



Report of a Restrictive Practice Thematic Inspection of a Designated Centre for People with Disabilities.

Issued by the Chief Inspector

Name of designated centre:	Weir Services
Name of provider:	Brothers of Charity Services Ireland CLG
Address of centre:	Galway
Type of inspection:	Unannounced
Date of inspection:	27 February 2020
Centre ID:	OSV-0005790
Fieldwork ID:	MON-0028263

What is a thematic inspection?

The purpose of a thematic inspection is to drive quality improvement. Service providers are expected to use any learning from thematic inspection reports to drive continuous quality improvement which will ultimately be of benefit to the people living in designated centres.

Thematic inspections assess compliance against the National Standards for Residential Services for Children and Adults with Disabilities. See Appendix 1 for a list of the relevant standards for this thematic programme.

There may be occasions during the course of a thematic inspection where inspectors form the view that the service is not in compliance with the regulations pertaining to restrictive practices. In such circumstances, the thematic inspection against the National Standards will cease and the inspector will proceed to a risk-based inspection against the appropriate regulations.

What is 'restrictive practice'?

Restrictive practices are defined in the *Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children And Adults) with Disabilities) Regulations 2013* as **'the intentional restriction of a person's voluntary movement or behaviour'**.

Restrictive practices may be physical or environmental¹ in nature. They may also look to limit a person's choices or preferences (for example, access to cigarettes or certain foods), sometimes referred to as 'rights restraints'. A person can also experience restrictions through inaction. This means that the care and support a person requires to partake in normal daily activities are not being met within a reasonable timeframe. This thematic inspection is focussed on how service providers govern and manage the use of restrictive practices to ensure that people's rights are upheld, in so far as possible.

Physical restraint commonly involves any manual or physical method of restricting a person's movement. For example, physically holding the person back or holding them by the arm to prevent movement. **Environmental** restraint is the restriction of a person's access to their surroundings. This can include restricted access to external areas by means of a locked door or door that requires a code. It can also include

¹ Chemical restraint does not form part of this thematic inspection programme.

limiting a person’s access to certain activities or preventing them from exercising certain rights such as religious or civil liberties.

About this report

This report outlines the findings on the day of inspection. There are three main sections:

- What the inspector observed and residents said on the day of inspection
- Oversight and quality improvement arrangements
- Overall judgment

In forming their overall judgment, inspectors will gather evidence by observing care practices, talking to residents, interviewing staff and management, and reviewing documentation. In doing so, they will take account of the relevant National Standards as laid out in the Appendix to this report.

This unannounced inspection was carried out during the following times:

Date	Inspector of Social Services
Thursday 27 February 2020	Ivan Cormican

What the inspector observed and residents said on the day of inspection

The designated centre is registered to provide a residential service for up-to-ten residents who have an intellectual disability. The centre comprised two separate properties which were located within suburban communities of a large city. One aspect of the centre was an apartment block which had six apartments and supported five residents and the other was a large detached house which also supported five residents.

Residents in the apartment block each had their own apartment which had an open plan kitchen and living area and separate bedroom and bathroom. The inspector met with one resident who lived here and they were happy to show the inspector around their home. The apartment was cosy and warmly painted in a neutral colour scheme. The resident had further decorated their home with art work which they had painted and also with pictures of their family and posters of their favourite football team. The resident was also proud to show a photograph of them with a football player from this team who they had met. The apartment had a real sense of home and it was clear that they resident was supported to individualise their home. The resident said that they liked their apartment, but that they did not get on so well with their neighbours and this issue had been raised with management of the centre. The resident stated that they were planning to move to a new centre and that they were looking forward to this move. They went on to detail that they had visited their new home and they explained that the person in charge had kept them well informed of any developments.

The other property was a large detached house and was located within a short drive from the apartment block. Again, this house was warmly decorated and pictures of residents, events and personal artwork were on display throughout. There was a large kitchen dining area and there was separate reception rooms for residents to relax. Two residents in this centre also had their own individualised living areas which had additional living space. The inspector met one of the residents who was happy to show the inspector their living space which was cosy and personalised with furniture which they had picked out. There was also a movie poster on display and the resident explained in detail how they had acted in this movie which was an aspect of their life which they were very proud of. Another resident showed the inspector their bedroom which they said that they liked and they reminisced on their life while showing the inspector a photo album. They pointed out past holidays and time spent with friends and family. They appeared very happy while going through these albums and they stated that their bedroom gave them space for privacy and time to themselves which they enjoyed.

