

Assurance Review Update 18th May 2017

Recommendation 13.1 - Sunbeam House Services (Target Date: 14th September 2017)

SHS MD or his delegated nominee should review (and where necessary amend) its complaints policy statement within six months, in consultation with all the stakeholders, and consider the extent to which;

- It is in line with the HSE Policy guidelines and Your Service Your Say
- The scope of the policy is clearly defined
- The stages of the complaints process are defined including who is responsible at each stage
- The transparent oversight role of the Organisational Complaints Lead is understood and separate from the operational service delivery.
- A transparent process for vexatious complaints is defined
- The standard letters are modified to ensure that stage 3 and 4 of the complaints process are clearly communicated to the complainant
- Formal terms are used consistently and described in an appendix to ensure maximum clarity

Update Wednesday 18th May 2017

- Organisational Complaints Lead has been moved from Managing Directors Office to Quality, Compliance & Training Senior Managers Team.
- Work has commenced on the review of the organisation's Complaints Policy.
- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on Tuesday 23rd May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.2 - Sunbeam House Services (Target Date: as outlined in each action)

SHS MD or his delegated nominee should review (and where necessary amend) its Safety Incident Management Policy within 6 months ensuring that;

- Serious Reportable Events are defined, managed and communicated in line with HSE policy, within one month. Target Date: 14th April 2017
- There are clearly defined system wide processes to ensure there is assessment and learning from the aggregated analysis of reported incidents, within 6 months. Target Date: 14th September 2017
- The National Incident Management System (NIMS) is used throughout the service, by year end. Target Date; 31st December 2017
- The Organisation should review how they manage their Risk Registers to ensure they are compliant with HSE policy and adopt the HSE ICC (impact, cause, context) approach when describing risks to be included on the Risk Register. Target Date: 14th September 2017

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on Tuesday 24th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.

- The HSE were advised that the organisation is having difficulty accessing NIMS due to challenges being experienced by the relevant HSE Section. SHS will provide full details of these perceived challenges at the next IMR Meeting.
- SHS are currently in the process of moving its Risk Register process from a paper based format to a computerized system. This will allow for a quicker review period by Senior Service Managers and greater learning.

Recommendation 13.3 - Sunbeam House Services (Target Date: 14th June 2017)

SHS MD or his delegated nominee should prepare and implement an Open Disclosure Policy in line with the national policy. This should be incorporated into the incident reporting system within three months.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on Tuesday 23rd May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.4 - Sunbeam House Services (Target Date: 14th June 2017)

SHS MD or his delegated nominee should prepare and implement a Protected Disclosure Policy within three months.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on Tuesday 25th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.5 - Sunbeam House Services (Target Date: 14th April 2017 & 31st December 2017 respectively)

The safeguarding training provided across the service should be agreed by the HSE National Safeguarding Office within one month and where deficits in the current training are identified, refresher training should be provided by year end to all staff.

IMR Meeting Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on Tuesday 24th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.
- SHS have identified a number of staff who will undertake the HSE Train the Trainer Course in June 2017. This will allow SHS to provide the HSE specific half day training module in Safeguarding & Protection from June 2017 onwards.
- Six dates for staff refresher training have been scheduled, all refresher training will include HSE module until all staff have completed same. All new staff will have received HSE module as part of SHS current two-day compulsory training in Safeguarding & Protection.

- It is anticipated that the majority of staff will have received the HSE half day module in Safeguarding & Protection by year end, with the balance completed in quarter one of 2018.

Recommendation 13.6 - Sunbeam House Services (Target Date: 14th September 2017)

The role and operation of the Client Service Managers should be kept under management and peer review. A management development course/and training programme for the role of Person in Charge (PIC) would strengthen the role.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on 25th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.
- A management development course for CSM's has been identified. One CSM is currently undertaking this training with further role out in the coming months.

Recommendation 13.7 - Sunbeam House Service Board (Target Date: 14th April 2017)

The Board of Directors should re-establish the Quality Assurance & Audit Committee within one month.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on 29th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.
- SHS Board have identified an Independent Chairperson for the Audit Committee.
- Concern was raised with regard to the sourcing of individuals to sit on the Quality Assurance Committee and Audit Committee. Help and advice in this matter was requested from the HSE.

Recommendation 13.8 - Sunbeam House Services Board (Target Date: 14th June 2017)

The Board of Directors should consider, within three months a review of the governance of Quality and Patient Safety to ensure there is a systems wide approach to learning and communication. The service might consider referring to the HSE Quality and Safety Committee, Guidance and Resource document 2016.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on 29th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.9 - Sunbeam House Services Board (Target Date: 14th September 2017)

The Board should consider approaching the HSE with a view to requesting temporary additional external management support to augment the management structure, offering a challenge perspective and assisting with a thorough performance self-evaluation, in particular, of matters in this review as well as service quality issues identified by HIQA.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on Tuesday 25th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.
- SHS are currently preparing a Job Description and Specification which will be submitted to the HSE for Review.
- Role to be advertised through Public Appointments Service.

