



# Report of an inspection of a Designated Centre for Disabilities (Children).

## Issued by the Chief Inspector

Name of designated centre:	Eden Lodge
Name of provider:	Enable Ireland Disability Services Limited
Address of centre:	Clare
Type of inspection:	Announced
Date of inspection:	29 June 2023
Centre ID:	OSV-0002032
Fieldwork ID:	MON-0031431

## About the designated centre

The following information has been submitted by the registered provider and describes the service they provide.

Eden Lodge is run by Enable Ireland Disability Services Limited. The centre is located on the outskirts of a town in Co. Clare and provides respite care for up to six male and female residents who are under the age of 18 years and have an intellectual disability. The centre comprises of one large two-storey dwelling, which provides residents with their own bedroom, en-suite facilities, shared bathroom, sitting rooms, kitchen and dining area, utility and access to an enclosed garden space. Staff are on duty both day and night to support residents who avail of this service.

**The following information outlines some additional data on this centre.**

Number of residents on the date of inspection:	3
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This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 (as amended). To prepare for this inspection the inspector of social services (**hereafter referred to as inspectors**) reviewed all information about this centre. This included any previous inspection findings, registration information, information submitted by the provider or person in charge and other unsolicited information since the last inspection.

As part of our inspection, where possible, we:

- speak with residents and the people who visit them to find out their experience of the service,
- talk with staff and management to find out how they plan, deliver and monitor the care and support services that are provided to people who live in the centre,
- observe practice and daily life to see if it reflects what people tell us,
- review documents to see if appropriate records are kept and that they reflect practice and what people tell us.

In order to summarise our inspection findings and to describe how well a service is doing, we group and report on the regulations under two dimensions of:

### **1. Capacity and capability of the service:**

This section describes the leadership and management of the centre and how effective it is in ensuring that a good quality and safe service is being provided. It outlines how people who work in the centre are recruited and trained and whether there are appropriate systems and processes in place to underpin the safe delivery and oversight of the service.

### **2. Quality and safety of the service:**

This section describes the care and support people receive and if it was of a good quality and ensured people were safe. It includes information about the care and supports available for people and the environment in which they live.

A full list of all regulations and the dimension they are reported under can be seen in Appendix 1.

**This inspection was carried out during the following times:**

Date	Times of Inspection	Inspector	Role
Thursday 29 June 2023	09:00hrs to 16:00hrs	Cora McCarthy	Lead

## What residents told us and what inspectors observed

This was an announced inspection to inform the renewal of registration for this centre. On arrival the inspector met the person in charge, a resident and a staff member. The person in charge checked identification, the inspector signed in and completed hand hygiene.

One young person was getting ready to go to school when the inspector arrived and the inspector had the opportunity to converse with them. They talked about it being the last day of school before breaking up for the holidays and that there would be an end of year party and they may get sweets. The young person was very positive and happy looking and interacted very well with the person in charge and staff member.

The premises were beautiful, bright and clean and maintained to a high standard both internally and externally. There was a new garden screening which replaced a low boundary wall and was very safe for the young people. The garden had a sensory playground including spinning equipment, climbing frame, seesaw and basket swing. The person in charge had received money from the national lottery and had researched suitable sensory play items and was in the process of installing an in ground trampoline for the young people .

All the young people in the centre attend school daily and receive some respite nights in Eden Lodge. During their stay they enjoy many activities such as swimming, baking, beauty treatments and walking. They love going to restaurants for dinner and Starbucks. They often go to the football pitch to play soccer, to a local pet farm and playground. They are currently familiarising themselves with horses at a local horse riding school with a view to progressing to horse riding. They go to local wildlife occasionally and lots of the children love animals and enjoy the pet farm and wildlife park. The person in charge explained that one child enjoys looking at bugs and snails and a staff member is currently making a bug hotel to facilitate the child's interest.

The inspector met another young person in the afternoon as they came from school. They were in great form having finished up school for the summer. They indicated that they wanted to bake buns and the staff facilitated this and the inspector asked if they could help and the young person indicated that they wanted the inspector involved. It was a lovely experience through which the inspector had the opportunity to ask the young person if they enjoyed visiting Eden Lodge, they responded positively. The inspector observed the staff member supporting the young person with this activity in a very kind way and promoting their independence throughout the process. The young person enjoyed the stirring of the mixture and breaking the eggs, they were very proud of themselves. The resident finished the task and took the inspector's hand and led them upstairs and showed them around the house and also their room for their stay. The young person was very happy throughout the interaction and very content in the presence of staff who clearly knew them very

well.

