

**Health Information and Quality Authority  
Regulation Directorate**

**Compliance Monitoring Inspection report  
Designated Centres under Health Act 2007,  
as amended**



<b>Centre name:</b>	A designated centre for people with disabilities operated by Enable Ireland Disability Services Limited
<b>Centre ID:</b>	OSV-0003641
<b>Centre county:</b>	Tipperary
<b>Email address:</b>	dfinn@enableireland.ie
<b>Type of centre:</b>	Health Act 2004 Section 39 Assistance
<b>Registered provider:</b>	Enable Ireland Disability Services Limited
<b>Provider Nominee:</b>	Fidelma Murphy
<b>Lead inspector:</b>	Tom Flanagan
<b>Support inspector(s):</b>	None
<b>Type of inspection</b>	Announced
<b>Number of residents on the date of inspection:</b>	0
<b>Number of vacancies on the date of inspection:</b>	0

## **About monitoring of compliance**

The purpose of regulation in relation to designated centres is to safeguard vulnerable people of any age who are receiving residential care services. Regulation provides assurance to the public that people living in a designated centre are receiving a service that meets the requirements of quality standards which are underpinned by regulations. This process also seeks to ensure that the health, wellbeing and quality of life of people in residential care is promoted and protected. Regulation also has an important role in driving continuous improvement so that residents have better, safer lives.

The Health Information and Quality Authority has, among its functions under law, responsibility to regulate the quality of service provided in designated centres for children, dependent people and people with disabilities.

Regulation has two aspects:

- Registration: under Section 46(1) of the Health Act 2007 any person carrying on the business of a designated centre can only do so if the centre is registered under this Act and the person is its registered provider.
- Monitoring of compliance: the purpose of monitoring is to gather evidence on which to make judgments about the ongoing fitness of the registered provider and the provider's compliance with the requirements and conditions of his/her registration.

Monitoring inspections take place to assess continuing compliance with the regulations and standards. They can be announced or unannounced, at any time of day or night, and take place:

- to monitor compliance with regulations and standards
- following a change in circumstances; for example, following a notification to the Health Information and Quality Authority's Regulation Directorate that a provider has appointed a new person in charge
- arising from a number of events including information affecting the safety or well-being of residents

The findings of all monitoring inspections are set out under a maximum of 18 outcome statements. The outcomes inspected against are dependent on the purpose of the inspection. Where a monitoring inspection is to inform a decision to register or to renew the registration of a designated centre, all 18 outcomes are inspected.

**Compliance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 and the National Standards for Residential Services for Children and Adults with Disabilities.**

This inspection report sets out the findings of a monitoring inspection, the purpose of which was to inform a registration decision. This monitoring inspection was announced and took place over 1 day(s).

**The inspection took place over the following dates and times**

From: 25 June 2014 09:45 To: 25 June 2014 16:30

The table below sets out the outcomes that were inspected against on this inspection.

Outcome 01: Residents Rights, Dignity and Consultation
Outcome 02: Communication
Outcome 03: Family and personal relationships and links with the community
Outcome 04: Admissions and Contract for the Provision of Services
Outcome 05: Social Care Needs
Outcome 06: Safe and suitable premises
Outcome 07: Health and Safety and Risk Management
Outcome 08: Safeguarding and Safety
Outcome 09: Notification of Incidents
Outcome 10. General Welfare and Development
Outcome 11. Healthcare Needs
Outcome 12. Medication Management
Outcome 13: Statement of Purpose
Outcome 14: Governance and Management
Outcome 15: Absence of the person in charge
Outcome 16: Use of Resources
Outcome 17: Workforce
Outcome 18: Records and documentation

**Summary of findings from this inspection**

This inspection was the first inspection of the centre carried out by the Authority and was carried out to inform a decision to register the centre.

The centre was newly built and, according to its statement of purpose, intended to provide short residential respite breaks for children, both male and female, from the ages of 0 to 18 years, who had been diagnosed as being on the autistic spectrum or have a diagnosis of physical, sensory or intellectual disability and who were living within a specified geographical area. The centre had capacity for a maximum of five children.

As part of this inspection, the inspector met with the director of services, the residential respite coordinator and the provider nominee. The inspector also

inspected the premises and viewed policies, procedures and a number of templates that had been designed for use in the centre.

The inspector found that the premises was fit for purpose and the person in charge was suitably experienced and competent to manage the service. Policies and procedures were in place, relevant training had been provided for staff and adequate preparation had been made to ensure the smooth operation of the service when the centre opens.

The inspector found that the service as outlined in the statement of purpose had the potential to provide opportunities for children to enjoy a short break from home and develop social skills and friendships with their peers.

Improvements were required in the statement of purpose and in the policy on medication management. These improvements that are required in order to achieve compliance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 are set out in the Action Plan at the end of this report.

