

Annual Review Report

Assessing performance against the national standards for residential services for children and adults with disabilities

Regulation 23(1)(d)

About the centre

Centre name: St Paul's Coolatree

Centre ID: OSV-0003768

Registered Provider: St Paul's Child and Family Care Centre

Person in Charge: Ms Sarah Mohan

Report Completed: November 2023

Reported Compiled by:

Ms Niamh Salter (Director of Service)

Ms Sarah Mohan (Person in Charge)

Dr Carol Cassidy (Medical Director)

Section 1		
Quality and Safety		
Theme 1: Individualised Supports and Care		Quality improvement required? Y/N Where yes complete improvement plan
Standard 1:1	The rights and diversity of each person are respected and promoted.	N
Standard 1.2	The privacy and dignity of each person are respected.	N
Standard 1.3	Each person exercises choice and control in their daily life in accordance with their preferences.	N
Standard 1.3	Each child exercises choice and experiences care and support in everyday life.	N
Standard 1.4	Each person develops and maintains personal relationships and links with the community in accordance with their wishes.	N
Standard 1.4	Each child develops and maintains relationships and links with family and the community.	N
Standard 1.5	Each person has access to information, provided in a format appropriate to their communication needs.	N
Standard 1.6	Each person makes decisions and, has access to an advocate and consent is obtained in accordance with leg-	N
Standard 1.7	Each person's complaints and concerns are listened to and acted upon in a timely, supportive and effective	N

Your findings:

The service provides support/care through a Person Centred Planning (PCP) approach. PCP is a 'way of discovering how a person wants to live their life and ways to make that happen' (National Disability Association 2005). Each child's PCP is tailored to support their individual needs, whereby enabling them to develop to their full potential and lead a full life, according to their wishes.

Ethnic, cultural needs, and religious background of the children, are affirmed, protected, and promoted by the service. The centre's Statement of Purpose commits to respect the rights of each child, irrespective of religion, race, nationality, sex or age, to be treated without discrimination, with staff provided with training on cultural awareness. All staff completed this training.

Children are encouraged to be involved in the development and maintenance of their PCPs, and where possible, children attend their PCP review meetings. Each child's PCP contains a child friendly "Charter of Rights for Children with Autism" which details how the individual is supported to experience and understand their rights.

A Rights Committee is active within the service. The Committee meets quarterly and comprises of care staff, Clinical Team representatives, a Person in Charge (PIC), parents, and external agency members. The purpose of the Rights Committee is to:

- Promote and raise awareness of rights for children in St. Paul's CFCC.
- Be a forum where parents, children/advocates can raise concerns regarding rights.
- Promote best practice in the areas of restrictive practices, human rights, dignity, equity, inclusiveness and advocacy, making reference to all organisational policies/procedures and practices pertaining to the rights of individuals with autism.

The Committee reports to the Quality and Safety Committee and any Issues of immediate concern are brought to the attention of the Director of Service / Administration and Medical Director

The privacy and dignity of each child is promoted through the assignment of individual bedrooms during the child's stay, individual Intimate Care Plans, basic rights and data protection awareness.

All staff receive instruction from the PIC in regard to respect, privacy and dignity in caring for the child and this is represented within each child's Intimate Care Plan. Staff are provided with Intimate Care Training when they begin working in the service.

Each child has a Communication Profile which helps to develop and maintain interaction and relationships with the child. The Communication Profile of each child is updated annually as per regulation or more frequently based on changing needs. A review of the Communication Profiles showed that they were all reviewed in a timely manner. Some updates were made for some children to reflect changes in their development in the area of communication and to further support them with changes in routine and when transitioning from one place to another. The Communication Audit for February 2023 received a result of 95%. The next audit will take place in February 2024.

Each child is supported to communicate their needs and choices in a format tailored to their ability and preference .i.e. iPhone, pictures, social stories, photos, and objects of reference. Recent communication training took place by the SLT department in July 2023 and the SLT department also introduced a new system of "core boards" for all children accessing St. Paul's CFCC services.

Each child is encouraged to make choices throughout the day in regard to their activities, daily routines and food preferences. Children with verbal ability are asked their opinions on toys, equipment for the house, bed linen, and all children are encouraged to bring their own personal favourite items from home. The children are supported to maintain contact with family during their respite stay as evident through phone-calls to and from parents. When competent, children are encouraged to phone home themselves. Communication between parents and the service is also maintained through a Communication Diary, emails and written correspondence (as relevant) in line with the service's Communication Plan and parents' wishes.

Visuals to help children understand Infection Prevention Control measures in line with Covid19 measures were developed for the service. These attempted to support children to understand why staff may wear face masks and what social distancing is. These visuals are displayed in prominent areas of Designated Centre. They are highlighted during periods where there is a rise of Covid19 in the community.

Choices and Experiences

PCP goals and daily activity schedules (timetables) all promote active participation in the community. Community participation by the children has involved being out in ordinary places i.e. beach, restaurants, sweet shops, ice cream parlours, cinema, public parks, McDonald's, picnics and coffee shops. Some children use words or pictures to communicate to staff where they would like to go and how they would like to spend their time.

Some children were also provided with a place on a Summer Camp in 2023 which was funded by the HSE. St Paul's CFCC Social Worker planned and oversaw a summer camp which resulted in 5 families who attend Coolatree Respite House accessing this support. The main benefits of the programme reported by most families were:

- Time to do some errands, chores and look after siblings
- Children were more emotionally regulated on the days coming up to attending summer camp and for a time after attending camp
- Establishment of a routine for their child
- Familiar staff and location

The main benefits of the programme for each participating child were:

- Access to a familiar location and familiar staff
- Establishment of a routine
- Access to activities (listed above)
- Preparation for their return to school

Family Participation

Interventions with families include the Rights Committee, one to one supports from Multi-Disciplinary Team Members for parents of children attending St. Paul's Special School in relation to their child's needs, and advocating to the Health Service Executive (HSE) for further supports if needed. We were delighted to start to celebrate Autism Awareness Month as a service. We held an event where all families accessing the service were invite to attend an "Autism Celebration" in the grounds of our main site on the 13th of April. The service facilitated a child friendly petting farm, silent disco, ice-cream van and garden activities. We were delighted to see a great number of families come to this event and plan for this to continue on an annual basis. We similarly held an end of summer party where families were invite to come together to mark the end of summer and return to school.

