

Regulation of  
Health and Social  
Care Services

# Assessment judgment framework for statutory children's residential centres

January 2019

## About the Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent authority established to drive high-quality and safe care for people using our health and social care services in Ireland. HIQA's role is to develop standards, inspect and review health and social care services and support informed decisions on how services are delivered.

HIQA aims to safeguard people and improve the safety and quality of health and social care services across its full range of functions.

HIQA's mandate to date extends across a specified range of public, private and voluntary sector services. Reporting to the Minister for Health and engaging with the Minister for Children and Youth Affairs, HIQA has statutory responsibility for:

- **Setting Standards for Health and Social Services** — Developing person-centred standards, based on evidence and best international practice, for health and social care services in Ireland.
- **Regulation** — Registering and inspecting designated centres.
- **Monitoring Children's Services** — Monitoring and inspecting children's social services.
- **Monitoring Healthcare Safety and Quality** — Monitoring the safety and quality of health services and investigating as necessary serious concerns about the health and welfare of people who use these services.
- **Health Technology Assessment** — Providing advice that enables the best outcome for people who use our health service and the best use of resources by evaluating the clinical effectiveness and cost-effectiveness of drugs, equipment, diagnostic techniques and health promotion and protection activities.
- **Health Information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information about the delivery and performance of Ireland's health and social care services.

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## Introduction

HIQA has adopted a common 'Authority Monitoring Approach' (AMA) in order to carry out its functions as required by the Health Act 2007.

All HIQA staff involved in the assessment and or monitoring of services against regulations and standards adhere to this approach and to any associated procedures and protocols. HIQA's monitoring approach does not replace the professional judgment of its staff. Instead, it provides staff with a range of procedures, protocols and tools to assist them in carrying out their functions. This combined assessment judgment framework is one of these tools.

Applying AMA and using this assessment judgment framework will ensure that the provider is treated fairly and the assessment of compliance is timely, consistent and responsive to risk identified within the centre. It also provides transparency to providers and the public on how HIQA assesses and makes judgments of compliance and non-compliance.

The application of AMA does not replace or take away from the provider's responsibility to ensure that they are in compliance with the standards and or regulations, and provide safe and high-quality services for children who use their services.

The purpose of this assessment judgment framework is to support inspectors in gathering evidence when monitoring or assessing a centre and to make judgments on compliance. The framework sets out the lines of inquiry to be explored by inspectors in order to assess compliance with the standards and or regulations being monitored or assessed. It also outlines the compliance descriptors of:

**Compliant:** a judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.

**Substantially compliant:** a judgment of substantially compliant means that some action is required by the service or centre to fully meet a standard or to comply with a regulation, if appropriate.

**Non-Compliant:** a judgment of non-compliant means that substantive action is required by the service or centre to fully meet a standard or to comply with a regulation, if appropriate.

### **Actions required:**

**Substantially compliant** means that *action, within a reasonable time frame*, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.

**Non-Compliant** means we will assess the impact on the individual(s) who use the service and

make a judgment as follows:

- **Major non-compliance:** *Urgent action*<sup>1</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.
- **Moderate non-compliance:** *Priority action* is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.

The assessment judgment framework should be applied in conjunction with the following:

- The Health Act 2007 (as amended)
- Child Care Act 1991
- Child Care (Amendment) Act 2015
- Child Care (Placement of Children in Residential Care) Regulations 1995
- National Standards for Children's Residential Centres 2018
- The National Standards for Child Protection and Welfare 2012
- Children First: National Guidance for the Protection and Welfare of Children, 2017
- The Authority's Monitoring, Compliance and Escalation procedure
- The Authority's Enforcement Policy for those services subject to regulations, to inform decisions on what is an appropriate regulatory response
- HIQA's monitoring approach policy, procedures and guidance.

The assessment judgment framework is organised into two sections, called dimensions:

1. **Capacity and capability.**
2. **Quality and safety.**

Under each of these dimensions, the regulations and standards<sup>2</sup> are organised for ease of reporting.

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<sup>1</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

<sup>2</sup> The regulations are aligned to one standard only, as a 'best fit' simply for the purpose of reporting.

Figure 1: Themes in the National Standards for Children's Residential Centres



## Section 1 Capacity and capability

This section focuses on the overall delivery of the service and how the provider determines whether an effective and safe service is being provided.

It includes how the provider:

- makes sure there are effective governance structures in place with clear lines of accountability so that all members of the workforce are aware of their responsibilities and who they are accountable to
- ensures that the necessary resources are in place to support the effective delivery of quality care and support to children using the service
- designs and implements policies and procedures that will make sure the centre runs effectively.

Dimensions: capacity and capability	
Standard	Standard 1.6 Each child is listened to and complaints are acted upon in a timely, supportive and effective manner.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is each child listened to and their views and preferences in relation to daily living arrangements and decisions about the centre given due consideration? Are reasons for any decisions taken explained to the child, in accordance with their age and stage of development?</li> <li>2. Is there a culture of openness and transparency in the centre that welcomes feedback, raising issues and making suggestions and complaints by children and their families? Are these seen as a valuable source of information and reviewed and used to make improvements to the service? Are children reassured that there are no adverse consequences for raising an issue or making a complaint?</li> <li>3. Is the complaints process consistent with relevant legislation, regulations and best practice guidelines?</li> <li>4. Is each child made aware of the complaints process by staff? Are parents and or guardians made aware of the complaints process?</li> <li>5. Are children made aware of other supports outside of the centre, such as the option to escalate a complaint to an external body, for example the Ombudsman for Children?</li> <li>6. Are staff in the centre aware of their role in supporting children to access the complaints process? This includes informing each child of</li> </ol>

	<p>their option to access independent advocacy services as necessary?</p> <ol style="list-style-type: none"> <li>7. Are complaints recorded, managed and reviewed or investigated, if appropriate, and the child, their parents or guardians and the allocated social worker informed of the outcome of the complaint, review or investigation? Are any subsequent actions taken in a timely manner?</li> <li>8. Is a record maintained of all complaints, including details of the investigation and resolution? Is this regularly reviewed and is learning implemented to improve practices in the centre?</li> <li>9. Is the record of complaints made by each child and the outcome of the complaints documented in the child's Care Record?</li> <li>10. Is there a mechanism for children to provide feedback on the complaints procedure and is its effectiveness regularly reviewed?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>3</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>3</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.