**Section 41(1)(c) of the Health Act 2007. Compliance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children And Adults) With Disabilities) Regulations 2013 and the National Standards for Residential Services for Children and Adults with Disabilities.**

**Outcome 01: Residents Rights, Dignity and Consultation**

*Residents are consulted with and participate in decisions about their care and about the organisation of the centre. Residents have access to advocacy services and information about their rights. Each resident's privacy and dignity is respected. Each resident is enabled to exercise choice and control over his/her life in accordance with his/her preferences and to maximise his/her independence. The complaints of each resident, his/her family, advocate or representative, and visitors are listened to and acted upon and there is an effective appeals procedure.*

**Theme:**

Individualised Supports and Care

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

There were systems in place to support children's rights, to promote their dignity and to ensure that they were consulted in relation to their care.

The director of services told the inspector that, following referral and assessment, children and their parents will be invited to the centre in order to see the premises, meet the staff and that they will be given an information booklet which outlines their rights and responsibilities and describes the services to be provided.

The director of services told inspectors that each respite break will begin with a welcome meeting during which the children will be invited to make suggestions regarding the timetable of events for their respite break. This will offer the children an opportunity to influence decision making in the centre and to take a degree of ownership and responsibility for their programme of care.

The residential respite coordinator told the inspector that the key worker will contact parents of the children prior to respite breaks to ask them if there have been any changes in relation to their child's needs. In their statement of purpose, the service promoted the use of advocates and stated that chosen advocates were welcome to represent the views of the children at various meetings.

There were policies and procedures for the management of complaints, which included a commitment to resolve the complaint quickly, contact the complainant in writing with the outcome of the investigation and to set out the action taken. There was also an appeals process in the event of a complainant not being satisfied with the outcome. The inspector viewed the complaints policy and the template for the recording of complaints, both of which were satisfactory.

The statement of purpose stated that children are treated with respect and dignity by staff, their wishes are always considered and their consent sought and obtained before personal care giving in line with the centre's policy on intimate care. It sets out the right of children to be in contact with their parents and families during their stay and to participate, or not, in activities.

Two of the three bedrooms will have room for two children sharing. The residential respite coordinator told the inspector that children will share a room only after they and their parents have been consulted about this and are happy with this arrangement. The premises was large enough to facilitate children who will need space to be on their own on occasion.

Policies and procedures were in place to ensure that children's belongings and finances were protected. Sufficient storage has been provided for children's belongings. The residential respite coordinator told the inspector that inventories of belongings will be recorded on arrival and that secure storage will be available if monies were required to be stored on behalf of children.

The statement of purpose stated that various activities and opportunities for play will be provided for children, depending on their age and interests. These activities will include swimming, bowling, cinema and shopping trips. Indoor activities at the centre will include television, board games, arts and crafts and an outdoor play area which will have a trampoline and other facilities.

**Judgment:**  
Compliant

### **Outcome 02: Communication**

*Residents are able to communicate at all times. Effective and supportive interventions are provided to residents if required to ensure their communication needs are met.*

**Theme:**  
Individualised Supports and Care

#### **Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

#### **Findings:**

Arrangements were in place for the communication needs of children to be met.

The residential respite coordinator told the inspector that he/she will undertake an assessment of the needs of each child and that staff will be made aware of their individual communication needs so that children can be supported to communicate their needs and choices. Each child's personal plan will contain a communications passport in which their individual communication needs will be set out.

Training records showed that each staff member had received training in a recognised method of sign language. The residential respite coordinator told the inspector that a speech and language therapist and an occupational therapist from the early intervention service will visit the centre and work with the key workers in relation to implementing individual programmes for the children. She told the inspector that staff were familiar with the picture exchanges system used by many of the children and would also facilitate children who use this system on electronic tablet to assist them in expressing themselves and, in particular, their choices and preferences.

The residential respite coordinator told the inspector that a computer was available in the staff office on which children could access the internet under supervision. A wireless internet system was also available in the centre so that children could access the internet on their own electronic devices. There was a policy in relation to the controls that would be put in place for this service. Access to television and radio were also provided.

**Judgment:**

Compliant

**Outcome 03: Family and personal relationships and links with the community**

*Residents are supported to develop and maintain personal relationships and links with the wider community. Families are encouraged to get involved in the lives of residents.*

**Theme:**

Individualised Supports and Care

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Arrangements were in place for children to be supported in maintaining their relationships and developing links with the community.

The residential respite coordinator told the inspector that, prior to taking up a respite place, a child and their parents will be invited to the centre to familiarise themselves with the premises and the staff. The statement of purpose stated that families were welcome to visit the centre during the respite break and requested that the needs of other children be taken into consideration. They will also be encouraged to contact their children by telephone during their stay if they wish and a mobile phone was available so that children could speak to their parents in private. There was adequate space and facilities available for children to meet their parents and family in private if required.

The director of services told the inspector that careful consideration would be given to the mix of children taking part in each respite break and that it is hoped that children will form friendships during their respite breaks. Respite breaks will offer the opportunity for children to meet their friends and enjoy social interaction similar to their peers.