The service Winter Wonderland event was held again in December 2022 and is planned for 2023. This will see children families and siblings being invited to our main site where we will have a Santa, food and some activities planned to celebrate together. The service supported over 98 service users, their families, and staff to attend a "Winter Wonderland Lights" event in Malahide Castle to celebrate the Christmas period in a safe way.

Rights and Advocacy

St Paul's Coolatree values the feedback it receives from parents. In September 2023 we issued our annual parents feedback questionnaire using an electronic system to attempt to increase parents participation and feedback while also making the process easier to complete and return. St. Paul's Coolatree saw a similar percentage participation using this forum.

There are currently 16 children attending St Paul's Coolatree and 6 families completed and returned the questionnaire. The feedback/responses provided in the questionnaire was extremely positive. When asked what parents valued most about the service, parents expressed things such as "On respite days, we can rest and feel assured that our son is well looked after". Another parent noted that respite allows her to have "Quality time with my other children. Allows us to go and do things together with ease."

In relation to the respite house, all parents that returned the questionnaire reported that the house is clean, suitably decorated and in a good state of repair.

Areas of improvement that were mentioned and have been taken on board by the service in parent feedback forms were “When I arrive with my child only one member of staff comes to the door sometimes. I would appreciate if both staff could come so I know who is caring for my child”, “If there is another child going to be there I would appreciate knowing in advance so I can let my child know.”, and “Cancellations are too frequent and too short notice.” One other parent feedback form remarked “It feels a bit strange not to know what goes on or what he does all day when he's in there, and it would be nice to get an update every now and then about the things they do and places they go, as he won't tell us. But it's not a big issue.” All areas noted for improvement have been added to an action plan for the service and will be addressed in the coming months where possible.

Throughout the year, verbal feedback and emails were also received from parents. One Parent who received extra respite and supports at a time of a family funeral said “I couldn't have got through it without all your help.” A thank you card was also sent from this family addressed to all staff. An email was also sent to PIC at this time “Thank you for all your help over the last few days. Please thank all the staff for me, I couldn't have done the last few days without all the help from everyone”.

St Paul's Coolatree enables children to understand the processes and policies in place through the use of child friendly documentation e.g. a complaints brochure and poster, an illustrated Charter of Rights for Children with Autism, and a Resident's Guide. The service has a child friendly Statement of Purpose in place for each Designated Centre and this continues to be reviewed annually and circulated to children and their parents. St. Paul's CFCC also has an Easy to Read Version of the Annual Report available for the service users accessing respite. In 2023 the service also developed an easy read version of its safeguarding policy which is now accessible in all respite services.

The service operates Children's Advocacy Sessions twice per year with each service user. The aim of the sessions is to afford the children of the service an opportunity to have their voices heard on matters that affect their experience in respite (and any other matters that are important to them) and have these responded to. In this way children are supported to define the service of St. Paul's CFCC, and make requests as part of the normal running of the service. In addition, children are

afforded opportunity and choice in their everyday routine, e.g. food choice and activities, amongst others.

Some children can self-advocate, and some children may require the support of respite staff and the people closest to them to communicate their views. For this reason, respite staff ensure that the (variety of) communication mode(s) that is made available to each child is in line with their preferred/most effective mode of communication as a basis for successful advocacy daily (e.g. communication devices, PECS, Photos, use of Lámh, Objects of Reference, body language and newly introduced in 2023 was coreboards). Staff, particularly key workers, link regularly with parents and share information, by way of keeping up to date on the child's current interests, preferences and needs. Advocacy Sessions held this year highlighted many positive aspects including children's food choices, places of interest to visit such as Phoenix Park, bowling and various other activities to engage in. Advocacy Sessions also allowed staff and the Person in Charge to identify ways of tailoring each Advocacy Session to meet communication needs of each child.

Complaints

A child-friendly Complaints Brochure is in place with visuals of who the child can contact if they feel unhappy. A child-friendly complaints form is also available to children who attend Dromawling. The service Complaints Policy is available to parents through the Parent Resource Folder which is accessible in the Designated Centre. During November 2022 to end of October 2023, St Paul's Coolatree received no formal or informal complaints. Any concerns raised were resolved and addressed locally.

Theme 2: Effective services		Quality improvement required? Y/N Where yes complete improve-
Standard 2.1	Each person has a personal plan which details their needs and outlines the supports required to maximise their personal development and quality of life, in accordance with	N
Standard 2.2	The residential service is homely and accessible and promotes the privacy, dignity and welfare of each person.	N
Standard 2.3	Each person's access to services is determined on the basis of fair and transparent criteria.	N
Standard 2.4 Adults	Young adults are supported throughout the transition from children's services to adults' services.	N
Standard 2.4 Children	Children are actively supported in the transition from childhood to adulthood and sufficiently prepared for and involved in the transfer to adult services or independent living.	N

Your findings:

St Paul's Coolatree is designed to replicate a home from home environment that promotes a good quality of life and ensures privacy and dignity in safe and secure premises. The children/adolescents bedrooms are painted in various colours, selected by them and personalised for their overnight stay with favourite items from home. The garden contains playground equipment including a swing and there is a 'Front Room' for relaxation and sensory input.

In January 2023, new carpets were installed on the stairs, landing and staff bedrooms.

New wooden flooring/carpet are required in the sitting room. A new sensory area/room is planned for the front sitting room. These works are planned to take place in Quarter 1 2024 and would hope it would benefit the children accessing the service.

Admissions and Discharges

The service operates admissions under a defined admissions policy which is currently being reviewed. The policy was reviewed in March 2023 with updates to appendix and process for access to respite. .