Some staff have completed training in restrictive practice, positive behaviour support and rights and this was evident on the day of inspection. The staff have a welcome meeting with the young people when they arrive for respite and they choose their own bedroom and activities. They learn how to compromise with the other young people and take turns and also make decisions about their stay in respite. The young people also participate in independent living skills and make their own bed and assist with shopping for ingredients and cooking meals and baking.

The young people enjoy a fun and active time in the respite centre which is age appropriate and rights focused. The staff approach to working with the young people is very person centred and the young people with whom the inspector interacted indicated that they thoroughly enjoyed their stay in Eden lodge.

The next two sections of the report present the findings of this inspection in relation to the governance and management arrangements in place in the centre and how these arrangements impacted on the quality and safety of the service being delivered to each resident living in the centre.

## Capacity and capability

This centre delivered a very high standard of care and support to the young people who came to stay on respite. They were very active while visiting and did lots of activities in the community, they attended school and completed in-house activities also. There were compliments from family and young people in the compliments log stating that they were very happy with the service.

Staffing numbers were appropriate for the needs and number of young people in the respite centre. They were well known to the staff and were comfortable in their presence as the staff were familiar with their communication means and likes and dislikes.

Staff were up to date in all the required mandatory training and had additional training to meet the needs of the individual young people. Staff could outline aspects of their training that applied to some young people for example some staff had completed autism training and were applying this training to understanding the young people's care in terms of understanding stimming and rigid behaviour patterns.

There was a clearly defined management structure in place in the centre and good internal audit process. Roles and responsibilities were clearly specified for accountability and staff knew who to escalate any matters if required. Resources are managed to provide child-centred, effective respite services and supports to the young people. Action plans from the annual review and unannounced audits were complete on the day of inspection. The Health Service Executive (HSE) also choose

Eden Lodge for a pilot audit process called 'Children First Compliance Assurance Audit and this was carried out from August until November 2022. The process was carried out during August and September 2022, aimed at reviewing 13 Children's Disability Residential Centres in HSE and HSE Funded Services. The verbal report of the standard of care in the centre was very positive and a final written report was to follow.

The staff received regular supervision from the person in charge and there were regular team meetings held where staff could discuss any issues and review the effectiveness of support plans.

A respite agreement was developed during the admission process with the person in charge and the social worker and signed prior to the first respite stay.

Notifications and accident and incident reports were reviewed both prior to and on the day of inspection and it was found that all adverse events have been notified as required to the case holder.

There were no complaints logged in the centre but there were compliments received which stated that families were very happy with the respite service they received.

#### Registration Regulation 5: Application for registration or renewal of registration

The provider submitted all required information in a timely manner for the purpose of renewing the registration of the centre.

Judgment: Compliant

#### Regulation 15: Staffing

Staffing numbers on the day of inspection were adequate to meet the young peoples assessed needs. Rotas reviewed by the inspector indicated that there was a core staff team employed who knew the young people very well. They knew who was compatible with whom and what their preference of activity were and their likes and dislikes.

Judgment: Compliant

#### Regulation 16: Training and staff development

All staff had received mandatory training including children first and training in fire

safety. The person in charge had recently completed further training as a coach in a low arousal approach to behaviour management and was rolling this out across the staff team. The team had also completed several infection prevention and control (IPC) trainings including hand hygiene and the basics of IPC.

Judgment: Compliant

### Regulation 23: Governance and management

There was a strong governance and management structure in this centre which supported the delivery of a high standard of care and support to the young people receiving respite. There was an annual review of the care and support completed and two unannounced audits also which indicated that areas for improvement were identified very quickly and addressed. On the day of inspection it was noted that the compliance plan from the previous inspection had been implemented and the actions from the internal audits were complete. Overall the person in charge had very good oversight of this centre and was very progressive in improving quality of care in the centre.

Judgment: Compliant

### Regulation 24: Admissions and contract for the provision of services

There was a respite agreement in place which was signed by the parents of the young person prior to admission and outlined the services and activities available to the young person while on the respite visit.

Judgment: Compliant

### Regulation 31: Notification of incidents

The person in charge was aware of their responsibilities in terms of notifying the case holder of any incidents or adverse events that may happen in the centre. Notifications were reviewed on the day and it was noted that the person in charge had notified as required and also had submitted a quarterly overview of adverse events for the centre.

