



Self-Assessment Guidance

How to Assess for Quality

Safe

TÚSLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency



QUALITY IMPROVEMENT FRAMEWORK

SELF-ASSESSMENT

When completing the self-assessment, any judgement relating to the presence of the required supporting criteria will need to be clearly based on evidence and recorded. This may be independently verified by staff from the QA Directorate. The robustness of the assessment process will depend on good team facilitation and familiarity with the Framework. The process will be most effective when supported by the nominated quality lead in each service.

It is important to answer comprehensively and provide as much detail as possible in relation to work which has commenced, or is planned, with expected timescales for completion.

The three self-assessment forms, one for each of the core principles and supporting criteria which underpin the QA framework, contain much more detailed questions in relation to what is expected to be in place to achieve a high quality and high performing service. The identification of gaps and deficits will inform a comprehensive quality improvement plan. Please note that the list of examples in the self-assessment forms is not exhaustive and if there is activity which is not reflected in the self-assessment questions, this should be noted and described.

QUALITY IMPROVEMENT FRAMEWORK SAFE

SAFE

Services are designed and developed to achieve the best and safest outcomes for children and families in a timely and proportionate manner.

The following is intended as a guideline, with prompts or questions which facilitate more detailed examination of the supporting criteria that reflect the characteristics of a Safe service. It is designed to assist you in identifying areas of strength, but also understanding where there may be gaps and where service improvements are required. The criteria are defined as needing to reflect the following:

In Place & Effective – List key areas of strength and good practice which demonstrate that your service has strong evidence to indicate that this criteria is met and that the measures are effective. Link to relevant standards as appropriate.

In Place but Needs Improving – Some or limited systems are in place but with some weaknesses and may only be partially effective.

Currently Being Established – Indicate what measures have begun or are being planned, clearly indicating expected timescales for completion and implementation.

Not in Place – There is no evidence or actions being planned to meet the criteria which will indicate compliance with this particular criteria of the quality principle under review.

Action required for Service Improvement Plan – what is required to meet the requirements of the supporting criteria and how your service is planning to achieve this.

Person Responsible – Lead person identified to bring about the change in your service. Although the service manager has overall responsibility it is important to name the staff member who has been assigned responsibility for the development work required where this is appropriate.

Due Date – State the target date by which the service expects the identified action(s) to be completed

Date Completed:	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan	Person Responsible	Due Date
Prompts	Provide Examples and Evidence (reference and attach HIQA, Ombudsman or other action plans with updated information as appropriate indicating the appropriate section)				Action required for Service Improvement Plan (ie. how improvements will be made)		

SERVICES ARE DELIVERED USING AGREED PRACTICE MODELS THAT ARE BASED ON BEST AVAILABLE EVIDENCE AND RESEARCH

1. Is the learning from national review panel or other external or internal review reports examined and included in the service improvement planning process?						
2. Are you satisfied that you have implemented all national policies relevant to your service?						

Date Completed: Prompts	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan (ie. how improvements will be made)	Person Responsible	Due Date
Provide Examples and Evidence (reference and attach HIQA, Ombudsman or other action plans with updated information as appropriate indicating the appropriate section)							
<p>3. Are there processes in place for your team to discuss best practice and implement any necessary changes?</p>							
<p>4. Are staff supported to attend training, to disseminate and discuss learning within the team, and to make practice improvements?</p>							
<p>CHILDREN ARE PRIORITISED AND RESPONDED TO WITHOUT DELAY TO MEET THEIR IDENTIFIED NEEDS IN A PROPORTIONATE MANNER</p>							
<p>5. Are there systems in place to ensure that the highest risks for the service are responded to? Are the systems in place to manage identified risks effective? What is required to address identified risks?</p>							

Date Completed: Prompts	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan (ie. how improvements will be made)	Person Responsible	Due Date
	Provide Examples and Evidence (reference and attach HIQA, Ombudsman or other action plans with updated information as appropriate indicating the appropriate section)						
6. Are referrals managed in accordance with statutory guidance (including Children First), legislation and policies and procedures?							
7. Where cases are awaiting allocation, are they regularly reviewed and assigned actions for completion by an assigned 'duty' worker within an agreed timeframe?							

SYSTEMS FOR ASSURING AND IMPROVING THE PERFORMANCE AND QUALITY OF SERVICES ARE IN PLACE, INCLUDING THE MONITORING OF OUTCOMES FOR CHILDREN AND FAMILIES

8. Are there regular audits of services and file records to inform improvements?							
9. Is practice based on evidence and benchmarked according to national policy guidance?							

Date Completed: Prompts	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan (ie. how improvements will be made)	Person Responsible	Due Date
Provide Examples and Evidence (reference and attach HIQA, Ombudsman or other action plans with updated information as appropriate indicating the appropriate section)							
<p>10. Are PIs and other service activity metrics routinely examined to inform discussions relating to service performance, development and management?</p>							
<p>11. Where concerns relating to poor performance of the service are identified, are these adequately addressed and guided by clear improvement plans?</p>							
<p>12. Are performance expectations clearly communicated and appropriate supports provided to service managers to make improvements?</p>							

Date Completed:	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan (ie. how improvements will be made)	Person Responsible	Due Date
Prompts	Provide Examples and Evidence (reference and attach HIQA, Ombudsman or other action plans with updated information as appropriate indicating the appropriate section)						

RISKS AND INCIDENTS ARE IDENTIFIED, MANAGED AND USED TO IMPROVE SERVICES

<p>13. Is there a risk register in place that is maintained in accordance with the Tusla Risk Management Policy and Procedure?</p>				
<p>14. Where there are delays in responding to identified risks, are these: (a) escalated to the appropriate level? (b) a response received in relation to action required?</p>				
<p>15. Is there is a Quality and Risk forum in place to review all risks and incidents, and ensure that learning from local and national reviews is disseminated to all staff and relevant services?</p>				

Date Completed: Prompts	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan (ie. how improvements will be made)	Person Responsible	Due Date
Provide Examples and Evidence (reference and attach HIQA, Ombudsman or other action plans with updated information as appropriate indicating the appropriate section)							
<p>16. Is there a system in place to ensure the systematic monitoring of, and learning from incidents is occurring, including implementing any required changes?</p>							
<p>17. Is there a process in place for ensuring implementation of recommendations from internal / external reports / investigations where relevant?</p>							
<p>18. Is there a system for recording allegations and complaints?</p>							
<p>19. Are you assured that all allegations are being responded to in your area and that appropriate action, where required, has been taken? Please provide detail.</p>							

Date Completed:	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan (ie. how improvements will be made)	Person Responsible	Due Date
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INTER AGENCY AND INTER-PROFESSIONAL CO-OPERATION, BEST PRACTICE AND SERVICE INNOVATION IS IN PLACE.

20. Are there regular meetings and briefings provided to other disciplines and services to enhance understanding relating to thresholds and service provided, and to improve communication and co-operation?							
21. Is innovation and opportunities to explore best practice supported and encouraged?							
22. Are Garda Liaison meetings in accordance with Children First at operational and senior management level taking place at regular intervals?							

Date Completed: Prompts	In Place & Effective	In Place but Needs Improving	Currently Being Established	Not in Place	Action required for Service Improvement Plan (ie. how improvements will be made)	Person Responsible	Due Date
Provide Examples and Evidence (reference and attach HIQA, Ombudsman or other action plans with updated information as appropriate indicating the appropriate section)							
23. Are Children and Young Peoples Services Committee (CYPSC) in place?							

NAME _____ **DATE COMPLETED:** _____

Thank you for completing this self-assessment



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