When referrals are made to the service, the child's name is put on a waiting list. The list is determined by date of referral. A diagnosis of Autism is an essential criterion for admission, sourced from a variety of relevant clinical reports. The care needs of the child are discussed by a Multidisciplinary Team and with the family, in order to make a well informed decision as to appropriateness of the proposed admission. St Paul's Coolatree addresses each child's placements based on appropriate peer group in order to enable each child to engage in their areas of interest and ability, whereby maximising potential to develop socially and emotionally.

From November 2022 to October 2023, St Paul's Coolatree had:

- Admissions: 5
- Transitions out: 1 to Santry Respite
- Transitions in: 0
- Discharges: 2 (at parents request)
- Transitions to Emergency Medical Care: 0
- Transition to Residential Care : 1
- Deaths: 0

Table 1

Dependency Level	1 (Independent)	2 (Requires Support)	3 (Requires more Support)	4 (Fully dependent)	Total
May 2023	0	10	4	3	17
October 2023	1	10	5	0	16

Transition Plans

Transition planning for all adolescents begins the year the person turns 16 in line with the service's Transition Policy. A Transition Plan is completed for each adolescent, which involves key strategies, supports and communicated wishes by the adolescent on how best to move on and settle into an adult service. The Transition Plan also contains key information from the adolescent's PCP which supports consistency between services. Transition Plans involve preparation with both the child and family.

Transition Planning also takes place for children who transition internally i.e. from one St Paul's Designated Centre to another. Transition planning was completed for all transitions that took place during November 2022 to October 2023. For example, this year one child transitioned to a children's residential service and transition arrangements were put in place by way of:

- Facilitating the HSE with Transition Arrangements
- Linking with PCP documentation to Residential Service
- Linking directly with staff and PIC of the Residential Service

Child Numbers and Dependency Levels

From November 2022 to October end 2023, St Paul's Coolatree provided a service to a total of 17 children. It currently has 16 children in the service, as detailed in **Table 1** above. Dependency levels were measured in May and October 2023.

Service Activity

During November 2022 to October end 2023, an average respite service of 98% was delivered.

Person Centred Planning

Each child that attends the Centre has a PCP which details their needs and outlines the supports required to maximise their personal development and quality of life, in accordance with their wishes. The Person Centred Plan is based on input from the child (where possible), clinicians, staff and the child's parent(s). The PCP is subject to review every 6 months and updated where required. Over the past year, non-compliances were predominantly in the areas of reviewing and updating PCP documentation in a timely manner such as Risk and Intimate Care Plans.

Each child has one PCP goal which staff work with the child to achieve during their time in the service. Examples of some goals that children achieved over the past 12 months are as follows:

- Communication skills
- Brushing teeth
- Household chores
- Making meals/snacks
- Community outings/activities

Two person centred plans are audited on a monthly basis and high audit scores have consistently been achieved over the past 12 months 97.5%.

Theme 3: Safe services	Quality improvement required? Y/N Where yes complete improvement plan
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Standard 3.1	Each person is protected from abuse and neglect and their safety and welfare is promoted.	N
Standard 3.2	Each person experiences care that supports positive behaviour and emotional wellbeing.	N
Standard 3.3	People living in the residential service are not subjected to a restrictive procedure unless there is evidence that it has been assessed as being required due to a serious risk to their safety and welfare.	N
Standard 3.4	Adverse events and incidents are managed and reviewed in a timely manner and outcomes inform practice at all levels.	N

Your findings:

St Paul's CFCC aims to have in place best practice & policies to deal with clinical and operational matters and update service policies on an on-going basis. St Paul's Board oversee and assists St Paul's Executive Committee in directing and monitoring progress on the implementation of key service strategies for quality and safety.

The quality and safety of the service continues to be overseen by a 'Quality and Safety Committee'. The results of scheduled quality and safety audits are reviewed and discussed at this Committee. The service recognises that quality and safety is a continuous cycle and that vigilance in this area is on-going.

In 2023, two Quality and Safety Visits took place for St Paul's Coolatree. Those reports are available for viewing.

Child Protection

In terms of child protection, steps are taken to protect each child from abuse and neglect and their safety and welfare is promoted. All staff have completed Children's First Training.. The Snr Social Worker has been appointed as the 'Relevant Person' for the service and has devised Child Protection Risk Assessments for the service and an updated Safeguarding Statement. He has also devised a new procedure for the reporting of body marks noted on a child, to make the reporting process happen in real time and to ensure it is more robust. The service took part in a pilot Children's First Audit with the HSE and took good learning from the process. All areas noted within the audit for improvement have been implemented.

In each Centre there are named Mandated Persons and the Persons in Charge maintains an up to date list of same on record.

There is a Child Protection and Welfare Committee in the service comprised of the Director of Service, Medical Director, Snr Social Worker, Principal of St Paul's Special School and Persons in Charge. Persons in Charge attend the Committee when a child whom attends their Centre will be discussed at the Committee Meeting.

In 2022/2023, four reports were submitted to Tusla in respect of children who attend the Centre.

Safeguarding Vulnerable Adults Training

In 2022, St. Paul's Coolatree staff completed online 'Safeguarding Adults at Risk of Abuse' Training on HSEland.

PCP Audit Outcomes

Monthly audit of two PCP's showed evidence of good compliance by staff in this area. Non-compliances were predominantly in the areas of:

-Obtaining IEPs/ Timetables/ Charter of Rights due review/ Intimate Care requiring signature.

Health & Safety Outcomes

Health and Safety Audit scores were consistently high (average score: 99.5%). The risks identified throughout the year were of a low rating. A Risk Register is completed by the Persons In Charge every three months and this is populated by the incident reports, health and safety, fire risk, etc. Each Designated Centre's Risk Register informs the Corporate Risk Register.

Health and Safety is discussed at the Board, Executive Management Committee, Quality and Safety Committee and the Health & Safety Committee meetings. A nominated staff member from each Designated Centre continues to attend the Health and Safety Committee on a rotational basis. This year the MMUH Health and Safety Manager joined the Committee. Frontline staff are recognised as providing relevant health and safety information and have a positive impact on the health and safety of the service. St Paul's CFCC sourced specific training for those in the role of Health & Safety Representatives.