Dimensions: capacity and capability	
<b>Standard</b>	<b>Standard 2.4</b> The information necessary to support the provision of child-centred, safe and effective care is available for each child in the residential centre.
<b>Regulation</b>	<b>Regulation 16: Records</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Do staff in the centre establish and maintain a Care Record for each child in the residential centre?</li> <li>2. Is each child's Care Record kept up to date and contain information as specified in the regulations?</li> <li>3. Is the Care Record kept confidentially and held in accordance with legislative, regulatory and best practice requirements?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>4</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

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<sup>4</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
<b>Standard</b>	<b>Standard 3.3</b> Incidents are effectively identified, managed and reviewed in a timely manner and outcomes inform future practice.
<b>Regulation</b>	<b>Regulation 15: Notification of significant events</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Is an open culture promoted whereby children and staff are encouraged to raise concerns, report incidents and identify areas for improvement?</li> <li>2. Has the provider ensured that there are mechanisms in place for significant people in children's lives, for example their parents or their allocated social worker, to provide feedback and identify areas for improvement?</li> <li>3. Has the provider ensured that there are policies and procedures in place in the residential centre for the notification, management and review of incidents, in line with regulations and national policy?</li> <li>4. Has the person in charge ensured that incidents are reported, recorded and reviewed in a timely manner, in line with regulatory requirements, and local and national policies and procedures?</li> <li>5. Has the provider ensured that learning is used to inform the development of best practice and actions are taken to improve the care provided in the centre? Are all incident reviews evaluated and is learning communicated to all staff in the centre and to the child's allocated social worker?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>5</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>5</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

<b>Dimensions: capacity and capability</b>	
<b>Standard</b>	<b>Standard 5.1</b> The registered provider ensures that the residential centre performs its functions as outlined in relevant legislation, regulations, national policies and standards to protect and promote the welfare of each child.
<b>Regulation</b>	<b>Regulation 5: Care practices and operational policies</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Has the provider ensured that the residential centre is operated in compliance with the relevant regulatory requirements and national standards?</li> <li>2. Has the provider ensured that new and existing legislation and national policy, such as Children First, is reviewed on a regular basis to determine what is relevant to the service, how it impacts on practice and to address any gaps in compliance?</li> <li>3. Do staff in the centre demonstrate understanding of the relevant legislation, regulations, policies and standards for the care and welfare of children in residential care, appropriate to their role, and is this reflected in all aspects of their practice?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>• <b>Major non-compliance:</b> <i>Urgent action</i><sup>6</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>• <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>6</sup> Where a major non-compliance judgment presents an ‘immediate risk’ to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

**Dimensions: capacity and capability**

**Standard**

**Standard 5.2**

The registered provider ensures that the residential centre has effective leadership, governance and management arrangements in place with clear lines of accountability to deliver child-centred, safe and effective care and support.

**Line of inquiry**

1. Is leadership demonstrated and evidenced at all levels in the residential centre and is there a culture of learning, quality and safety in the service?
2. Are there clearly defined governance arrangements and structures that set out the lines of authority and accountability, stipulate individual accountability and specify roles and responsibilities of all staff in the centre?
3. Has the provider ensured that there are appropriate service-level agreements, contracts and or other similar arrangements in place for the provision of services?
4. Has the provider provided evidence to the funding body that it is compliant with relevant legislation and the relevant national standards?
5. Is a person in charge with overall executive accountability, responsibility and authority for the overall delivery of the service in place for the residential centre?
6. Are all operational policies and procedures for the residential centre developed, reviewed and updated by the provider in line with regulatory requirements, taking account of national standards and guidelines?
7. Is a risk management framework and supporting structures in place for the identification, assessment and management of risk? Are there systems in place to effectively manage risk, including a designated person or people to contact in an emergency?
8. Is there an internal management structure appropriate to the size and purpose and function of the residential centre?
9. Has the provider ensured that alternative management arrangements are in place for when the person in charge is absent?
10. Where the person in charge delegates some or all of their duties to one or more appropriately qualified staff members, is a written record kept of when, and to who, such duties have been delegated and the key decisions made?

<p><b>Judgment</b></p>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>7</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>
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<sup>7</sup> Where a major non-compliance judgment presents an ‘immediate risk’ to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
<b>Standard</b>	<b>Standard 5.3</b> The residential centre has a publicly available statement of purpose that accurately and clearly describes the services provided.
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Does the centre have a statement of purpose which clearly describes the model of service provision delivered by the centre which includes the following information: <ul style="list-style-type: none"> <li>▪ the aims, objectives and ethos of the service,</li> <li>▪ the range of services and any specialised facilities provided to meet the needs of children placed at the residential centre,</li> <li>▪ the management and staff employed in the residential centre,</li> <li>▪ the care and support needs of children that the centre intends to meet,</li> <li>▪ arrangements for the wellbeing and safety of children placed in the centre?</li> </ul> </li> <li>2. Does the statement of purpose reflect the day-to-day operation of the residential centre and is it reviewed and revised in line with regulatory requirements?</li> <li>3. Is the statement of purpose publicly available and communicated to staff, children and their families in an accessible format?</li> <li>4. Do staff understand the model of care as outlined in the statement of purpose and the centre's overall aims and the outcomes it seeks to achieve for children?</li> <li>5. Is the statement of purpose reviewed and evaluated as part of the residential centre's governance arrangements, in order to provide assurance that services are being delivered in line with the statement of purpose?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>8</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>8</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