The location of the centre supported residents' independence as some residents would go into the city by themselves. The centre was close to public transport links and a review of documentation indicated that residents lived full and active lives. A resident who met with the inspector spoke about their love of acting and they were a member of a theatre group which they really enjoyed. The resident was also a member of a local bowling club and they were planning to go to this club on the

evening of the inspection. Another resident spoke about their love of gardening and the inspector observed that the entrance to the house had numerous flowers displays which was a warm and welcoming feature of the house. The resident appeared proud to have planted these flowers and also stated that they were planning to plant tomatoes during the summer. A review of this resident's file showed that they had attended the Bloom event in the Phoenix park and when the inspector mentioned this they smiled and nodded that they had really enjoyed this event. The person in charge had a good understanding of the residents and they further detailed how residents were supported to have a good quality of life and explained how an external agency was currently examining employment opportunities for all residents. The person in charge also detailed how a resident was also supported to volunteer in a local museum.

There a number of restrictions in the centre, such as door sensors, which were implemented in response to designated issues and safety concerns. The inspector found that the person in charge had good oversight of these practices and they were able to demonstrate that each restriction was risk assessed and kept under regular review by the staff team and by the wider multidisciplinary team. The staff team had also completed a rights assessment for each resident which assisted in identifying when a residents rights were not promoted. The information from these reviews were, where required, reviewed by a human rights committee which provided additional oversight of any imposed restrictions. The inspector found that residents had been informed of the reasons for restrictions and they were supported to attend the human rights review meetings if they so wished. The provider and local management team were aware that there were some compatibility issues and a resident had complained about some interactions. The provider was also acutely aware that compatibility issues resulted in further restrictions being implemented which impacted on some residents' independence. However, the person in charge detailed they were dealing with these issues, including the complaint, by supporting a resident to move to more suitable location and as mentioned above, the resident told the inspector that they were looking forward to this transition.

The inspector observed that staff members appeared warm and friendly when interacting with residents who appeared carefree and relaxed throughout the inspection. A resident stated that staff members were lovely as they proceeded to give them a big hug and both parties smiled and laughed and all residents appeared to enjoy the banter and fun. The centre was very relaxed and residents went about their evening routines when they returned home from day services. One resident set the table for dinner and another resident helped to chop vegetables. The interactions were very casual and residents appeared to enjoy their home and also helping out to get their dinner ready. Residents also spoke about their plans for the evening and staff members spoke about how they would support them if the needed some help. The team leader also showed the inspector a sample of residents' meeting in which they discussed various day-to-day topics such as complaints, activities and upcoming events.

Overall, the inspector found that the centre appeared like a very pleasant place in which to live and residents were supported to have fulfilling lives.

Oversight and the Quality Improvement arrangements

The provider had a policy which was titled as "moving to a restriction free environment" and this document outlined how restrictions should be managed with the overall aim of eliminating or reducing these practices. The policy outlined a range of tools such as protocols, risk assessments and review forms which ensured that any restrictive practices were implemented in a considered manner. The policy also outlined additional oversight bodies such as the human rights committee and best practice committee which would oversee the impact that these practices may have on residents' lives.

The person in charge and a team leader who met with the inspector had a good understanding of restrictive practices which were in place in the centre and the inspector found that future planning aimed to further reduce some of the restrictions which were in place. All oversight arrangements which were detailed in the provider's policy were present in a sample of files which were reviewed and further reviews of supporting risk assessments were due to occur subsequent to the inspection. There was also strong management and oversight structures in place with clear lines of accountability which ensured that care practices, including restrictions, were kept under review.

As mentioned previously, staff members were observed to interact with residents in a very personal manner and the atmosphere which this created was warm and promoted a sense of home. Residents also appeared to respond positively to all observed interactions. The person in charge maintained a rota which indicated that residents were supported by staff members who were familiar to them and the provider had systems in place to train staff in regards to care practices which may be required.

Overall, the inspector found that the governance arrangements ensured that any restrictive practices which were in place were implemented with careful consideration and were subject to ongoing review.

Overall Judgment

The following section describes the overall judgment made by the inspector in respect of how the service performed when assessed against the National Standards.

Compliant

Residents enjoyed a good quality of life where the culture, ethos and delivery of care were focused on reducing or eliminating the use of restrictive practices.