St. Paul's CFCC implement an annual Health and Safety Walkaround for the service in 2022 and another is scheduled for 2023. This is completed by the Mater Health and Safety Officer. Action plans can be viewed on request. There were no high-risk actions identified during this walkaround.

Annual Health & Safety Questionnaires were circulated to staff for completion in November 2023. Five questionnaires were completed and returned, and the feedback/suggestions from Coolatree included:

- ⇒ HACCP training – ensuring items are covered and on correct shelf re, HACCP
- ⇒ General maintenance needs to be addressed due to staff vacancy
- ⇒ Address issue with overhead storage in staff office

Please see Health & Safety questionnaire summary and action plan report for further information.

Fire Safety Regulations

Fire Safety awareness remains paramount in the service with all quality checks maintained as per fire regulations. Involvement of fire wardens is recognised as central to promoting safe practice in regards to the risk of fire. Quarterly quality assurance fire register checks for 2023 demonstrated 100% compliance.

Following feedback from a HIQA inspection in one of our Designated Centre we implemented a new system where children practice evaluating from both the upstairs of each Designated Centre and the downstairs during twice yearly fire drills. Another new initiative was the developed of a new fire safety policy for the service which was signed off by the Executive Committee in November 2023.

Hygiene and Environmental Audit

The centre is homely and clean. Each child has their own bedroom. There is play equipment in the garden which the children appear to really enjoy. There are two bathrooms. There is adequate space for all persons in the Centre and the Centre's size and layout promotes the privacy, dignity and welfare of each child.

As mentioned, the Centre is clean- there are cleaning schedules in place and bi-monthly Hygiene and Environmental Audits are conducted. Staff have received training in Infection Prevention and Control in light of the pandemic.

The Hygiene and Environmental Audit scores have been consistently high over the past 12 months (94.4% bi-monthly average audit score). Some areas were found to require improvement due to general wear and tear, broken radiator cover, carpet clean. Actions were taken including new carpets in the landing, stairs and staff bedrooms. Carpet underwent a professional clean with plans to replace either with new carpet or wooden floor in 2024. Radiator cover was replaced in November 2023. New sensory equipment is planned for the front living room in the

house which is planned to be installed in quarter 1 2024.

Incident Analysis

The service acknowledges the high level of commitment by staff in relation to incident reporting. Incident analysis provided the service with invaluable information which informed positive behaviour support plans, risk assessments, staff needs, follow-up safety measures and quality improvement plans both locally and throughout the service.

In St Paul's Coolatree, there was a total of 5 incidents and 1 near miss in the 12 month period. The majority of incidents related to challenging behaviour that presented low risk, one relating to child taking harness off on bus and one incident relating to bus reversing. The learning outcomes from these incidents identified the need for:

- Mini bus to be reversed into driveway to prevent reoccurrence.
- Risk Assessments to be updated.
- Review seating arrangements on bus and provide distractors for child.
- Update pro-active risk management plan with new information
- Continue to implement proactive strategies in child's PCP.

Overall recommendations and learning generated from incidents are shared with all staff in the service.

Restrictive Practices

The service places a strong emphasis on proactively managing a child's behaviour through Positive Behaviour Support Plans and strategies. Therefore, restrictive practices are only implemented as a last resort to safeguard a child who is assessed to be at risk.

There is a Restrictive Practices Policy in place. The service developed its own Restrictive Practice Training with the aim of developing training that is specific to the service and therefore provides staff with a clear

understanding of the area of restrictive practices, their application in the service, and responsibilities on the part of staff and management. All staff must complete the training every two year. There is an ARC Committee in place for the formal oversight, review and approval of restrictive practices. Alongside a formal restrictive practices approval committee, parental involvement & consent are recognised as pivotal to the restrictive practice approval process.

Restrictive practices used for some children during 2023 included

- Safety Devices on service transport.
- Motion sensors
- Door alarms
- Pyjamas on backwards at night-time.

Each year a Restrictive Practice Audit is undertaken by psychology. The audit took place in March 2023.

The documentation pertaining to one Restrictive Practice and one Positive Behaviour Support Plan was audited and an Observational Audit was also undertaken (score: 90%). The following was found to be in place and good practice:

- All significant risks clearly defined and risk assessments developed.
- Identification of appropriate proactive and reactive strategies.
- PBSPs reviewed regularly and in line with policy.
- PBSPs devised in conjunction with MDT.
- Evidence of clear communication with home.
- Clear progress in terms of individual's behaviour and quality of life.
- Folder sections clearly delineated.

The focus of the Quality Improvement Plan following the audit included parent log to be kept separately to capture communication between parents and staff (for any future PBS plans) and risk assessments and management plans to be reviewed within policy guidelines – contingency plan implemented if keyworker is out sick.

Each child that attends the Centre experiences care that supports positive behaviour and emotional wellbeing. There is a Clinical Team on site that provides support and training to staff in the area of Positive Behaviour Support. There is currently no Positive Behaviour Support Plans (PBSP) in place for the 16 children that attend the Centre. The Psychologists in the service also conduct a yearly review of Positive Behaviour Support Plans. The most recent audit took place in March 2023 and the audit score was between 85 -100% across the different elements of the audit. Good practice was noted including staff following the individual's lead, supporting them gently and responsively. Reduced verbal language was evident. A positive, calm, low arousal atmosphere was fostered by staff members. Staff were also judged to make appropriate use of body language.

In terms of what required improvement, no areas were noted within the audit. Positive Behaviour and Emotional well-being are a focus of discussion at Monthly Meetings which staff and the clinical team attend; each child who attends the Centre is discussed at every meeting.

Theme 4: Health and development		Quality improvement required? Y/N Where yes complete improvement plan
Standard 4.1	The health and development of each person is promoted.	N
Standard 4.2	Each person receives a health assessment and is given appropriate support to meet any identified need.	N
Standard 4.3	Each person's health and wellbeing is supported by the residential service's policies and procedures for	N
Standard 4.4 Adults	Educational, training and employment opportunities are made available to each person that promotes	N
Standard 4.4 Children	Education opportunities are provided to each child to maximise their individual strengths and abilities.	N

Your findings:

Pre-admission Assessment

St. Paul's CFCC conducts an initial pre-admission assessment, in partnership with the parent(s) or guardian, to determine the care needs and the wishes of the child and family. This assessment of the child's social, care, health, communication and educational needs, as well as cultural, religious and ethnicity preferences, is to ensure that service provision remains tailored to each child's on-going development and changing needs.