	<ul style="list-style-type: none"> <li>▪ <b>Moderate non-compliance: <i>Priority action</i></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>
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Dimensions: capacity and capability	
<b>Standard</b>	<b>Standard 5.4</b> The registered provider ensures that the residential centre strives to continually improve the safety and quality of the care and support provided to achieve better outcomes for children.
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Is the quality, safety and continuity of care provided to children in the residential centre regularly reviewed to inform improvements in practices and to achieve better outcomes for children?</li> <li>2. Are arrangements put in place by the provider to assess the safety and quality of care provided in the centre against the National Standards for Children’s Residential Centres?</li> <li>3. Has the provider ensured that information relating to complaints, concerns and incidents is recorded, acted on, monitored and analysed? Is learning from these events and any trends identified communicated to all staff in the centre to promote improvements?</li> <li>4. Has the provider ensured that an annual review of compliance with the centre’s objectives is conducted and timely action is taken to promote improvements in work practices and to achieve better outcomes for children?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: <i>Urgent action</i></b><sup>9</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: <i>Priority action</i></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>9</sup> Where a major non-compliance judgment presents an ‘immediate risk’ to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
Standard	<b>Standard 6.1</b> The registered provider plans, organises and manages the workforce to deliver child-centred, safe and effective care and support.
Regulation	<b>Regulation 6: Staffing</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Does the residential centre regularly undertake workforce planning?</li> <li>2. Are there appropriate numbers of staff employed in the residential centre with regard to the number and needs of the children in the centre and the centre's statement of purpose?</li> <li>3. Are there sufficient numbers of staff with the necessary experience and competencies to meet the needs of the children living in the centre at all times?</li> <li>4. Does workforce planning take account of annual leave, study leave, maternity leave, sick leave and contingency cover for emergencies? Where it is necessary, are additional staff members accessed from a panel of suitably qualified and experienced staff that, as far as possible, have experience of working in the residential centre and are familiar to the children living in the centre?</li> <li>5. Are arrangements in place to promote staff retention and continuity of care to ensure children experience stability?</li> <li>6. Are there formalised procedures for on-call arrangements at evenings and weekends?</li> <li>7. Is staff recruitment and retention in line with relevant Irish and European legislation and informed by evidence-based human resource practices?</li> <li>8. Does the provider recruit and retain staff with the necessary qualifications, skills, competencies and personal attributes, appropriate to their role, to provide care and support to children placed in the centre?</li> <li>9. Does the provider ensure that staff are registered with the relevant professional regulatory body as appropriate?</li> <li>10. Do managers have an appropriate management qualification and have sufficient practice and management experience to manage the centre and meet its stated purpose, aims and objectives?</li> <li>11. Do all staff in the centre have up-to-date written job descriptions and copy of their terms and conditions of employment?</li> <li>12. Is an up-to-date, accurate and secure personnel file maintained for all staff, in line with regulatory requirements?</li> <li>13. Is there a written code of conduct for staff? Do staff also adhere to the codes of conduct of their own professional body, association and or professional regulatory body?</li> </ol>



<p><b>Judgment</b></p>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>10</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>
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<sup>10</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	<b>Standard 6.2</b> The registered provider recruits people with the required competencies to manage and deliver child-centred, safe and effective care and support.
Line of inquiry	
	<ol style="list-style-type: none"> <li>1. Is staff recruitment and retention in line with relevant Irish and European legislation and informed by evidence-based human resource practices?</li> <li>2. Does the provider recruit and retain staff with the necessary qualifications, skills, competencies and personal attributes, appropriate to their role, to provide care and support to children placed in the centre? Does the provider ensure that staff are registered with the relevant professional regulatory body as appropriate?</li> <li>3. Do managers have an appropriate management qualification and have sufficient practice and management experience to manage the centre and meet its stated purpose, aims and objectives?</li> <li>4. Do all staff in the centre have up-to-date written job descriptions and copy of their terms and conditions of employment?</li> <li>5. Is an up-to-date, accurate and secure personnel file maintained for all staff, in line with regulatory requirements? Is there a written code of conduct for staff? Do staff also adhere to the codes of conduct of their own professional body, association and or professional regulatory body?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>11</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>11</sup> Where a major non-compliance judgment presents an ‘immediate risk’ to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
<b>Standard</b>	<b>Standard 6.3</b> The registered provider ensures that the residential centre support and supervise their workforce in delivering child-centred, safe and effective care and support.
<b>Line of Inquiry</b>	<ol style="list-style-type: none"> <li>1. Do staff in the centre understand their roles and responsibilities, have clear accountability and reporting lines, and are aware of policies and procedures to be followed at all times?</li> <li>2. Are staff in the centre supported to effectively exercise their professional judgment and exercise collective accountability to provide a child-centred, safe and effective service?</li> <li>3. Are there procedures in place to protect staff and minimise the risk to their safety? Where risks to staff safety are identified, are procedures followed and is appropriate action taken?</li> <li>4. Is there a culture of learning and development in the residential centre and are staff encouraged to develop their skills and practices, and avail of learning opportunities and reflective practice? Are staff encouraged and supported to learn from their colleagues within the residential centre and to share learning between centres?</li> <li>5. Is a team-based approach to working promoted through regular team meetings, reflective learning and effective communication in relation to supporting and caring for each child in a consistent manner?</li> <li>6. Is a clear supervision policy in place and do staff receive regular supervision from appropriately qualified and experienced staff? Are records of supervision signed by both the supervisor and the staff member maintained?</li> <li>7. Do all staff in the centre receive supervision training in line with the centre's policy?</li> <li>8. Is an individual staff member's performance formally appraised, at least once a year? Is a written record kept of each performance appraisal and is this signed by both the supervisor and the staff member?</li> <li>9. Is a policy and systems in place which outline the appropriate supports to manage the impact of working in the centre, for example access to an employee assistance programme?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s)</p>