Children will be encouraged to use community facilities and transport will be provided by the centre in order to take children to and from school and to facilitate shopping trips or outings during their stay.

**Judgment:**  
Compliant

**Outcome 04: Admissions and Contract for the Provision of Services**

*Admission and discharge to the residential service is timely. Each resident has an agreed written contract which deals with the support, care and welfare of the resident and includes details of the services to be provided for that resident.*

**Theme:**  
Effective Services

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Transparent criteria for admission were outlined in the statement of purpose and the director of services told the inspector that a process was in place for admissions to be in line with these.

Following an application for the service by the parents of a child, the residential respite coordinator will undertake a home visit and carry out an assessment of the child's and family's needs. The particular needs of the child and those of other children availing of respite services will then be taken into account before a respite placement was offered. Children and their parents will be given the opportunity of visiting the centre prior to taking up a respite place.

Each child will have a written contract which sets out the services to be provided and this will be signed by the parents and a representative of the centre. The inspector viewed a copy of the proposed contract and found that it met the requirements of the regulations.

**Judgment:**  
Compliant

**Outcome 05: Social Care Needs**

*Each resident's wellbeing and welfare is maintained by a high standard of evidence-based care and support. Each resident has opportunities to participate in meaningful activities, appropriate to his or her interests and preferences. The arrangements to meet each resident's assessed needs are set out in an individualised personal plan that reflects his /her needs, interests and capacities. Personal plans are drawn up with the*



*maximum participation of each resident. Residents are supported in transition between services and between childhood and adulthood.*

**Theme:**

Effective Services

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Children will have personal plans, based on comprehensive assessments of need, which set out their individual needs and choices and the supports they required to enable them to maximise their potential and enjoy a good quality life.

Inspectors viewed the template for personal plans and found it to be satisfactory. The residential respite coordinator told the inspector that the plans would be developed with the active participation of children and their parents and each would be signed by the child, their parents, the key worker and the residential respite coordinator. Each plan would have a date for review.

The residential respite coordinator told the inspector that she will undertake assessment visits to the children's homes, meet the children and discuss the children's needs with the children and their parents. Specialist assessments will also be taken into account in the development of the personal plans. The assessments, as described by the residential respite coordinator, will be comprehensive and include all aspects of the children's lives such as health, medical condition, education, sexuality, personal care, communication, activities, eating and drinking and sleep patterns. The children's files will also contain personal communications passports, which will include photos of the children and their description of their routines, interests, feelings and various things they wished the staff to know about them and their lives. The residential respite coordinator told the inspector that the children's personal plans will be reviewed by staff prior to each respite break and they will be formally reviewed in consultation with the children and their parents on an annual basis.

Children will be supported as they make the transition from home or school. This will involve communication by the key worker with the children and their parents to confirm the respite break, discussion with the parents about the current needs/requirements of the children and making the practical arrangements for collecting the children and returning them, usually to school on the following day. Feedback will be provided to parents on their children's stay and any issues that may have arisen. A communications system was also in place for information on the children's school needs, for example, homework, to be passed on from school staff to the centre staff and vice versa.

The residential respite coordinator had developed a form to be used for communicating relevant medical information in the event of a child requiring hospitalisation. She/he also told the inspector that children will be discharged from the service when they reach 18 years but that staff will assist children in preparing for this and in preparing them for transition to a future placement. The discharge will be marked by opportunities to say

goodbye and to celebrate their time in the centre.

As the purpose of the respite service will be mainly of a social nature and the respite breaks will be of very short duration, it will not be possible for staff to be involved in in-depth preparation of the children for independent living. Nevertheless, the residential respite coordinator told the inspector that children will be encouraged to be involved in decision-making and to give their opinions. They will also be involved in a small way in the practical running of the centre by planning meals, shopping and assisting with meal preparation if they wish.

**Judgment:**

Compliant

**Outcome 06: Safe and suitable premises**

*The location, design and layout of the centre is suitable for its stated purpose and meets residents individual and collective needs in a comfortable and homely way. There is appropriate equipment for use by residents or staff which is maintained in good working order.*

**Theme:**

Effective Services

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

The design and layout of the centre was suitable for its stated purpose.

The centre was located in a single-storey premises, which was purpose built and was situated within a few minute's drive of the centre of a large town. The layout was as described in the statement of purpose and provided adequate private and communal space. There were three bedrooms in total, each with its own en suite shower, toilet and wash-hand basin facilities. It was planned that two of the bedrooms could accommodate two children sharing and they were sufficiently large for this purpose. The third bedroom had an overhead electric hoist and the residential respite coordinator told the inspector that one child would be accommodated in this room.

Other facilities included a well-equipped kitchen, a dining room and a sitting room, all of which were large rooms and fully accessible. A multi sensory room was also provided. There was a laundry room and there were sufficient storage facilities available. There were sufficient toilet and shower facilities. Assistive equipment such as an overhead electric hoist, a manual hoist and electric beds were in place. Documentation was maintained in relation to their commissioning and servicing.