Judgment: Compliant



## Regulation 34: Complaints procedure

There were no active complaints at the time of inspection although there was an accessible complaints process available if required. The complaints officers details were visible on the notice board on the day of inspection

Judgment: Compliant

## Quality and safety

The centre was resourced to ensure a safe quality service was provided to the young people. The young people enjoyed meaningful activities when on respite and developed friendships with other young people. Overall the young people rights were respected in the centre and the developed independence.

The young peoples communications needs were met in the centre and the person in charge was very progressive in researching new applications and alternative methods of communication to support the young people.

The young people were accommodated in the centre, with opportunities for play; age-appropriate opportunities to be alone; and opportunities to develop life skills and help preparing for adulthood. The young people had fun in the centre and developed skills such as personal care and developed their verbal and written skills through their individual education management plan in school.

The premises were beautiful and the young people personalised their bedroom on their arrival, they choose their bed linen, brought personal items from home and generally made it their own. The property was well maintained and the provider had recently began the process of purchasing the house where previously they had been a tenant.

The young people had support with nutrition and eating healthily and also had treats in moderation. They enjoyed being involved in the cooking and shopping for ingredients process.

There was adequate age appropriate and accessible information available to the young people. The information was also discussed at the welcome meeting and there was evidence of notes of the meetings and discussions about maintaining their safety and being respectful of other young people in the centre.

The provider had an admissions and discharge process in place underpinned by a policy in same. Young people came on respite to the centre until they turned 18years old.

The risk management systems was reviewed and it was found that the risks identified were appropriate and were managed in a safe way. A risk register was maintained in the centre and review regularly and updated accordingly.

The fire management system in place in the centre supported a safe environment for the young people. There were good practices in place in relation to evacuation drills, egress plans and fire equipment and containment measures.

There were very good practices in relation to medication management in the centre. A medication audit found that there were no medication errors or omissions in the centre. The transfer of medication process between services and family was very effective. There was a locked suitable storage cabinet in the centre and medication was clearly labelled and written up and signed for in the medication administration record.

There was a comprehensive assessment of the young persons social, physical and health care needs completed in this centre in conjunction with the young persons family prior to them coming for a visit. Support plans were in place in a number of different areas to support the young person to reach their full potential. While their family had responsibility for their health care needs the staff team supported them fully to maintain the young persons good health and attended appointments as required.

Young peoples safety and well being was maintained while on a stay in respite and all safeguarding guidance was adhered to in terms of behaviours or lack of awareness around safety in the community or peer to peer issues.

Young people rights were respected in the centre, they were consulted while on respite regarding meals and activities and whose company they enjoyed. They were in for a limited number of nights on each stay but the person in charge and the staff tried to ensure that each young person received person centred care while visiting. Rights training will be rolled out for staff in the coming months.

## Regulation 10: Communication

The young peoples communication was supported through the use of visuals, LAMH sign language, verbal language, core boards electronic application (Tobii Dynavox) used with the young people, autism level up programme, 'first until then', talking mats choice boards. There were several methods of communication used with the young people depending on their assessed needs. They also had access to television and Internet.

Judgment: Compliant

### Regulation 13: General welfare and development

The young people received a high standard of care on their stay in respite. They did activities of choice which included sports, horse riding, visiting pet farms and going out for meals and treats. The young people also attended school and the staff team were involved in the development of their individual education plan. Although their stay was only for a few nights per month the young peoples general welfare and development was supported on a ongoing basis and there was regular contact with the family outside of their visit to respite.

Judgment: Compliant

### Regulation 17: Premises

The premises were maintained to a high standard both internally and externally. The rooms were bright and airy; due to it being a respite centre it was not personalised but when the young people came in for a stay they brought their own photos, bedside lights and electronic tablets and belongings. The garden was beautiful and was a sensory haven for the young people with a play ground and sensory outdoor equipment.

Judgment: Compliant

### Regulation 18: Food and nutrition

Young people choose meals at the welcome meeting on arrival for their stay. The inspector completed a walk through of the house and found fresh fruit and vegetables, and meat available for nutritious meals. There were also treats available for the young people and they did baking with staff also.

Judgment: Compliant

### Regulation 20: Information for residents

There was information for young people visible on a notice board in the kitchen of the centre, this included rights information and safeguarding information in age appropriate and visual format. Activity and meals planner were visual and 'a first until then' board was available for the young people also. A visual rota with photographs of staff members was also available to aid young peoples

understanding of who will be supporting them in respite.

Judgment: Compliant

### Regulation 25: Temporary absence, transition and discharge of residents

Young people are referred through the respite forum and assessed by the social worker initially. The person in charge and social worker meet with the young persons parents and then the young person and parents visit the centre to see how the young person feels about visiting and see if they like the centre. There was policy in place for admissions, transition and discharge of young people to the service.