As the children stay in the service for several years, and in line with HIQA regulation, an 'Annual Assessment' is completed (which is used in conjunction with the initial Pre-admission Assessment of personal and social care needs) which provides more updated information regarding each child. Information contained within formal clinical reports and that gleaned from disciplines and parent (s) are all used to help determine the child's annual assessment and PCP.

Health Plan

Each child has a detailed Health Plan in their PCP which is reviewed and updated annually with the parent, or more frequently where warranted. Parents are advised that information pertaining to their child's immunisation and allergy status is required by the service with the aim of ensuring the safety and welfare of each child.

Where a child has a medical condition, a medical plan will be devised, and where appropriate, an emergency response plan for staff to implement e.g. asthmatic routine care and/or asthma acute attack, epilepsy seizure plan, diabetes plan, and Anapen procedure. These plans are reviewed annually by the Medical Director. There is currently one Medical Plan (PRN plan) in place for one child who attends the Centre.

Medication Management

All staff in St. Paul's Coolatree are trained in the Safe Administration of Medication. Staff undertake three competency assessments following training to ensure safe administration of medication.

There is a monthly Medication Process Audit in place. The average audit score from November 2022 to October 2023 was 99%. This is an increase in comparison to the previous year. Variances were recorded separate to audits, the main action point being incorrect labels.

The total number of medication variances over the last 12 months was 7. A Review of the Medication Variances found that it was of low risk. The variance alerted the need for:

- ⇒ Parents to send in up to date medication bottles and correct labelling.
- ⇒ Parents advised to check blister pack to ensure it contains correct amount of medication.
- ⇒ Parents reminded of SAM policy.
- ⇒ PIC to link with parents about alternative ways of giving medication.

There is a procedure in place for regarding the formal handover of medication to ensure all medications are accounted for. Two medication files are audited monthly to ensure medications are administered safely.

Staff Health Training

All staff in St. Paul's Coolatree are up to date with the requirements for Cardio Pulmonary Resuscitation Training (CPR). Some staff are due to take this again in the coming months. There are First aid kits available for staff, contained in the Designated Centre and on service transport. The first aid kit contents are audited and a first aid audit also takes place. The average first aid audit result for Coolatree over the last 12 months has been 100%. Basic First Aid training took place in December 2022 and again in November 2023. .

Training in the administration of emergency medication such as Midazolam occurs once every 2 years to ensure competency in this area.

Healthy Eating

The service has a Food and Nutrition Policy in place which promotes healthy eating and lifestyle. The children are provided with nutritious meals according to personal preference and are encouraged to participate in writing shopping lists and in food preparation. Communication supports (i.e. visuals) are made available to enable the children to communicate their needs and food choices. Food diaries are maintained to ensure a varied diet. Staff are vigilant around specific diets and allergies which children who attend the service have.

The service Speech and Language Therapist and Occupational therapist provided specific training on “eating” for parents and teachers in St Paul’s Special School.

Physical and Emotional Wellbeing

The service is committed to enhancing quality of life for the children, with emphasis on physical and emotional well-being. St Paul’s CFCC places emphasis on appropriate peer groupings to enhance emotional well-being. Healthy living including exercise, social activities and diet all aid to the physical and emotional well-being of the child.

Education

Children access school through their pre-determined education placement. The service Education Policy details the service’s commitment to meeting requirements of the Health Act 2007 and Health Information and Quality Authority regulations. Information gleaned from each child’s Individual Education Plan (IEP) is requested from the child’s school and/or the child’s parent. In the absence of being able to secure a written IEP, information is sourced from parent

(s) in relation to their child’s IEP. The service advocates for all children to attend full school hours.

Social Engagement

The children avail of many leisure activities in the wider community i.e. cafes, local parks, pet shops, toy shops, beaches, horse-riding, allotments, sensory gardens, Ice cream shops, football Children attending respite have the opportunity to socialise with peers in their respite peer group and to go on community outings in line with associated risk assessments. .