The residential respite coordinator and the family support coordinator had offices in the premises and staff facilities included a staff room and an office. Sleepover facilities and

an en suite shower room were also provided for staff. At the main entrance there was a reception desk and an office which was used by an administrator and visiting family support staff. This area was separated from the part of the premises used by the children by a locked door which could only be opened by key pad or fob. Children had access to the garden through other doors in the residential part of the premises.

To the rear of the centre was a large walled garden which contained lawns. The director of services told the inspector that a range of play equipment would be re-located to this area from an existing centre. The area to the front of the centre had sufficient space for car parking and the entrance to the site was secured by large gates.

The centre was brightly decorated and had an abundance of natural light. It had sufficient furniture and fittings and was comfortable. Some murals had been painted on the corridor walls of the residential part of the premises and the residential respite coordinator told the inspector that she planned to involve the children in choosing colours for the bedrooms.

**Judgment:**

Compliant

**Outcome 07: Health and Safety and Risk Management**

*The health and safety of residents, visitors and staff is promoted and protected.*

**Theme:**

Effective Services

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Systems were in place to promote the health and safety of children, visitors and staff.

There was a centre-specific and up-to-date health and safety statement in place which was based on the national health and safety policy of the organisation. This set out the systems that were required to be in place in the centre. This was supplemented by a set of risk assessments which were centre-specific and were undertaken in June 2014. The policy provided for a health and safety representative and a health and safety committee to meet monthly.

Measures were in place to ensure the safety of children, visitors and staff. The premises and surrounding gardens were secure. Closed circuit television (CCTV) monitored the entrances to the centre and the monitor was visible in the reception area. A policy on CCTV was in place which set out the responsibilities of the provider under data protection legislation. A record of all visitors to the centre was maintained at the reception area. The vehicle used for transporting children was registered and taxed and contained first aid kit and safety equipment. Arrangements were in place for the vehicle

to be checked weekly and serviced regularly. Materials such as curtains, bedding and furniture were fire retardant and documentation in relation to this was maintained by the residential respite coordinator. Entrances to the premises were wheelchair accessible and the corridors were wide and provided ease of access to all parts of the centre.

Procedures were in place for the prevention and control of infection. A number of staff had recently received training in the prevention and control of infection. All members of staff had received accredited training in food safety management and the appropriate equipment and facilities to implement this training were provided. Hand sanitizers were located at various locations around the premises and there were sufficient facilities and materials available for hand washing. Colour-coded cleaning materials were available and chemicals were stored in locked cupboards. The residential respite coordinator had prepared cleaning check lists and schedules to assist in ensuring that the premises was cleaned on a daily basis. The inspector viewed the templates for these and for weekly and monthly audits of the cleaning programme which she planned to undertake.

A risk management policy was in place which was comprehensive and met the requirements of the regulations. Specific forms were available for recording accidents and incidents. The provider nominee told the inspector that a monthly summary of all incidents will be collated and forwarded to senior management in the organisation for review. A system was in place whereby the organisation's national health and safety committee undertook an analysis of all accident/incident reports every six months and ensured that any issues arising would be addressed. The residential respite coordinator told the inspector that risk assessments will be carried out on each child using the centre and copies of these will be included in their files.

An emergency plan was in place for the safe evacuation of the premises and for responding to other emergencies. An overhead electric hoist was available in one of the bedrooms and a manual hoist was also available. Training records showed that all staff had up-to-date manual handling training and that some staff had received training in the use of the ceiling track hoist.

Fire safety precautions were in place. A quarterly service was carried out on the fire alarm in May 2014 and emergency lighting was inspected in June 2014. The inspector observed that all emergency exits were unobstructed. Daily checks on the fire alarm, the means of escape and the fire fighting equipment were carried out and recorded by administration staff on weekdays and by staff who used the building at weekends. Suitable fire fighting equipment had been installed in recent months and was available at strategic locations throughout the premises. Certificates were maintained for the installation and servicing of fire prevention and fire fighting equipment.

Procedures for evacuation in the event of a fire were displayed in prominent places. The residential respite coordinator told the inspector that personal emergency evacuation plans will be developed for each child using the centre. Provision was made for children to be taken home or to a place of safety in the event of evacuation.

The residential respite coordinator told the inspector that an open day was held recently for children who were prospective users of the service and their parents and that the fire safety measures were explained to those who attended. The residential respite

coordinator told the inspector that all staff have received fire safety training, that any child attending the centre for the first time will be made familiar with the fire drill and that fire drills will take place at least every three months once the centre is open.

Prior to the inspection the provider submitted to the Authority written confirmation that the centre was in compliance with fire safety and building control regulations.