The National Standards

This inspection is based on the *National Standards for Residential Services for Children and Adults with Disabilities (2013)*. Only those National Standards which are relevant to restrictive practices are included under the respective theme. Under each theme there will be a description of what a good service looks like and what this means for the resident.

The standards are comprised of two dimensions: Capacity and capability; and Quality and safety.

There are four themes under each of the two dimensions. The **Capacity and Capability** dimension includes the following four themes:

- **Leadership, Governance and Management** — the arrangements put in place by a residential service for accountability, decision making, risk management as well as meeting its strategic, statutory and financial obligations.
- **Use of Resources** — using resources effectively and efficiently to deliver best achievable outcomes for adults and children for the money and resources used.
- **Responsive Workforce** — planning, recruiting, managing and organising staff with the necessary numbers, skills and competencies to respond to the needs of adults and children with disabilities in residential services.
- **Use of Information** — actively using information as a resource for planning, delivering, monitoring, managing and improving care.

The **Quality and Safety** dimension includes the following four themes:

- **Individualised Supports and Care** — how residential services place children and adults at the centre of what they do.
- **Effective Services** — how residential services deliver best outcomes and a good quality of life for children and adults , using best available evidence and information.
- **Safe Services** — how residential services protect children and adults and promote their welfare. Safe services also avoid, prevent and minimise harm and learn from things when they go wrong.
- **Health and Wellbeing** — how residential services identify and promote optimum health and development for children and adults.

List of National Standards used for this thematic inspection (standards that only apply to children's services are marked in italics):

Capacity and capability

Theme: Leadership, Governance and Management	
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.
5.2	The residential service has effective leadership, governance and management arrangements in place and clear lines of accountability.
5.3	The residential service has a publicly available statement of purpose that accurately and clearly describes the services provided.

Theme: Use of Resources	
6.1	The use of available resources is planned and managed to provide person-centred, effective and safe services and supports to people living in the residential service.
6.1 (Child Services)	<i>The use of available resources is planned and managed to provide child-centred, effective and safe residential services and supports to children.</i>

Theme: Responsive Workforce	
7.2	Staff have the required competencies to manage and deliver person-centred, effective and safe services to people living in the residential service.
7.2 (Child Services)	<i>Staff have the required competencies to manage and deliver child-centred, effective and safe services to children.</i>
7.3	Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of people living in the residential service.
7.3 (Child Services)	<i>Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of children.</i>
7.4	Training is provided to staff to improve outcomes for people living in the residential service.
7.4 (Child Services)	<i>Training is provided to staff to improve outcomes for children.</i>

Theme: Use of Information	
8.1	Information is used to plan and deliver person-centred/child-centred, safe and effective residential services and supports.

Quality and safety

Theme: Individualised supports and care	
1.1	The rights and diversity of each person/child are respected and promoted.
1.2	The privacy and dignity of each person/child are respected.
1.3	Each person exercises choice and control in their daily life in accordance with their preferences.
1.3 (Child Services)	<i>Each child exercises choice and experiences care and support in everyday life.</i>
1.4	Each person develops and maintains personal relationships and links with the community in accordance with their wishes.
1.4 (Child Services)	<i>Each child develops and maintains relationships and links with family and the community.</i>
1.5	Each person has access to information, provided in a format appropriate to their communication needs.
1.5 (Child Services)	<i>Each child has access to information, provided in an accessible format that takes account of their communication needs.</i>
1.6	Each person makes decisions and, has access to an advocate and consent is obtained in accordance with legislation and current best practice guidelines.
1.6 (Child Services)	<i>Each child participates in decision making, has access to an advocate, and consent is obtained in accordance with legislation and current best practice guidelines.</i>
1.7	Each person's/child's complaints and concerns are listened to and acted upon in a timely, supportive and effective manner.

Theme: Effective Services	
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 their wishes.
2.1 (Child Services)	<i>Each child has a personal plan which details their needs and outlines the supports required to maximise their personal development and quality of life.</i>
2.2	The residential service is homely and accessible and promotes the privacy, dignity and welfare of each person/child.

Theme: Safe Services	
3.1	Each person/child is protected from abuse and neglect and their safety and welfare is promoted.
3.2	Each person/child experiences care that supports positive behaviour and emotional wellbeing.
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.
3.3 (Child Services)	<i>Children 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.</i>

Theme: Health and Wellbeing	
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4.3	The health and development of each person/child is promoted.
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