	<p>who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"><li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>12</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li><li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li></ul>
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<sup>12</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
<b>Standard</b>	<b>Standard 6.4</b> Training and continuous professional development is provided to staff to deliver child-centred, safe and effective care and support.
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Have all people working in the residential centre received appropriate training and development opportunities, equivalent to their role in relation to the requirements of legislation, standards and guidelines, the centre's statement of purpose and the centre's care practices, operational policies and procedures?</li> <li>2. Is there a programme of training and continuous professional development to ensure that staff at all levels maintain competence in all relevant areas?</li> <li>3. Does the provider undertake a regular training needs analysis to determine the training needs of staff? Does the provider respond appropriately to meet the training needs identified?</li> <li>4. Are staff in the centre facilitated and supported to attend training and education, including refresher training, appropriate to their roles?</li> <li>5. Is a formal induction policy implemented for all new staff?</li> <li>6. Is a record kept of any continuing professional development courses or training undertaken by staff in the residential centre?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>13</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>13</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
Standard	Standard 7.1 Residential centres plan and manage the use of available resources to deliver child-centred, safe and effective care and support.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is the residential centre resourced and are the resources available effectively allocated to ensure the delivery of care that meets the needs of children placed in the centre, in accordance with the centre's statement of purpose?</li> <li>2. Are there clear plans that take account of the funding and resources available to ensure that child-centred, safe and effective services are provided?</li> <li>3. Does the residential centre demonstrate transparent and effective decision-making when planning, procuring and managing the use of resources? Are sustainability measures incorporated into the planning, management and use of resources?</li> <li>4. Are resources provided to children in the residential centre appropriate to each child's needs and are managed in a child-centred way?</li> <li>5. Are resources planned and managed to meet the needs of children and their families, and to help facilitate family contact, in line with the child's care plan?</li> </ol>
Judgment	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>14</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>14</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
Standard	<b>Standard 8.1</b> Information is used to plan, manage and deliver child-centred, safe and effective care and support.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is information collated, managed, used and shared to inform decision-making and to promote improvements in the service?</li> <li>2. Are arrangements in place to evaluate and manage the safety and quality of the service provided through audit, self-assessment and the use of key performance indicators to monitor trends? For example, records of incidents, exit interviews with children and significant event notifications are used to inform and improve practice?</li> <li>3. Is information recorded and communicated in a timely manner to support effective, high-quality care?</li> <li>4. Is information gathered on each child when they are placed in the centre, and regularly reviewed throughout their time in the residential centre, to identify risk and inform the types of supports the child is likely to need? Are records of incidents kept and used to inform the child's future care?</li> <li>5. Are each child and their family advised by the residential centre on the recording and intended use of all personal information as appropriate, in line with current legislation and best practice? Is information recorded and shared in accordance with the child's care and placement plans?</li> </ol>
Judgment	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>15</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>15</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: capacity and capability	
<b>Standard</b>	<b>Standard 8.2</b> Effective arrangements are in place for information governance and records management to deliver child-centred, safe and effective care and support.
<b>Regulation</b>	<b>Regulation 21: Maintenance of Register</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Are information governance arrangements in place to ensure that the residential centre complies with legislation, uses information ethically, and uses best available evidence to protect children's personal information?</li> <li>2. Are records required to deliver a child-centred, safe and effective service up to date, relevant, of a high quality and accurate at all times?</li> <li>3. Does the residential centre hold a register (electronic or hard copy) in line with statutory requirements which details the relevant information in respect of each child living in the centre?</li> <li>4. Is the privacy of each child's personal information protected and respected? Is all personal information treated as confidential and held in line with legislative, regulatory and best practice requirements?</li> <li>5. Are arrangements in place for sharing and transferring information in an efficient and timely manner to support effective decision-making? Do these arrangements clearly outline who staff share personal information with, in the best interest of each individual child, and the manner in which this is done to protect the privacy and confidentiality of the child the information relates to?</li> <li>6. Is there a policy for the retention and destruction of records in line with legislative requirements?</li> <li>7. Is there a policy in place for managing requests and access to information?</li> <li>8. Are arrangements in place for children to access a copy of their personal information, as appropriate, on request?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p>



	<ul style="list-style-type: none"><li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>16</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li></ul>
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<sup>16</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

## Section 2 Quality and safety

The focus of this section is about the lived experience of the people using the service.

This includes how people:

- make choices and are actively involved in shaping the services they receive
- are empowered to exercise their rights, achieve their personal goals, hopes, and aspirations
- receive effective person-centred care and support, at all stages of their lives
- are able to live in a safe, comfortable and homely environment
- have food and drink that is nutritious
- are protected from any harm or abuse.