**Judgment:**

Compliant

**Outcome 08: Safeguarding and Safety**

*Measures to protect residents being harmed or suffering abuse are in place and appropriate action is taken in response to allegations, disclosures or suspected abuse. Residents are assisted and supported to develop the knowledge, self-awareness, understanding and skills needed for self-care and protection. Residents are provided with emotional, behavioural and therapeutic support that promotes a positive approach to behaviour that challenges. A restraint-free environment is promoted.*

**Theme:**

Safe Services

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Measures were in place to safeguard children and protect them from abuse.

The director of services was the designated person for reporting allegations or suspicion of abuse and neglect in accordance with national guidance. He told inspectors he had completed HSE training in Children First: National Guidance for the Protection and Welfare of Children (2011) and had subsequently attended a briefing on Children First (2011). He demonstrated his knowledge in relation to the reporting of any allegations of abuse or neglect and he outlined the steps he would take in the event of an allegation of abuse of a child by a staff member. When interviewed, he and the residential respite coordinator demonstrated awareness of their responsibilities in relation to the protection of children.

The director of services told the inspector that all staff working in the new centre have received training in Children First (2011). There was a policy in place to guide staff in ensuring that children were protected from abuse and neglect. Associated documents included guidance for staff of recognising signs and symptoms of abuse and neglect, a copy of a standard referral form and contact details for the local duty social work team. The inspector reviewed policies and procedures for the centre and found that safeguarding measures such as vetting for all staff, supervision for children while accessing the internet and a number of security measures to protect children were outlined therein. Both the director of services and the residential respite coordinator told

the inspector that they would ensure that any staff member who had concerns about the safety of the service would be encouraged and facilitated to express those concerns and that any concerns would be considered and addressed.

The organisational policy on behaviours that challenge promoted interventions that were based on a non-restrictive, multi-element behaviour support model and outlined the steps to be followed in identifying and alleviating the underlying causes of behaviour that was challenging in relation to individual children. These included liaison with the psychologist from the local early intervention service, parents and other professionals in relation to assessing a child's behaviour, monitoring of the behaviour by staff, and putting in place a positive behaviour support plan for the child. The director of services told the inspector that all staff will have received training in managing behaviour that challenges based on a model of low-arousal techniques. The director of services told the inspector that he did not envisage the use of restrictive procedures in the centre and this was reflected in the policy on behaviour that challenges. Restraints such as the use of lap belts on wheelchairs would be prescribed by the relevant professional involved in the child's care.

**Judgment:**  
Compliant

#### **Outcome 09: Notification of Incidents**

*A record of all incidents occurring in the designated centre is maintained and, where required, notified to the Chief Inspector.*

**Theme:**  
Safe Services

#### **Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

#### **Findings:**

The person in charge was knowledgeable on how to report incidents, accidents and notifiable events to the Authority. He told the inspector that a record of all incidents occurring in the centre will be maintained and that he will sign off on all accident and incident forms. The deputy person in charge was also knowledgeable regarding notifiable events and literature on the notification process was available in the centre.

**Judgment:**  
Compliant

#### **Outcome 10. General Welfare and Development**

*Resident's opportunities for new experiences, social participation, education, training and employment are facilitated and supported. Continuity of education, training and*

*employment is maintained for residents in transition.*

**Theme:**

Health and Development

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

The rights of children to have an education, to socialise with their peers and to participate in activities in the community were valued and supported.

In the statement of purpose, the organisation set out its recognition of the capacity of children with intellectual disabilities to benefit from education and of their entitlement to participate in the local community. The deputy person in charge told the inspector that, for the majority of the year, children would be coming to the centre from school and returning to school on midweek days. She told the inspector that a communications book will be maintained for each child to ensure good communication between home, school and the centre, that liaison with or meetings will take place with teachers if required and that any child who is required to do homework will be facilitated and assisted to do so.

The templates for the pre-admission assessment contained a section on education and the template for each child's communication passport also contained a section on their school and how they were getting on there.

The statement of purpose also outlined that one of the goals of the respite placements was to afford the children opportunities to socialise with their peers and engage in social activities both inside and outside the centre. The person in charge told the inspector that children will take part in a welcome meeting at the beginning of each respite placement, during which they will be given the opportunity to decide on the social activities they will undertake while in the centre.

**Judgment:**

Compliant

**Outcome 11. Healthcare Needs**

*Residents are supported on an individual basis to achieve and enjoy the best possible health.*

**Theme:**

Health and Development

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Arrangements were in place for children's healthcare to be addressed while on their respite placements.

The person in charge told the inspector that children availing of the respite service will be known to the service already. Prior to the offer of a respite place, the deputy person in charge will carry out an assessment of their needs, including healthcare needs. The residential respite coordinator told the inspector that this will include consideration of tissue viability for some children. The inspector viewed the assessment template to be used and found that it was adequate. The children's healthcare needs will be mainly attended to at home in conjunction with their parents and their own general practitioner (GP). Before each respite break in the centre the respite coordinator will contact the parents of the child and enquire whether there are any healthcare issues that staff may need to be aware of. Should a health issue that required medical attention arise while the child is on respite, an out of hours GP service will be available.