Goals Achieved

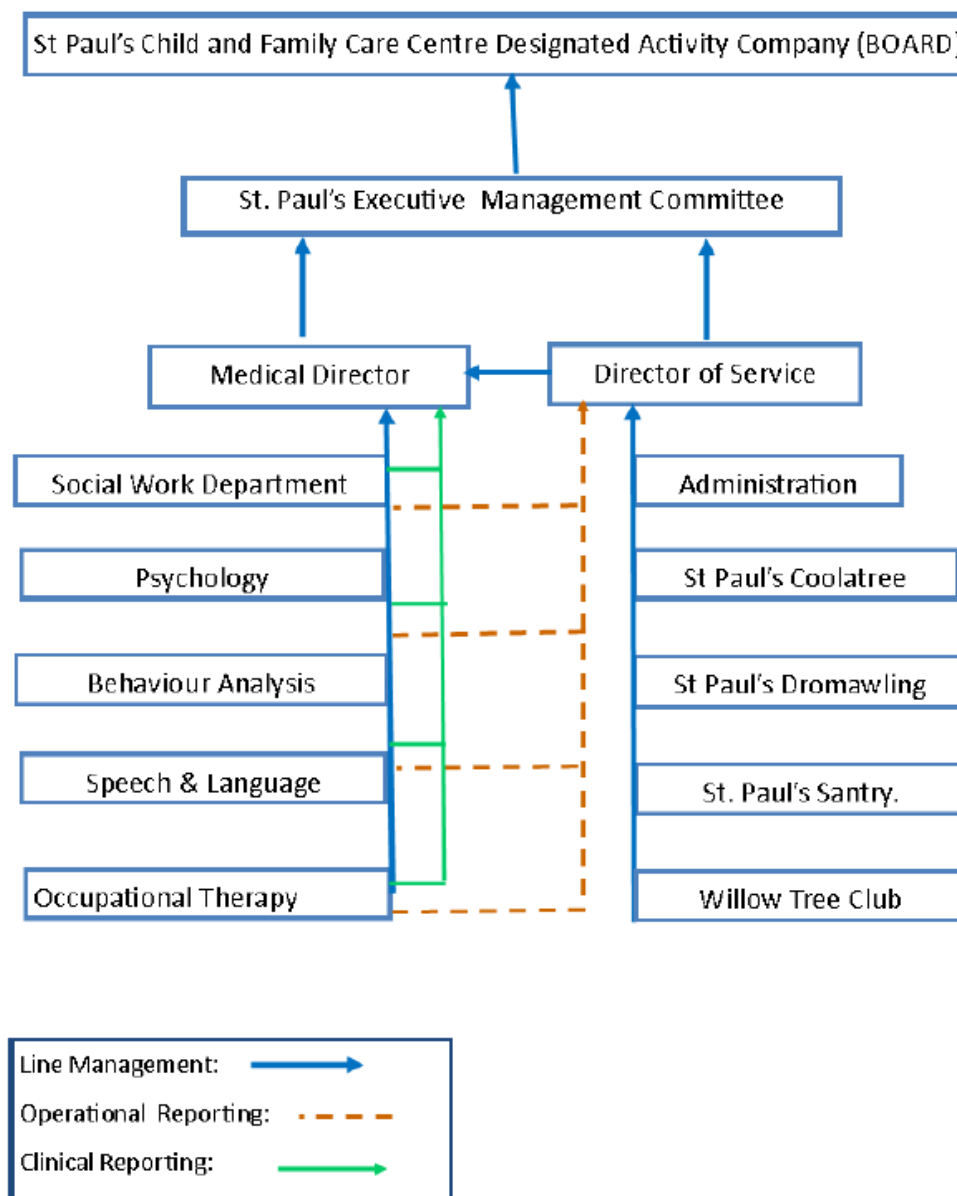
- Community activities
- Brushing teeth
- Communication skills eg, objects of reference

Section 2 Capacity and Capability		
Theme 5: Leadership governance and management		Quality improvement required? Y/N Where yes complete improvement plan
Standard 5.1	The residential service performs its functions as outlined in relevant legislation, regulations, national policies, and standards to protect each person and promote their welfare.	N
Standard 5.2	The residential service has effective leadership, governance and management arrangements in place and clear lines of accountability.	N
Standard 5.3	The residential service has a publicly available statement of purpose that accurately and clearly describes the services provided.	N
Standard 5.4	The residential service has appropriate service level agreements, contracts and/or other similar arrangements in place with the funding body or bodies.	N

Your findings:

The governance responsibility of the service is managed by St Paul's Child and Family Care Centre Designated Activity Company, hereafter referred to as the Board. The Board oversees primary areas of organisational governance, including mission and identity, policy and strategy development, staff appointment and development, financial control and public accountability. The Board is comprised of both executive and non-executive directors.

St. Paul's Service Organogram



St. Paul's CFCC has an Executive Committee which is responsible for overseeing the effective operation,

delivery, and management of the respite services. The organisation structure is as detailed below.

The introduction of the National Standards for Children and Young Adults in Residential Service regulated by Health Information and Quality Authority (HIQA) is fully endorsed by the Board. These well-constructed, person centred standards are recognised to benefit the children and families who access the service. The Board continues to work closely with St Paul's Coolatree.

St Paul's CFCC faces on-going challenges to meet HSE Policy Directives. In addressing these challenges St Paul's CFCC is continuously seeking to develop more efficient and effective models of services and are currently planning for service expansion. It is important that St Paul's CFCC continues to advocate for the needs of the children awaiting services and the associated funding necessary. At time of writing, there are 24 children / families on the Residential Respite Waiting List.

Director of Service/Administration

The Director of Service, hereafter referred to as Director, has the principal responsibility for providing support and advice to the Service and, under the auspices of the Board, and is charged with development and implementation of governance systems in the Service.

In addition, the Director has responsibility for the overall management of the Service in ensuring that compliance is achieved with Regulations/Standards as set out by the Health Information Quality Authority (HIQA).

The Director also provides strategic, professional and operational leadership for all aspects of the service whilst, simultaneously, adhering to the principles and values of the service in developing and delivering support. The Director advocates for the children and provides support for their families within a changing and evolving organisation.

The focus of the Director's role is on improving the children's experience and the quality and safety of the service they receive, whilst delivering agreed Key Performance Indicators and establishing a performance culture, including planning and implementing recommendations of National Policies. The Director has a key role in creating an atmosphere and culture where excellence can flourish with strong multidisciplinary collaboration across the service and with external services.

It is again very appropriate to acknowledge, with huge gratitude, the immense contribution made by the multidisciplinary team that consists of Childcare Leaders (PICs,) Nursing, Childcare Workers and Care Assistants, Administration staff, Service Care Taker and the Clinical team as detailed below. It is recognised that staff continue to provide an exceptional level of service and care to the children in sometimes challenging circumstances especially in the current year. Staff must also be thanked and complimented for their ever willingness to proactively engage with continuous developments in the service.

The Assistant Director of Service is responsible for the oversight of service rosters, coordinating staff training and the line management of Childcare Leaders. The Assistant Director of Service has a vast amount of experience working at Senior Management Level within St Paul's CFCC and will assist the Director with ensuring a quality, safe and expanding service is delivered.

Coolatree is due a themed HIQA inspection on Restrictive Practices in the near future.

Medical Director

Psychiatry in St Paul's CFCC carries three main roles spanning clinical, management and academic. Psychiatry as a medical specialty is provided by the Medical Director and mental health intervention of children attending school and respite and is provided on-site with emphasis on the co-morbidity of mental health diagnoses in children with Autism. This situation arises more frequently in this cohort of paediatrics as children with Autism and Intellectual Disability are at increased risk of Mental Health difficulties. Joint clinical and school multidisciplinary work facilitates timely intervention and monitoring.

