



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 Child and Family Agency, Tusla South Area

Inspection Report ID Number: 680

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1. Introduction

The Health Information and Quality Authority (the Authority or HIQA) Regulation Directorate carried out an unannounced follow-up inspection of a children's residential centre in the Child and Family Agency, Tusla South Area (CFA SA) under Section 69(2) of the Child Care Act, 1991. Susan Geary (lead inspector), Tom Flanagan and Sharron Austin (co-inspectors) carried out this inspection on 27 March 2014. The purpose of the inspection was to assess the implementation of the CFA action plan for this centre provided in response to two previous inspections in 2013. The first of which was an announced inspection in February 2013 (Report ID 619), followed by an unannounced themed inspection in October 2013 (Report ID 661) which was triggered by anonymous information received by the Authority pertaining to the care and welfare of the children in the centre.

1.1 Methodology

The inspector's judgements are based on evidence verified from several sources gathered through direct observation, interviews with the centre manager, a unit manager, one deputy unit manager, seven social care workers, one social care student, six young people, the centre's psychologist, the area manager, an independent external reviewer and the CFA monitoring officer.

The inspectors also had access to the following documents:

- the centre's statement of purpose and function
- the young people's care files and care plans
- Administrative records
- Policy and procedures relating to Child Protection, safeguarding and CCTV
- Complaints records
- Details of unauthorised absences.

2. Findings

There had been five new admissions and seven discharges since the last inspection. At the time of this inspection there were 12 children on the centre register which included two day pupils attending the on-site educational facility. Due to issues raised by the Authority in previous inspections, senior management suspended admissions to the centre from the end of August 2013. The admissions process recommenced at the start of October 2013 and applications were considered in the context of the revised statement of purpose and function. A further suspension of processing applications took place for one week in November 2013.

Eighteen recommendations had been made in respect of the February 2013 inspection report (ID 619). The centre had made good progress in relation to the majority of the recommendations arising out of the inspection in February 2013.

Recommendations in relation to the statement of purpose and function and the management of behaviour and restraint continued to form part of the latter inspection in October 2013 (ID 661) which resulted in a further six recommendations. This follow up inspection focuses primarily on these six recommendations and the actions to be taken.

Overall, inspectors found that some progress had been made by the centre in the implementation of actions required to achieve compliance with the standards. Two recommendations were fully met. These related to the practice of 'time away' which, at the time of this inspection had been suspended pending the outcome of an external review. Consideration was being given to alternative behaviour management approaches in the interim. The second one related to the outcome of an independent clinical review on an identified child with supporting recommendations for the centre to consider.

Two recommendations were met in part and two were not met. In relation to the four recommendations that were either met in part or not met, inspectors found that:

- an independent review of behaviour management policies and practices in the centre was still ongoing with no clear timeline for completion.
- a revision of the centre's statement of purpose and function had been carried out in line with the recommendation; however, the emergency discharge of two young people due to behaviour management difficulties subsequent to the revision of the statement of purpose and function raised questions for inspectors in relation to the practical application of the revised admissions process. Therefore, further consideration of the admissions process will be required following the outcome of the independent review of behaviour management policies and practices which was ongoing.

The action plan is published separately to this report.