Dimensions: quality and safety	
<b>Standard</b>	<b>Standard 1.1</b> Each child experiences care and support which respects their diversity and protects their rights in line with the United Nations (UN) Convention on the Rights of the Child.
<b>Regulation</b>	<b>Regulation 10: Religion</b> <b>Regulation 4: Welfare of child</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Are all staff in the centre aware of and promote and protect the rights of children, as prescribed in the United Nations (UN) Convention on the Rights of the Child and in Irish law?</li> <li>2. Do staff in the centre inform children of their rights and is each child supported to exercise and understand their rights in a manner that is appropriate to their age, ability and stage of development?</li> <li>3. Is there a culture of respect for each child in the residential centre, specifically in terms of their diversity, their right to participate in decision-making and freedom of expression? Do staff work with children and enable them to be understanding of and open to cultural differences?</li> <li>4. Is each child treated with dignity and respect? Is their equality promoted and their age, gender, family status, sexual orientation, gender identity, disability, race, religious beliefs and ethnic and cultural identity respected?</li> <li>5. Is each child's dietary requirements, social, cultural and religious beliefs and values, and the views expressed by the child and their parents, taken into account in the daily activities of the residential centre. Do staff in the centre keep a record of this as part of the child's Care Record?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>17</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>17</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	Standard 1.2 Each child's dignity and privacy is respected and promoted.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is the dignity and privacy of each child respected with regard to personal space, personal communications, professional consultations, personal information and the provision of intimate care, if required?</li> <li>2. Is each child's personal belongings respected? Is the importance of particular items of significance recognised and personal belongings maintained?</li> <li>3. Is each child given opportunities to spend time by themselves, in line with their age and stage of development?</li> <li>4. Are any limits placed on the privacy of a child in line with their assessed needs, have a clear rationale, are documented in their care plan and placement plan and are clearly explained?</li> <li>5. Is each child informed about who their personal information is shared with and the reasons for the information being shared are clearly explained?</li> <li>6. Has each child memorabilia of their childhood when they leave care; for example, certificates of achievement, photographs and home videos are stored safely and kept up to date in a memory box or life story book?</li> </ol>
Judgment	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>18</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>18</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	Standard 1.3 Each child exercises choice, has access to an advocacy service and is enabled to participate in making informed decisions about their care.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is each child, in accordance with their wishes, encouraged and supported to exercise choice and have opportunities to participate in and contribute to decisions made about their care and support?</li> <li>2. Do staff in the centre encourage and facilitate children to express their views and opinions through different forums in order to inform policies, practices and the daily running of the centre? For example, where appropriate, are children encouraged to be actively involved in the running and coordination of 'house meetings', or to share their views in more informal settings such as at mealtimes?</li> <li>3. Is each child assigned a key worker with whom they can establish a relationship of support and trust? Is careful consideration given to determining the key worker for each child to facilitate a positive relationship and, where possible, is the child's input sought in advance of a key worker being assigned?</li> <li>4. Is each child provided with all relevant information, in a format that is appropriate to their age, stage of development and communication needs, to enhance their participation in decision-making?</li> <li>5. Is each child made aware of what information is recorded about them and can read their own records, where appropriate?</li> <li>6. Is each child informed about advocacy services to ensure they understand the role of advocacy services and are supported to access advocacy services as necessary?</li> <li>7. Is each child provided with all relevant information and support for self-advocacy appropriate to their age and circumstances?</li> </ol>
Judgment	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>19</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>19</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

	<ul style="list-style-type: none"> <li>▪ <b>Moderate non-compliance: <i>Priority action</i></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>
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Dimensions: quality and safety	
Standard	Standard 1.4 Each child has access to information, provided in an accessible format that takes account of their communication needs.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is all information communicated in a way that is appropriate to the information and communication needs of each child?</li> <li>2. Is each child provided with information about the residential centre and what to expect from living there?</li> <li>3. Is each child provided with information on a variety of issues, including the services and supports available to them, in line with their age and stage of development? Does the level and type of information provided change as the child develops?</li> <li>4. Is each child provided with information about themselves, their families and previous life experiences, including information about why they are living in residential care? Is information shared with each child in line with their best interests?</li> <li>5. Is each child provided with a copy of the National Standards for Children’s Residential Centres or a guide to the standards? Do staff in the centre spend time explaining the standards to each child?</li> </ol>
Judgment	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: <i>Urgent action</i><sup>20</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: <i>Priority action</i></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>20</sup> Where a major non-compliance judgment presents an ‘immediate risk’ to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
<b>Standard</b>	<b>Standard 1.5</b> Each child develops and maintains positive attachments and links with family, the community, and other significant people in their lives.
<b>Regulation</b>	<b>Regulation 8: Access arrangements</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Do all staff in the centre recognise and promote the important role that parents, families, friends, other significant people and communities play in children's lives? Are families kept informed of and consulted about developments in the residential centre, in line with the child's care plan?</li> <li>2. Is family contact planned, supported and facilitated, in line with the child's care plan and wishes? Where it is not possible to arrange visits with family members, are alternative contact methods used as appropriate?</li> <li>3. Are families and friends encouraged to visit the centre and involved in each child's life, in line with their care plan? Do parents have every opportunity to have a positive input into the care of their child and are invited to participate in events, such as school meetings, celebrations and medical appointments?</li> <li>4. Are siblings placed together where possible? Where this is not possible, do staff in the centre and the allocated social workers of the siblings work together so that siblings are supported to spend time with each other? Are arrangements made for siblings to have contact, in line with the children's care plans?</li> <li>5. Where a child is placed away from their original community, are all efforts made to maintain links with family, the community and other significant people in their lives, in line with the child's care plan?</li> <li>6. Is each child supported and encouraged to develop and maintain interests, talents and hobbies and to engage in social activities and leisure interests as part of the local community?</li> <li>7. Are special occasions such as birthdays and personal achievements marked, celebrated and documented?</li> </ol> <p>Has each child appropriate access to a telephone and appropriate media, such as television, newspapers and the Internet?</p>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p>

	<ul style="list-style-type: none"><li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>21</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li></ul>
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<sup>21</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.



Dimensions: quality and safety	
<b>Standard</b>	<b>Standard 2.1</b> Each child's identified needs informs their placement in the residential centre.
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Is there a written policy on admission to the residential centre which takes account of: <ul style="list-style-type: none"> <li>▪ the rights of children</li> <li>▪ the National Standards for Children's Residential Services</li> <li>▪ regulations and legislation</li> <li>▪ the centre's statement of purpose</li> </ul> </li> <li>2. Does the provider work with the allocated social worker to ensure, prior to the admission of the child, that the residential centre is suitable to meet the needs of the child?</li> <li>3. Has the provider ensured that staff in the centre work with the allocated social worker so that each child has a comprehensive assessment of need?</li> <li>4. Has the provider ensured that all proposed admissions to the residential centre are considered and assessed against the centre's statement of purpose to make sure that the centre can meet the needs of each child, as documented in the child's up-to-date and comprehensive assessment of need?</li> <li>5. In determining the appropriateness of placing a new child in the centre, are the needs and rights of the children already living there considered?</li> <li>6. Is each child given opportunities to become familiar with the day-to-day living arrangements in the centre, the children who live there, and the staff that care for them?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>22</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety,</li> </ul>

