next inspection.</p>
4	The HSE should ensure that supervising social workers understand the nature of special care and the impact of restriction of liberty on young people.	The nature of special care and the impact of restriction of liberty on young people to be brought to the attention of principal social workers with a request to bring it to their social work teams for discussion.	Child Care Manager and Acting Centre Manager	28.2.08	<p><b>This recommendation has been met.</b> <i>(9<sup>th</sup> April 2008)</i></p>
5	The HSE should ensure that the young people's general practitioners are made aware of the policy of physical restraint in the unit.	Policy on physical restraint to be outlined to the young people's general practitioners prior to or upon admission.	Acting Centre Manager And In-house case Manager.	At pre-admissions meeting.	<p><b>This recommendation has been met.</b> <i>(9<sup>th</sup> April 2008)</i></p>

6	The HSE should ensure that all supervising social workers visit young people in accordance with standard 4.22.	Letter to be written to each supervising social worker.	Acting Centre Manager.	28.1.08	<b>This recommendation has been met.</b> <i>(9<sup>th</sup> April 2008)</i>
7	The HSE should ensure that there is communication between the supervising social workers, the unit and psychology service to ensure there is clarity concerning what therapy is provided by the unit.	Unit psychologist has developed a paper on the therapeutic interventions provided by the unit. To be distributed to all relevant parties.	Unit Psychologist.	31.3.08	<b>This recommendation has been met.</b> <i>(9<sup>th</sup> April 2008)</i>  Description of the model of care used in the Unit to be written up and distributed to all relevant parties <b>by October, 2008.</b>
8	The HSE Southern Area should ensure that there are up-to-date comprehensive medical histories available for each child and young person.	A detailed medical history to be included in the accompanying care plan submitted for referral to special care.  This matter to be discussed with the national admissions committee.	Supervising Social Worker.  Acting Centre Manager.	Upon referral  28.1.08	<b>This recommendation has been met.</b> <i>(9<sup>th</sup> April 2008)</i>

9	The HSE Southern Area should appoint an external complaints person.	To be discussed within the Child Care Manager's forum.	Child Care Manager.	Ongoing	<p><b>Recommendation not met.</b></p> <p>The inspectorate to receive written confirmation of appointment of external complaints person <b>by the end of July, 2008.</b></p>
10	The HSE Southern Area should provide adequate outdoor and leisure facilities taking into account young people on reduced mobility's with little access to fresh air and outdoor recreational activities.	Request for funding for New fencing to be erected around the full rear of the building to be submitted to appropriate forum.	Child Care Manager, National High Support and Special care Team.		<p><b>Recommendation not met.</b></p> <p>HIQASSI to receive written confirmation of completion of fencing and response to maintenance requests outstanding <b>by the end of July, 2008.</b></p> <p>HIQA,SSI to receive plans for rolling programme for decoration and maintenance and programme <b>by the end of July 2008.</b></p> <p>HIQA,SSI will review improvements at next inspection.</p>
11	The HSE Southern Area should review the security of the unit in accordance with standard 6.2	Request for funding for New fencing to be erected around the full rear of the building to be submitted to appropriate forum.	Child Care Manager, National High Support and Special care Team.		<p><b>Recommendation not met.</b></p> <p><i>(See recommendation 10 above)</i></p>

12	<p>The HSE Southern Area should ensure that all repairs, maintenance and decoration necessary to bring the physical state of the centre up to the required standard are carried out.</p>	<p>Maintenance programme to be reviewed to include The three shower room facilities being upgraded or converted into wet rooms and all outstanding maintenance issues to be carried out. New beds are to be purchased.</p>	<p>Child Care Manager, Acting Centre Manager, Staff Health &amp; Safety Representative and Maintenance Department.</p>	<p><b>Immediate response necessary</b></p>	<p><b>Recommendation not met.</b> <i>(See recommendation 10 above)</i></p>
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