Judgment: Compliant

### Regulation 26: Risk management procedures

There was a robust risk management system in place supported by a risk policy. All risk identified in relation to the young people are assessed and the impacts and vulnerabilities rated, existing control measures and additional measures are highlighted and the persons responsible for action are named so that there is awareness of responsibility in terms of review and update of the risk register and risk assessments.

Judgment: Compliant

### Regulation 28: Fire precautions

There were fire doors throughout the house and all were functioning correctly with magnetic closers on them. The fire equipment had all been serviced and there were adequate fire extinguishers and fire blankets throughout the centre. There were regular fire drills and these indicated that the young people could be safely evacuated in two minutes. There were personal egress plans for all the young people in place and all staff were trained in fire precautions.

Judgment: Compliant

### Regulation 29: Medicines and pharmaceutical services

Medicines come in with children in a locked bag, given to staff by parents or school staff, staff check and sign a transfer of medications form, and parents and school staff sign similarly if medication is transferred to them. There was a medication administration chart available to review once the young person returned from school and the dosage, time and route was very clearly outlined. There was a stock take of medication completed daily and medication checked and counted when going home also. There was also an in date policy and all staff were trained in the safe administration of medication.

Judgment: Compliant

### Regulation 5: Individual assessment and personal plan

The young people have a 'my respite personal plan' which is developed with family prior to them visiting respite, this is reviewed regularly as they become regular visitors to the centre. A sample of these were reviewed and it was noted that there are support plans in place in relation to specific areas such as likes/dislikes, personal and intimate care, sexuality, sleep routines and behaviours. As the person in charge and staff get to know a young person they make note of which children are compatible in terms of age, gender and presentation. The schedule of respite visits is drawn up based on the needs of the young people and is very person centred in that the young people who may have interests in common will be paired together.

Judgment: Compliant

### Regulation 6: Health care

As this is a respite centre, family still maintain overall responsibility for health care however the respite team are very involved in supporting and maintaining good health care. Initially the person in charge sits down with the family and reviews health care needs prior to them coming into the respite centre and the key workers complete a quarterly questionnaire which includes healthcare needs and whether support is required or their needs are met. Families also meet with staff regularly in person to discuss the ongoing needs of the young people. Young people have appointments with their general practitioner, paediatrician and psychiatrist. One young person who recently began attending respite is having 8 weekly appointments with psychiatry to ensure that all their needs have been assessed and are being met.

Judgment: Compliant

## Regulation 8: Protection

All staff were trained in children's first aid and were knowledgeable in how to support the young people while on respite. The young people were supported to learn self-care and skills to ensure they were safe. There was guidance available to staff in relation to children coming into respite and compatibility of children in terms of their age, gender and presentation. Staff the inspector met were able to outline the protocols in place on how to safeguard the young people.

Judgment: Compliant

## Regulation 9: Residents' rights

The young people's rights were maintained in the centre in that they were consulted on all aspects of the running of the centre, there was a welcome meeting where they choose activities, meals and the bedroom in which they would like to stay. The person in charge hopes to roll out training in assisted decision making for staff in the coming months. A human rights committee is currently being established nationally by the provider.

Judgment: Compliant

## Appendix 1 - Full list of regulations considered under each dimension

This inspection was carried out to assess compliance with the Health Act 2007 (as amended), the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, and the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 (as amended) and the regulations considered on this inspection were:

Regulation Title	Judgment
<b>Capacity and capability</b>	
Registration Regulation 5: Application for registration or renewal of registration	Compliant
Regulation 15: Staffing	Compliant
Regulation 16: Training and staff development	Compliant
Regulation 23: Governance and management	Compliant
Regulation 24: Admissions and contract for the provision of services	Compliant
Regulation 31: Notification of incidents	Compliant
Regulation 34: Complaints procedure	Compliant
<b>Quality and safety</b>	
Regulation 10: Communication	Compliant
Regulation 13: General welfare and development	Compliant
Regulation 17: Premises	Compliant
Regulation 18: Food and nutrition	Compliant
Regulation 20: Information for residents	Compliant
Regulation 25: Temporary absence, transition and discharge of residents	Compliant
Regulation 26: Risk management procedures	Compliant
Regulation 28: Fire precautions	Compliant
Regulation 29: Medicines and pharmaceutical services	Compliant
Regulation 5: Individual assessment and personal plan	Compliant
Regulation 6: Health care	Compliant
Regulation 8: Protection	Compliant
Regulation 9: Residents' rights	Compliant