The Medical Director takes the lead role in service development and working closely with clinical team, school and respite service, identifies additional programmes that would provide further therapeutic input for children and families. Proposals of service development are presented to the Board of St Paul's CFCC and with approval are initially explored at local level and in negotiation with our funders.

Statement of Purpose

St Paul's Coolatree has ensured the Statement of Purpose is up to date and that it accurately and clearly describes the services provided. The service also developed an Easy to Read Statement of Purpose and both documents are available for viewing.

Service Level Agreement

The service has appropriate service level agreements in place with the Health Service Executive. The agreement was submitted to the HSE in August of this year and has been officially signed off for 2023.

Theme 6: Use of resources		Quality improvement required? Y/N Where yes complete improvement plan
Standard 6.1 Adults	The use of available resources is planned and managed to provide person-centred effective and safe residential services and supports to people living in the residential service.	N
Standard 6.1 Children	The use of available resources is planned and managed to provide child-centred, effective residential services and supports to children.	N

Your findings: Use of Resources

The service has managed to deliver 92% service delivery for residential respite during the period November 2022 to October 2023. No COVID-19 outbreaks occurred. We continue to review our use of resources to ensure a safety and quality service is provided. Staffing has been an issue in 2023 and the service have adapted its services to match this challenge. Recruitment campaigns have progressed during the year.

Multi-Disciplinary Team Input

Members of St Paul's Clinical Team provide support to St Paul's Dromawling Designated Centre through attendance at its Monthly Meeting and provide training, quality practices through audits, and individual supports as required for those children who attend St Paul's Special School. Members of the clinical team provide a support role, through the Person in Charge, for children in the service with an external service provider. The types of supports provided by different clinical disciplines within St Paul's CFCC are outlined as follows and also see Theme 5 above for information regarding the Medical Directors role.

Psychology

The service Senior Psychologist provides a psychological service to children and families who attend the service to enable them to develop to their full potential and lead a good quality of life. The Psychologist provide a range of psychological services to service users and their families, together with in-service training and supports for staff. Inputs include psycho-educational assessments, diagnostic and developmental reviews, transition assessments, curricular and methodological advice to teachers, therapeutic interventions where appropriate and participation in a range of multi-disciplinary supports including positive behaviour support across settings and the delivery of parent information sessions/training for parents of children attending the St. Paul's Special School.

The Psychologist contributes to a range of regular meetings including: weekly case conferences and monthly team, respite house and restrictive practice committee meetings where children's progress and parental priorities are considered. They provide supervision and practice placements for trainee psychologists and to the collaborative process of advising on policy development.

Behaviour Specialist

The Behaviour Specialist is responsible for providing evidence-based behavioural consulting services to assist staff in the development and implementation of service-wide Positive Behaviour Interventions and Supports (PBIS), targeted PBIS supports, and/or comprehensive behaviour intervention plans for children in the service.

The Behaviour Specialist offers advice and assistance on the implementation of Positive Behaviour Support Plans (PBSPs) that aim to understand why a child exhibits behaviours of concern, as well as supporting them to acquire new skills and improve quality of life. PBSP's are developed in collaboration with caregivers, school and respite staff and other multidisciplinary team members

Behaviour support services also provide needs-led training workshops for families and staff on a variety of evidence-based positive behaviour support approaches. Individualised PBIS coaching sessions may also be delivered to caregivers where appropriate. Support and advice is also offered to staff, through the Person in Charge (PIC) and via attendance at monthly respite house meetings as well as during respite house meetings for all children in the service. The Behaviour Specialist will also link with PICs, key-workers and staff about specific issues on a needs basis.

Speech and Language Therapy (SLT)

The work of the Speech and Language Therapist involves assessment of speech, language and communication skills and provision of therapeutic input, which may be in the form of consultative, collaborative and/or pull out sessions in the therapy room. Therapeutic input also involves individual and group training for families and staff, coaching on specific communication techniques, support at home, in school or in respite, and introduction of and training on the use of alternative and augmentative communication systems and techniques. The SLT Department support the school staff with implementing Attention Autism group activities as well as a weekly aversive feeding group. 2020 has seen the introduction of tele-therapy in St. Paul's with many families availing of this alternative means of intervention. We also have a Speech and Language Therapy students on placement with us in St. Paul's.

The SLT's can provide training on many aspects of communication to respite and school staff. Communication. Audits are conducted annually. SLT is also involved in Person Centred Plans, Individual Education Plans and also supports the integration of communication skills development into the child's day. SLT liaises regularly with respite staff, teachers and parents and attends annual case conferences to provide feedback to the team and discuss communication goals. The SLT Department encourage all staff working in the service to create a Total Communication environment for the children which includes using Lamh, visuals, Objects-of-Reference and assistive technology.

Occupational Therapy

The aim of the Occupational Therapy (OT) is to support children to participate in everyday activities which are meaningful to them and which are important for their future development.

OT does this by considering the following 3 components:

1. **The child:** their current strengths and challenges, their current motor skills, sensory processing skills, social skills, play skills, and their interests and motivations.
2. **The environment:** the everyday physical, natural and social environments a child uses.
3. **The child's occupations:** the everyday activities they need to or want to do (e.g. dressing, feeding, toileting playing, school work)

There are three levels of OT support:

Universal- At this level OT supports St. Paul's Special School and St Paul's CFCC respite services in ensuring the environments support participation. Over the last 12 months examples of this have been supporting the respite houses in developing and resourcing sensory spaces in the environments, supporting the school in purchasing equipment for PE and working collaboratively with teaching, speech and language therapy and psychology to develop a progress monitoring system for pupils which was shared with school principal in Sept 2022. OT also provided advice for the purchasing of some resources of the day respite services which is currently being established.