Recommendation 13.10 - Sunbeam House Services Board (Target Date: 14th September 2017)

The Board of Directors should arrange a facilitated workshop to review the effectiveness, transparency and leadership of the Board specifically in relation to the strategic governance of Quality and Patient Safety.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on 29th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.11 - Sunbeam House Services Board (Target Date: 14th September 2017)

In the context of vacancies and role changes, every opportunity should be taken to strengthen the Board and ensure a distribution of roles and responsibilities which enables the promotion of suitable governance of checks and balances, support and challenge regarding the management of complaints and other matters covered by the review.

Update Wednesday 18th May 2017

- A principal lead has been appointed by SHS to this recommendation. Scheduled to meet on 29th May 2017 to fully identify all required actions as part of this recommendation. A clear detailed timeline for all actions under this recommendation will be provided to the HSE at the next IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.12 Health Service Executive (Target Date: 14th September 2017)

There is a need to review, define and resource service improvement arrangements including establishing a system of proportionate intervention.

Update Wednesday 18th May 2017

- It is noted that the following deliverable is under the remit of the HSE, however as the actions of the HSE impact on the Executive/Board of SHS a principal lead has been appointed in order

to ensure that SHS undertakes the necessary steps to facilitate the implementation of the recommendations under the remit of the HSE. The Principal will attend HSE & SHS IMR meetings to fully identify all required actions as part of this recommendation that may impact on the Executive/Board of Sunbeam House Services. A clear detailed timeline for all actions requested by the HSE under this recommendation will be provided to the HSE at the following IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.13 Health Service Executive (Target Date: 14th September 2017)

The national HSE Social Care Office should review the case for merging Sunbeam House Services with other organisations to codify the benefits, outline the consequences and ensure effective communication of the business plan and associated timescales.

Update Wednesday 18th May 2017

- It is noted that the following deliverable is under the remit of the HSE, however as the actions of the HSE impact on the Executive/Board of SHS a principal lead has been appointed in order to ensure that SHS undertakes the necessary steps to facilitate the implementation of the recommendations under the remit of the HSE. The Principal will attend HSE & SHS IMR meetings to fully identify all required actions as part of this recommendation that may impact on the Executive/Board of Sunbeam House Services. A clear detailed timeline for all actions requested by the HSE under this recommendation will be provided to the HSE at the following IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.14 Health Service Executive (Target Date: 14th September 2017)

The Chief Officer or her delegated nominee should support SHS to establish and recognize the importance of consultation with familie3s not lease l the context of the Assisted Decision-Making legislation.

Update Wednesday 18th May 2017

- It is noted that the following deliverable is under the remit of the HSE, however as the actions of the HSE impact on the Executive/Board of SHS a principal lead has been appointed in order to ensure that SHS undertakes the necessary steps to facilitate the implementation of the recommendations under the remit of the HSE. The Principal will attend HSE & SHS IMR meetings to fully identify all required actions as part of this recommendation that may impact on the Executive/Board of Sunbeam House Services. A clear detailed timeline for all actions requested by the HSE under this recommendation will be provided to the HSE at the following IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.15 Health Service Executive (Target Date: 14th September 2017)

Prior to the release of the report the Chief Officer or her delegated nominee should identify a senior manager to liaise with the complainant families and to seek to repair the relationships and to do so against a specific timescale.

Update Wednesday 18th May 2017

- It is noted that the following deliverable is under the remit of the HSE, however as the actions of the HSE impact on the Executive/Board of SHS a principal lead has been appointed in order to ensure that SHS undertakes the necessary steps to facilitate the implementation of the recommendations under the remit of the HSE. The Principal will attend HSE & SHS IMR meetings to fully identify all required actions as part of this recommendation that may impact on the Executive/Board of Sunbeam House Services. A clear detailed timeline for all actions requested by the HSE under this recommendation will be provided to the HSE at the following IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.16 Health Service Executive (Target Date: 14th April 2017)

The Chief Officer or her delegated nominee should seek assurance that Serious Reportable Events are managed and communicated in line with National Policy within one month of the report being published

Update Wednesday 18th May 2017

- It is noted that the following deliverable is under the remit of the HSE, however as the actions of the HSE impact on the Executive/Board of SHS a principal lead has been appointed in order to ensure that SHS undertakes the necessary steps to facilitate the implementation of the recommendations under the remit of the HSE. The Principal will attend HSE & SHS IMR meetings to fully identify all required actions as part of this recommendation that may impact on the Executive/Board of Sunbeam House Services. A clear detailed timeline for all actions requested by the HSE under this recommendation will be provided to the HSE at the following IMR meeting and will outline any anticipated challenges / support requirements.

Recommendation 13.17 Health Service Executive

The Chief Officer or her delegated nominee should ensure that the Quality & Safety component of the IMR meetings is strengthened to ensure any trends or flags are noted and monitored.

Update Wednesday 18th May 2017

- It is noted that the following deliverable is under the remit of the HSE, however as the actions of the HSE impact on the Executive/Board of SHS a principal lead has been appointed in order to ensure that SHS undertakes the necessary steps to facilitate the implementation of the recommendations under the remit of the HSE. The Principal will attend HSE & SHS IMR meetings to fully identify all required actions as part of this recommendation that may impact on the Executive/Board of Sunbeam House Services. A clear detailed timeline for all actions requested by the HSE under this recommendation will be provided to the HSE at the following IMR meeting and will outline any anticipated challenges / support requirements.