<sup>22</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

	health and welfare of people using the service.
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Dimensions: quality and safety	
<b>Standard</b>	<b>Standard 2.2</b> Each child receives care and support based on their individual needs in order to maximise their wellbeing and personal development.
<b>Regulation</b>	<b>Regulation 23: Care Plan</b> <b>Regulation 24: Supervision and visiting of children</b> <b>Regulation 25: Review of cases</b> <b>Regulation 26: Special review</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Is there a copy of an up-to-date care plan for each child? Are arrangements in place for the residential centre to receive an up-to-date care plan for each child from the allocated social worker? Does the centre work with the allocated social worker and all other people involved in the child's care to implement the care plan?</li> <li>2. Is there an up-to-date placement plan in place for each child? Is this based on their care plan and is it prepared by the child's key worker or other nominated member of staff in the centre, with input from the residential centre staff team? Does the placement plan detail the child's needs and outline the supports required to ensure the best outcomes for the child?</li> <li>3. Is each child facilitated to participate in the placement planning process? Is the child's family also provided with opportunities to input into and inform the placement plan, in line with the child's care plan?</li> <li>4. Are individual, achievable goals determined in consultation with the child following admission and regularly reviewed and updated as part of the placement plan review?</li> <li>5. Is each child supported and facilitated to access the identified external supports and specialist services in line with their care plan? Where these are not meeting the needs of a child, is this communicated to the allocated social worker by staff in the centre in a timely way?</li> <li>6. Is there effective communication between staff in the centre and the allocated social worker to ensure continuity of care and adherence to each child's care plan and placement plan?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p>

	<ul style="list-style-type: none"><li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>23</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li></ul>
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<sup>23</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
<b>Standard</b>	<b>Standard 2.3</b> The children's residential centre is homely, and promotes the safety and wellbeing of each child.
<b>Regulation</b>	<b>Regulation 7: Accommodation</b> <b>Regulation 12: Fire precautions</b> <b>Regulation 13: Safety precautions</b> <b>Regulation 14: Insurance</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Is the layout and design of the residential centre suitable for providing safe and effective care for the number of children, and for meeting the needs of each child, in the centre?</li> <li>2. Has each child their own bedroom and are there adequate and secure storage facilities for personal belongings?</li> <li>3. Is the residential centre stimulating and does it provide opportunities for rest, play, recreation and skills development including access to adequate communal space for both indoor and outdoor recreational facilities? Are outdoor spaces, which are part of the premises, safe, secure and well maintained?</li> <li>4. Is all equipment purchased for the centre of an appropriate and accessible standard, and maintained and operated in line with the manufacturer's instructions and good practice?</li> <li>5. Are the premises clean, appropriately decorated and maintained in good structural condition?</li> <li>6. Are children encouraged to participate in decorating the centre and to display personal items, such as family photographs, if they wish to do so?</li> <li>7. Are the bathroom facilities sufficient in number and ensure privacy?</li> <li>8. Is the residential centre adequately lit, heated and ventilated?</li> <li>9. Does the residential centre comply with the requirements of fire safety legislation, relevant building regulations and health and safety legislation? Is there a safety statement in place for the centre?</li> <li>10. Are there procedures in place for managing risks to the health and safety of children, staff and visitors? Are all reasonable measures taken to prevent accidents and reduce the risk of injury in and on the grounds of the residential centre? Are any accidents or injuries that do occur reported accordingly and if an incident occurs to a child, is it documented in their Care Record?</li> <li>11. Are all vehicles used to transport children and staff roadworthy, regularly serviced, insured and driven by people who are legally licensed to drive the vehicle?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety,</p>

	<p>health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"><li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>24</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li><li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li></ul>
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<sup>24</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	<b>Standard 2.5</b> Each child experiences integrated care which is coordinated effectively within and between services.
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Has the provider put arrangements in place to allow for communication and cooperation within and between services to deliver better outcomes for each child?</li> <li>2. Do relevant staff in the centre work in partnership with each child, the allocated social worker and the child's family, in line with the child's care plan, to ensure continuity of care on discharge from the centre? Is a discharge plan prepared before the child leaves the centre, in a timely manner?</li> <li>3. Where a child is preparing to leave care, do staff in the centre work with the allocated social worker and where possible, the aftercare worker to ensure continuity of care and facilitate access to aftercare, where applicable?</li> <li>4. Where a child is moving to a different service, is this planned and managed in accordance with each child's needs, their care plan and the centre's policy, and support is coordinated during the transition?</li> <li>5. Is each child and their family, in line with the child's care plan, involved in the decision-making process and provided with information about moving to a new service or being discharged from the residential centre?</li> <li>6. Is each child fully involved in any move to a new service or discharge from the centre and the reason for this is clearly explained to them? Are children provided with an opportunity to give and receive feedback in relation to their placement, for example through an exit interview? Is the information used to inform improvements in the quality and safety of the centre?</li> <li>7. Has the person in charge ensured that all relevant information relating to each child is transferred following their discharge from the centre, in line with regulatory requirements?</li> <li>8. Is the effectiveness of children's experience of integrated care regularly evaluated, including through seeking feedback from each child?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p>