Targeted- OT, along with speech and language therapy (SLT) and psychology, meet with class teachers in St. Paul's Special School half termly to discuss current barriers and to prioritise and plan therapy at that time. Over the last 12 months examples of targeted interventions have included class based programmes to enhance play skills, to develop handwriting skills, to develop independence in toileting and to motivate participation in PE lessons and whole group lessons. Alongside SLT, OT also introduced the Fun with Food programme to 5 of the classes in school which saw all participants, approx. 30 children, make notable progress in terms of their confidence to be around and try new foods. In addition to contributing to the annual induction workshops for new families to the service OT also worked with psychology and the behaviour specialist practitioner to provide a 3 part parent workshop series on the topic of understanding and addressing challenging behaviour and worked with SLT to provide training sessions for parents and respite staff in understanding and addressing feeding related difficulties.

Intensive- At this level OT works directly with a child and family to carry out assessment and/ or to address significant barriers to participating in daily activities. The ability to offer this level of support was initially limited this year as full service delivery gradually returned following the removal of Covid-19 restrictions. Over the last 12 months OT provide direct blocks of assessment and intervention to support parents to understand and support their child's sensory processing differences to 2 families, provided consultation and intervention to support a young person return to school after an extended period of school refusal, provided consultation to 3 families in understanding behaviours they were experiencing at home that were causing distress or concern and implementing interventions to reduce the negative impact they were having on the child and families well-being.

Social Work

The role of the Social Worker in St Paul's CFCC is to link in with all families of children that attend St

Paul's CFCC's Respite Service and St Paul's Special School. The role of Social Work has changed over recent years due to the service changing from a residential service to delivering a respite service in the local community, a different service user group and the enacting of the Children's First Act 2015.

Social Work currently provides a number of supports to families and children. These currently include but are not limited to: advocating on a families behalf, support with securing entitlements or grants, supporting families in crisis, supporting families with practical tasks, an emotional support and outlet for some families and working with St Paul's Special School. The Social Worker Chairs both the Parents Senior and Junior Groups monthly. These meetings provide information and a social opportunity to meet other parents in a similar situation. The Social Worker also acts as the Complaints Officer for the service.

Child protection is a major component of the Social Work role. The Social Worker takes the lead on Child Protection issues in St Paul's CFCC. In addition to the mandatory training of Children's First, the Social Worker provides an annual Child Protection Awareness Talk to all staff in the service. The Social Worker is a Designated Person in the service with whom other staff can link in with if needed for assistance on Child Protection concerns and assistance with reporting their concerns to Tusla. The Social Worker is also the Relevant Person in the service who is responsible to ensure the service is complying with child safeguarding procedures outlined in the Child Safeguarding Statement and for other requirements outlined in the Children's First Act 2015.

Your findings:

The service recognises that in order to provide effective support to a child with autism it is essential that staff are competent and caring in the role they hold. The service commits to having an appropriate skill mix on each shift. The Shift Leader is that of a Childcare Worker or Nursing qualification. St Paul's CFCC complies fully with its service recruitment and induction policy and ensures staff compliance with National Garda Vetting Bureau.

Formal dependency levels are established on each child, assessed six monthly or more frequently as required, and overseen by the Person in Charge. A summary of the levels can be found under Theme 2 of this report. This assessment helps inform the staffing levels required. Some children will have a higher dependency level of need than others and in such cases staffing requirements are adjusted accordingly. St Paul's Coolatree staff comprises of 1wte Child Care Leader (PIC), 3 wte

Child Care Workers & 3 wte Care Assistant.

Recruitment

There are safe and effective recruitment practices in place to recruit staff. In relation to St Paul's Coolatree, a Social Care Worker progressed to the role of Person In Charge. Currently recruitment is underway for a Child Care Worker post. The service has a team of hours as required staff that are covering any gaps in the roster to ensure full-service delivery

Support and Supervision

Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of children attending the service. There is full time Persons in Charge in place and staff receive both informal and formal supervision. Staff also receive an annual 'Performance Achievement'.

Sick Leave

Average absenteeism for the period November 2022 to October 2023 was 4.2%

Staff Training

The service commits to supporting the continuous professional development of its entire workforce. Staff competencies are maintained through regular mandatory training and continuous professional development. In 2022 and 2023, Coolatree staff completed additional training and educational courses such as Safety intervention Train the Trainer, Managing People (Level 6), LAMH training, Visuals training and Positive Behaviour Support Plan Training. The service has arranged for some training to be delivered online during the pandemic and ongoing to ensure the safety of staff and to ensure staff receive training which is due to take place and required. Staff have the required competencies to manage and deliver person-centred, effective, and safe services to children attending the service.

Theme 8: Use of information		Quality improvement required? Y/ N Where yes complete improvement plan
Standard 8.1	Information is used to plan and deliver person-centred, safe and effective residential services and support.	N
Standard 8.2	Information governance arrangements ensure secure record-keeping and file-management systems are in place to deliver a person-centred, safe and effective service.	N

Your findings:

St. Paul's Coolatree fully implements its organisational Communication Plan which outlines defined communication systems with all stakeholders of the service and most importantly with parents and children. As the service is now using Zoom, a Website, a Twitter page, and an App (Siilo) as platforms to communicate with staff/parents/public/other parties, the Communication Plan was reviewed in 2022 and signed off by the Executive Team. The service website is also under review with the aim of adding service policies and associated information documents along with images of our respite services for a more child friendly feel. This aims to be in place for quarter 1 2024.

Parents receive real time emails and correspondence, revised statement of purpose and residents guide. Families are formally notified by emails of the availability of the Annual Quality and Safety Report.

St. Paul's Coolatree ensures safe keeping of all records and confidential material. A standalone confidentiality Policy is being developed. The Data Protection and Access to Information Policy were amalgamated this year and the Healthcare Records Management Policy was fully reviewed in line with HSE guide to the standards of practice required in the management of healthcare records. The service is developing a Healthcare Record Audit Tool and were successful in applying for funding for an IT package from HSE. A new Data Protection Officer has been contracted to the

service with a whole service audit taking place in August 2023 with associated action plan in place.

Summary

St Paul's Coolatree is committed to the provision of a quality and safe service to the children and their families and a safe place for staff to work in. The on-going commitment from parents and staff is acknowledged and without whom the service could not continue to grow and develop.