The statement of purpose stated that staff will liaise with the relevant children's services team, including speech and language therapy, occupational therapy, dietetics and psychology, in the community and follow any treatment programmes that have been developed for a child. The person in charge told the inspector that, should a child require nursing care, a nurse will be on duty during their respite break.

The person in charge told the inspector that staff will be trained to address the health needs of individual children. Records showed that the proposed staff group have all received training the manual handling, first aid, epilepsy awareness and emergency medication. Certain designated staff had also received training in percutaneous endoscopic gastrostomy (PEG) feeding.

The template for the pre-admission assessment contained a section on food and drinking and the children's passports outlined their likes and dislikes regarding food. The template for recording information from parents prior to each respite break prompted the staff member to ask about the child's diet.

The person in charge told the inspector that staff had received special training on food preparation and were aware of healthy eating standards. At the welcome meeting beginning each respite placement, children will be consulted about their preferences for food while in the centre.

**Judgment:**

Compliant

**Outcome 12. Medication Management**

*Each resident is protected by the designated centres policies and procedures for medication management.*

**Theme:**



**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Processes were in place to manage medication in order to protect children.

A draft policy and procedures on the ordering, prescribing, storing and administration of medicines to residents was in place. The proposed policy was comprehensive and addressed all areas of medication management. However, the section on the management of controlled drugs was not yet complete. The provider nominee told the inspector that she expected the policy to be finalised and signed off at a national level shortly. This issue is referred to again under outcome 18.

The residential respite coordinator, who was a nurse, explained the proposed process of medication management to the inspector. Prior to a child's arrival at the centre, an up-to-date prescription sheet will be received from the child's general practitioner (GP). The residential respite coordinator will contact the children's parents to enquire if there had been any changes to medication or any issues arising in relation to medication. When medication is received at the centre it will be checked and records maintained in the children's files.

Medication will be stored securely in a locked cupboard and the keys held by the shift leader. The inspector viewed templates of the prescription sheets and administration sheets which allowed for all required information to be recorded, including sections for the regular review of medication by the child's GP. The administration sheets will contain photos of the children, their names and addresses. Signature sheets will be available for staff.

The residential respite coordinator told the inspector that all members of staff have received training in medication management and were assessed in relation to their competency to administer medication. Updated training was scheduled to take place in July 2014. Children who are assessed as competent to self-medicate will be encouraged and facilitated to do so.

**Judgment:**

Compliant

**Outcome 13: Statement of Purpose**

*There is a written statement of purpose that accurately describes the service provided in the centre. The services and facilities outlined in the Statement of Purpose, and the manner in which care is provided, reflect the diverse needs of residents.*

**Theme:**

Leadership, Governance and Management

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

There was a detailed statement of purpose which set out the ethos, the aims and objectives and the services and facilities provided.

The person in charge and deputy person in charge outlined to the inspector how the statement would be implemented in practice. The statement of purpose addressed all of the issues outlined in the regulations and contained the date on which it was developed and the date when it would be reviewed. It stated that a respite service would be offered to children aged 0-18. However, it did not make clear the circumstances under which children below school-going age would be admitted and whether consideration will be given to offering respite breaks to children of similar age range at the same time. The statement also made clear that two of the bedrooms would be shared but it did not set out the issues that will be taken into account prior to the decision that children will share rooms. The statement needed to be reviewed to ensure that there is clarity on these issues.

The statement was available in an accessible form for children and their representatives.

**Judgment:**

Non Compliant - Minor

**Outcome 14: Governance and Management**

*The quality of care and experience of the residents are monitored and developed on an ongoing basis. Effective management systems are in place that support and promote the delivery of safe, quality care services. There is a clearly defined management structure that identifies the lines of authority and accountability. The centre is managed by a suitably qualified, skilled and experienced person with authority, accountability and responsibility for the provision of the service.*

**Theme:**

Leadership, Governance and Management

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

A management system was in place to support and promote the delivery of a safe, quality care service. Arrangements were in place for the quality and safety of the service to be adequately monitored.

The director of services described a clearly defined management structure, which

identified the lines of authority and accountability in the centre and this was set out in the statement of purpose. Support workers will report to the residential respite coordinator, who will report to the director of services. The director of services will report to the national director of services in the organisation.

The provider nominee told the inspector that plans to review the quality of care and support to residents were being put in place. The organisation will be establishing an internal inspection team, who will conduct visits to the centre every six months and that these visits will result in reports on the quality and safety of care and support to residents and form the basis on annual report. The director of services told the inspector that regular consultation will take place with children and their parents in order to elicit feedback on their experience of the service and the outcomes for children. The residential respite coordinator told the inspector that she/he had plans in place to carry out regular audits of the children's files, medication practices, the cleaning of the centre and of specialised equipment used for the children.