	<ul style="list-style-type: none"><li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>25</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li></ul>
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<sup>25</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	Standard 2.6 Each child is supported in the transition from childhood to adulthood.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is each child listened to and involved in the decision-making process about the transition from childhood to adulthood? Are supports in place to ensure that a planned transition based around the needs of the child is delivered? Do staff in the centre work with the allocated social worker and the aftercare worker to develop an aftercare plan for each child, reflective of their needs and goals?</li> <li>2. Are aftercare planning and preparations for leaving care promoted during the placement both formally and informally, for example by incorporating it into sessions with the key worker?</li> <li>3. Is leaving care discussed, planned for and agreed with the child and their parents or guardians, in line with the child's care plan?</li> <li>4. Do staff in the centre work with each child to prepare them for their aftercare placement and increase the likelihood of positive outcomes for the child, for example by encouraging children to acquire life skills through real life experiences?</li> <li>5. Do staff in the centre support each child in their preparation for leaving care and in the implementation of their aftercare plan, so that they can work with them in making the transition to adulthood, for example to independent living, or returning to their families or significant people in their lives, or other options that may be available to them?</li> <li>6. When leaving care, is each child supported to access and review their file and to access copies of important documents such as birth certificate, medical records and education records?</li> </ol>
Judgment	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>26</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety,</li> </ul>

<sup>26</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.



	health and welfare of people using the service.
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Dimensions: quality and safety	
Standard	Standard 3.1 Each child is safeguarded from abuse and neglect and their care and welfare is protected and promoted.
Line of inquiry	
	<ol style="list-style-type: none"> <li>1. Has the provider ensured that the residential centre operates in line with and complies with the relevant policies as outlined in Children First and relevant legislation?</li> <li>2. Does the residential centre have policies and procedures in place to protect children from all forms of abuse and neglect, in line with Children First and relevant legislation and to minimise its effect, where it does occur?</li> <li>3. Has the residential centre policies and procedures in place to address all forms of bullying, in line with Children First and relevant legislation and to minimise its effect, where it does occur? Does this include procedures to prevent and address bullying and harassment by other children, staff or people in the residential centre including visitors, and possible exploitation on the Internet and social media?</li> <li>4. Do all staff in the centre understand and implement safeguarding policies and procedures, and receive regular training in safeguarding children and in the prevention, detection and response to abuse?</li> <li>5. Do staff in the centre work in partnership with children, families and the child's allocated social worker to promote the safety and wellbeing of children?</li> <li>6. Is each child assisted and supported to develop the knowledge, self-awareness, understanding and skills needed for self-care and protection that is sensitive to age, ability, personal history and stage of development? Are children supported to speak out when they are feeling unsafe or vulnerable?</li> <li>7. Are individual areas of vulnerability identified, and are individual safeguards put in place and recorded in each child's Care Record?</li> <li>8. Are parents and or guardians informed of any incident or allegation of abuse?</li> </ol> <p>Is there a policy and procedure on protected disclosures? Are staff in the centre aware of who they report a protected disclosure to and can do so without fear of adverse consequences to themselves?</p>

<p><b>Judgment</b></p>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: <i>Urgent action</i><sup>27</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: <i>Priority action</i></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>
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<sup>27</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	Standard 3.2 Each child experiences care and support that promotes positive behavior.
Line of inquiry	
	<ol style="list-style-type: none"> <li>1. Is a positive approach to the management of behaviour that challenges promoted; supported by policies and procedures based on international human rights instruments, legislation, regulations, national policy and evidence-based practice guidelines?</li> <li>2. Do staff in the centre have up-to-date knowledge and skills, appropriate to their role, have access to specialist advice and appropriate support, and are trained in the centre's child-centred behavioural management policies and practices to: <ul style="list-style-type: none"> <li>▪ respond to and manage behaviour that challenges,</li> <li>▪ provide positive behavioural support to a child to manage their behaviour,</li> <li>▪ identify underlying causes of behaviour and situations that may lead to behaviour that challenges, and to assist and support a child to manage their behaviour,</li> <li>▪ have an awareness of mental health issues, bullying, harassment, neglect and abuse, and how these can impact on the behaviour of children,</li> <li>▪ understand and respond to behaviour and verbal and non-verbal communication that may indicate an issue of concern?</li> </ul> </li> <li>3. Is each child supported to develop their understanding of behaviour that challenges and behaviour that is respectful of the rights of others? Is this communicated in a clear, appropriate and positive way to support each child's own growth and development?</li> <li>4. Are staff in the centre given all relevant information, appropriate to their role, required to support each child with behaviour that challenges or any issues that a child may have that could influence their behaviour?</li> <li>5. Has the provider ensured the provision of positive behavioural support, as outlined in its policy, by regularly auditing and monitoring the residential centre's approach to managing behaviour that challenges? Are arrangements in place, where appropriate, for audits to be undertaken by personnel external to the centre?</li> <li>6. Children are not subjected to any restrictive procedure unless there is evidence that it has been assessed as being required due to a serious risk to the safety and welfare of the child or that of others?</li> <li>7. Where restrictive procedures are deemed necessary, has the person in charge ensured that: <ul style="list-style-type: none"> <li>▪ Every effort made to identify and alleviate the cause of the child's behaviour?</li> <li>▪ All alternative procedures considered before a restrictive procedure</li> </ul> </li> </ol>

	<p>is used?</p> <ul style="list-style-type: none"> <li>▪ Where restrictive procedures must be used, the least restrictive procedure used for the shortest duration necessary?</li> <li>▪ The use of restrictive procedures recorded in the child's Care Record and is each use monitored on an on-going basis?</li> <li>▪ A debrief is carried out following the use of a restrictive procedure with each child, their family, in line with the child's care plan and relevant staff members to review the use of the intervention and record the learning?</li> </ul> <p>8. Where restrictive procedures were required, were only approved and agreed techniques used in accordance with the child's risk assessment?</p>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance:</b> <i>Urgent action</i><sup>28</sup> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance:</b> <i>Priority action</i> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