The director of services was the person in charge. His primary qualification was in education, had previously managed a centre for adults with disabilities and had extensive management experience within the organisation. He was in a full-time position and was also the person in charge for another children's centre. When interviewed, he demonstrated that he had adequate knowledge of the legislation and of his statutory responsibilities. He showed good leadership by ensuring that adequate staffing, facilities and policies and procedures were in place prior to the opening of the new centre.

The director of services outlined to the inspector his plans for the effective governance, operational management and administration of the centre. He was not based in the centre but has held monthly management meetings with the respite coordinator to prepare for registration. Regular management meetings will have a set agenda to include the review of accidents and incidents, the children's needs, staffing, performance issues and resources. A regional forum for respite coordinators had been established by the organisation. Respite coordinators met bi-monthly for peer support and to develop policies and address issues of mutual concern regarding the operation of the centres. The director of services told the inspector that he had attended national seminars on the national standards and regulations and undertaken a self-assessment of the centre's proposed compliance with the standards and regulations from which an action plan was generated and implemented. He also told the inspector that he will be available to be called by staff outside of normal working hours in the event of a crisis and that the organisation has a rota system for managers on call. Day to day management of the centre will be carried out by the residential respite coordinator, who will liaise with the children and their families and undertake the practical arrangements involved in each respite break.

The director of services told the inspector that the service level agreement with the Health Service Executive (HSE) for 2014 had not yet been completed. He outlined that key performance indicators will be maintained and returned to the HSE each month for monitoring purposes and that, in his role as regional director of services, he will meet with senior managers from the HSE each quarter to monitor and review the service.

**Judgment:**

Compliant

**Outcome 15: Absence of the person in charge**

*The Chief Inspector is notified of the proposed absence of the person in charge from the designated centre and the arrangements in place for the management of the designated centre during his/her absence.*

**Theme:**

Leadership, Governance and Management

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

The director of services and the provider nominee were aware of the requirement to notify the authority regarding the continued absence of the person in charge for 28 days.

The director of services told the inspector that, in the event of his absence, the residential respite coordinator would deputise as the person in charge. The inspector found that the residential respite coordinator, who was a dual-qualified nurse and who will carry out all the assessments on the children availing of the service, was sufficiently experienced and competent to take on the role.

**Judgment:**

Compliant

**Outcome 16: Use of Resources**

*The centre is resourced to ensure the effective delivery of care and support in accordance with the Statement of Purpose.*

**Theme:**

Use of Resources

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

There were sufficient resources to meet the needs of children to whom the service will be provided and the proposed services and facilities reflected the statement of purpose.

When interviewed, the provider nominee told the inspector that any additional resources, such as equipment or facilities that were required in order to achieve

compliance with the regulations, would be put in place.

Since the children availing of the service will attend school during the weekdays, activities and outings will take place after school and, in order to facilitate this, the centre had a suitable-equipped vehicle at its disposal for collecting children from school and for outings.

The centre was fully wheelchair accessible and one of the bedrooms was equipped with an overhead electric hoist. Bedrooms contained electric high low beds. Fully-accessible bathroom and showering facilities were available and bedrooms doors were sufficiently wide to facilitate ease of access or egress.

A multi sensory room was available and was well-equipped. The inspector observed that there was a stock of toys and games for children in one of the sitting rooms. Televisions and internet access were also available. The director of services told the inspector that plans were in place for suitable play facilities to be installed in the garden area to the rear of the centre.

**Judgment:**  
Compliant

**Outcome 17: Workforce**

*There are appropriate staff numbers and skill mix to meet the assessed needs of residents and the safe delivery of services. Residents receive continuity of care. Staff have up-to-date mandatory training and access to education and training to meet the needs of residents. All staff and volunteers are supervised on an appropriate basis, and recruited, selected and vetted in accordance with best recruitment practice.*

**Theme:**  
Responsive Workforce

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

The director of services told the inspector that there would be appropriate numbers of skilled staff to meet the needs of children and to provide the delivery of safe services. He intended to ensure that there is continuity of care and that staff have up-to-date mandatory training, access to other training and education, and appropriate opportunities for team meetings and supervision.

The director of services told the inspector that the staff team would comprise one nurse and 10 family support workers, all of whom will work part-time, making up a whole time equivalent of 2.68 staff. The skill mix of staff will include those qualified in social care, child care and education.

The residential respite coordinator will plan the staff roster one month in advance, with staffing levels taking into account the assessed needs of the resident and the size and layout of the premises. For example, some children may be assessed as requiring either one-to-one staffing or the assistance of two staff at times in relation to their needs and the particular activities they were engaged in. The composition of staff on any shift will depend on, for instance, whether a particular child needs nursing care during their stay. The director of services told the inspector that he and the residential respite coordinator have the authority to sanction extra staffing levels at short notice if required in the case of an emergency or in relation to the ongoing needs of a child and that approval will then be sought from the funder for extra staffing for particular children for future respite breaks. The inspector viewed a proposed staffing roster which seemed adequate.