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<sup>28</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	<b>Standard 4.1</b> The health, wellbeing and development of each child is promoted, protected and improved.
Regulation	<b>Regulation 11: Provision of food and cooking facilities</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Has the provider ensured that practices and initiatives to promote and protect the life, health, safety, development and welfare of each child, are developed and implemented in the centre, in line with the service's objectives and in consultation with children and their families?</li> <li>2. Do health promotion initiatives within the residential centre prioritise the importance of good physical and mental health and wellbeing, and detail what supports are available to children? For example, each child's key worker promotes and supports their health and wellbeing through guidance and advice on diet and nutrition, smoking prevention and cessation, alcohol, the use of illegal substances, exercise and physical health, mental health, self-care, safe relationships and sexual health and wellbeing?</li> <li>3. Has the provider ensured that staff in the centre cooperate with other service providers and other statutory and non-statutory agencies to promote the health and development of children?</li> <li>4. Is each child provided with adequate quantities of food and drinks which are properly and safely prepared? Are options of wholesome and nutritious meals and snacks available?</li> <li>5. Is each child supported and encouraged to learn to cook for themselves? Do staff consult with children about what they would like to eat, taking into account any cultural and religious beliefs or special dietary requirements?</li> <li>6. Do staff in the centre and children eat meals together and are these regarded as a positive social event?</li> <li>7. Is each child enabled and supported to develop skills in preparation for leaving care? Do outcomes outlined in advance of leaving care provide the child with opportunities to: <ul style="list-style-type: none"> <li>▪ develop the necessary life and social skills</li> <li>▪ acquire the resilience to cope with adversity</li> <li>▪ establish the appropriate support networks for when they leave care?</li> </ul> </li> <li>8. Is each child educated and supported by staff in the centre to exercise autonomy in decision-making, managing money, making appointments, managing their medicines and resolving conflict in preparation for when they leave care?</li> <li>9. Is each child supported to source further education, training or employment opportunities, in line with their abilities?</li> </ol>

<p><b>Judgment</b></p>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>29</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>
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<sup>29</sup> Where a major non-compliance judgment presents an ‘immediate risk’ to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
<b>Standard</b>	<b>Standard 4.2</b> Each child is supported to meet any identified health and development needs.
<b>Regulation</b>	<b>Regulation 9: Health care</b> <b>Regulation 20: Medical examination</b>
<b>Line of inquiry</b>	<ol style="list-style-type: none"> <li>1. Is each child's physical and mental health needs, as outlined in their care plan, informed by a health and development assessment, and this informs any necessary interventions or supports?</li> <li>2. Do staff in the centre work with the allocated social worker to ensure that care records contain a clear and complete record of all medical and health information from birth? This includes details of a child's referral to medical, psychiatric, psychology, dental, ophthalmic or other specialist services, as required?</li> <li>3. Does each child have access to a general practitioner (GP) or a suitably qualified medical practitioner and, where possible, each child remains registered with their family GP? Is appropriate information shared with the GP to ensure they provide the best possible care?</li> <li>4. Do staff in the centre and the allocated social worker work together to access specialist services to meet the individual needs of each child?</li> <li>5. Has the provider ensured that there is a medicines management policy in place in the residential centre, in line with legislative and professional regulatory requirements and best practice?</li> </ol>
<b>Judgment</b>	<p><b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.</p> <p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"> <li>▪ <b>Major non-compliance: Urgent action<sup>30</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> <li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li> </ul>

<sup>30</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.

Dimensions: quality and safety	
Standard	Standard 4.3 Each child is provided with educational and training opportunities to maximise their individual strengths and abilities.
Line of inquiry	<ol style="list-style-type: none"> <li>1. Is each child supported to achieve their potential in learning and development? Do staff in the centre work with each child to identify their individual interests, strengths and abilities? Are educational and training opportunities identified for each child?</li> <li>2. Are arrangements in place for each child to access educational and training facilities, supports and services appropriate to their assessed needs? Do children attend school in line with legislative requirements?</li> <li>3. Do staff in the centre work with the allocated social worker to maintain the child's placement in their own school, where possible?</li> <li>4. Do staff in the centre engage with the local Education and Welfare Officer, where appropriate?</li> <li>5. Do staff in the centre work with local schools to ensure school adjustment and the achievement of educational goals? Does the key worker, or a nominated staff member, attend all relevant school meetings and maintain regular engagement with the school staff? Are parents also encouraged to attend school meetings, in line with the child's care plan?</li> <li>6. Is each child provided with additional support and assistance when managing transitions such as changing schools or entering a higher level of education or training?</li> <li>7. Is a comprehensive record of each child's educational or training progress maintained as part of their Care Record during their time in residential care including, certificates awarded, assessment reports and any remedial assistance provided?</li> <li>8. Is each child's educational or training needs supported, for example through the provision of a household routine for homework and access to a space to study?</li> <li>9. Where a child is temporarily not attending school, do staff in the centre and the child's allocated social worker identify and put in place other learning and development opportunities in consultation with the child, which are in line with their assessed needs?</li> <li>10. Is each child approaching school leaving age encouraged to discuss their preferences, interests, abilities and aspirations in relation to training and educational goals? Are they supported by their allocated social worker and other support services to explore their options and realise their potential, which will inform their care plan and aftercare plan?</li> </ol>
Judgment	<b>Compliant:</b> A judgment of compliant means that no action is required as the service or centre has fully met the standard and is in full compliance with the relevant regulation, if appropriate.

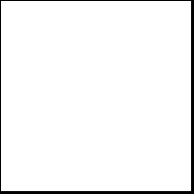


	<p><b>Substantially compliant</b> means that <i>action, within a reasonable time frame</i>, is required to mitigate the non-compliance and ensure the safety, health and welfare of the children using the service.</p> <p><b>Non-Compliant</b> means we will assess the impact on the individual(s) who use the service and make a judgment as follows:</p> <ul style="list-style-type: none"><li>▪ <b>Major non-compliance: Urgent action<sup>31</sup></b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li><li>▪ <b>Moderate non-compliance: Priority action</b> is required by the provider to mitigate the non-compliance and ensure the safety, health and welfare of people using the service.</li></ul>
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<sup>31</sup> Where a major non-compliance judgment presents an 'immediate risk' to the safety, health or welfare of people using the service, the inspector may issue an urgent compliance plan on the day of inspection.





Issued by the Office of the Chief Inspector  
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