The director of services told the inspector that an analysis of training needs was undertaken and a range of training had been provided to the proposed staff team. This training included training on Children First (2011), fire safety, moving and handling, use of hoists, first aid, food safety, health and safety and risk assessments, managing behaviours that challenge and medication management. The residential respite coordinator told the inspector that she/he and two other members of staff had recently undertaken training in infection control. The inspector viewed an overall training matrix and the director of services told the inspector that a rolling programme of training would be put in place. The director of services and the residential respite coordinator attended national seminars on the standards and regulations and had organised a training session for the proposed staff team on this subject.

There was a policy and associated documentation on staff development and support. The director of services told the inspector that, since all the staff team staff worked part-time, emphasis would be placed on staff team performance management. This would include staff meetings every month to two months. There would also be provision made for one-to-one supervision and an annual appraisal for each staff member. If particular performance issues were to arise in relation to any staff member, more frequent and regular one-to-one sessions would be put in place to address the issues of concern.

There was a recruitment policy in place. The director of services told the inspector that staff files would include all information and documentation specified in Schedule 2 of the regulations and that he would have the support of the organisation's human resources department when required.

The director of services told the inspector that there were no plans for volunteers to work in the centre.

**Judgment:**

Compliant

**Outcome 18: Records and documentation**

*The records listed in Part 6 of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013*

*are maintained in a manner so as to ensure completeness, accuracy and ease of retrieval. The designated centre is adequately insured against accidents or injury to residents, staff and visitors. The designated centre has all of the written operational policies as required by Schedule 5 of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.*

**Theme:**

Use of Information

**Outstanding requirement(s) from previous inspection(s):**

This was the centre's first inspection by the Authority.

**Findings:**

Arrangements were in place for comprehensive records to be maintained securely on the children and the care provided to them.

A suite of policies and procedures had been developed on the matters set out in Schedule 5 of the regulations to guide the practice of staff. The director of services and residential respite coordinator demonstrated an understanding of how the policies would be implemented in practice. The inspector viewed policies and procedures and the templates for record keeping and found that they were adequate. Most of the policies and procedures were signed off at national level. However, the policy on medication management was in draft form and not fully complete.

Two handbooks, one for children and one for parents had been developed and provided adequate information on the centre and the services provided.

The inspector viewed a copy of a statement from the centre's insurers which outlined the insurance cover put in place by the provider. Adequate insurance was in place against injury to children.

**Judgment:**

Non Compliant - Minor

**Closing the Visit**

At the close of the inspection a feedback meeting was held to report on the inspection findings.

**Acknowledgements**

The inspector wishes to acknowledge the cooperation and assistance of all the people who participated in the inspection.

***Report Compiled by:***

Tom Flanagan  
Inspector of Social Services  
Regulation Directorate  
Health Information and Quality Authority



## Health Information and Quality Authority Regulation Directorate

### Action Plan



### Provider's response to inspection report<sup>1</sup>

<b>Centre name:</b>	A designated centre for people with disabilities operated by Enable Ireland Disability Services Limited
<b>Centre ID:</b>	OSV-0003641
<b>Date of Inspection:</b>	25 June 2014
<b>Date of response:</b>	23 July 2014

### Requirements

This section sets out the actions that must be taken by the provider or person in charge to ensure compliance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 and the National Standards for Residential Services for Children and Adults with Disabilities.

All registered providers should take note that failure to fulfil your legal obligations and/or failure to implement appropriate and timely action to address the non-compliances identified in this action plan may result in enforcement action and/or prosecution, pursuant to the Health Act 2007, as amended, and Regulations made thereunder.

### Outcome 13: Statement of Purpose

**Theme:** Leadership, Governance and Management

**The Registered Provider is failing to comply with a regulatory requirement in the following respect:**

The criteria for the admission of children under school going age were not set out clearly in the statement of purpose and the issues to be considered in the decisions for children to share rooms were not clearly outlined.

**Action Required:**

Under Regulation 03 (1) you are required to: Prepare in writing a statement of purpose

<sup>1</sup> The Authority reserves the right to edit responses received for reasons including: clarity; completeness; and, compliance with legal norms.

containing the information set out in Schedule 1 of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.

**Please state the actions you have taken or are planning to take:**

The Statement of Purpose has been amended to include criteria for children under school going age to access the centre and includes the criteria for children to share rooms.

**Proposed Timescale:** 10/07/2014

**Outcome 18: Records and documentation**

**Theme:** Use of Information

**The Registered Provider is failing to comply with a regulatory requirement in the following respect:**

The policy on medication management was in draft form and not fully complete.

**Action Required:**

Under Regulation 04 (1) you are required to: Prepare in writing, adopt and implement all of the policies and procedures set out in Schedule 5 of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.

**Please state the actions you have taken or are planning to take:**

The medication policy was reviewed and completed for national implementation.

**Proposed Timescale:** 01/07/2014