

LETTER TO CHAIR OF SCIMB – from both Ministers

JOINT RESPONSE FROM THE DEPARTMENT OF HEALTH AND SOCIAL CARE AND THE DEPARTMENT OF HOME AFFAIRS TO THE JANUARY 2023 ANNUAL REPORT OF THE SECURE CARE HOME INDEPENDENT MONITORING BOARD

We wish to thank the Secure Care Home Independent Monitoring Board for the annual report to December 2022.

We are grateful to you and your colleagues for your work in capturing these issues and the observations from your visits to Cronk Sollysh at White Hoe.

Over the past year, members have been encouraged to complete online mandatory training courses to support their engagement with both the young people and staff within Cronk Sollysh. One of the senior members of the Board has now finished his additional year's tenure, which was put in place to provide support to new members. The Department is grateful for his time on the Board, wish him well in the future, and will seek to recruit for a further member shortly.

We are particularly pleased to read about the work undertaken with University College Isle of Man in supporting a young man to access an apprenticeship course and it is hoped that this relationship can be built on to support other young people in the future.

We greatly appreciate the role played by members of the Secure Care Home Independent Monitoring Board and are grateful for your diligence and enthusiasm in ensuring that our young people feel safe and supported whilst in Cronk Sollysh.



Minister for Department of Health & Social Care



Minister for Justice & Home Affairs

ISSUES RAISED IN THE ANNUAL REPORT 2023:

Issue: Information Technology – IT issues remain a challenge. The Government Issue iPads do not allow users to re-set their own passwords. As such, IMB member must ask the Clerk to the Board to raise a ticket with GTS every 40 days to ensure e-mail communications are maintained. This is onerous for all concerned and does not allow for ease of access to information. In addition the shared area is not accessible through the iPad route so all reports must be sent by email to members. The Chair would like to know if this situation can be improved perhaps through the issue of government laptops.

There have also been issues with the software between CS and DHA resulting in the alert of a new reception not being received via DHA. As a result, it has often been longer than 48 hours before a member of the board was able to make a visit to CS.

DHA Response: The Department understands the frustrations around Board members requiring to raise a ticket with GTS every 40 days to ensure e-mail communications are maintained, however, this is a general security rule that all Government employees are required to follow. Requests for Committee members / Board members / third party staff are required to go through an employee within the Isle of Man Government who is able to identify them.

There had previously been issues with the software used by Cronk Sollysh not being compatible with that of DHA, however, this was rectified with GTS and has been working well since.

Issue: IMB SCH MEMBERSHIP – There are now only three members of the board which makes arranging visits more challenging. If recruitment could be bolstered this would likely improve the board's ability to make regular visits to CS.

DHA Response: The Department is hoping to undertake a further recruitment exercise in the next couple of months and wants to work with current Members to ensure effective promotion and public awareness of the opportunity to join the Board.

Issue: STAFFING – Since early November there have been 4 vacancies at CS. This is an increase of 2 since January 2022. Staff turnover has been a constant issue through the year, with leavers as well as new recruits, a number of whom have worked at CS in the past.

DHSC Response: The team have lost a team leader this quarter and an experienced Residential Case Worker this has meant that there have been changes within the team with an in house promotion to fill the team leader post. The team did welcome a new recruit at the end of December who is still in the induction phase. The Job descriptions for Cronk Sollysh are under review and the vacant posts are now advertised and the team are hopeful that these vacancies will be filled. The team have been utilising staff who are experienced in working in Cronk Sollysh from across the care homes if there has been a need due to the vacancies. They also have a group of consistent agency staff that are experienced in secure care home settings that are used when required.

Issue: ESTATE – The state of the building remains a concern as the building is old and likely inefficient in terms of fuel and maintenance. Requests have been made for a condition survey of the building.

The weekly sheets from CS alert IMB members to any ongoing issues with the repairs and maintenance of the building. Common issues relate to lights and/or locks which may be faulty. The issues with CCTV and alarm system would appear to have been resolved.

DHSC Response: The condition survey has long been anticipated and this is now due to take place in February 2023, although repairs and updates are required the home is clean and tidy and night staff complete minor updates when on shift.

A cleaner has been employed to support the staff to keep the environment clean.

The CCTV and alarms have been resolved and there is ongoing work to install a new electronic sign-in system, this will allow visitors to sign in securely and enable the setting to run reports on the frequency of visitors.

The section 55 visitor, who is an independent visitor that ensures all standards are met in residential and secure care, has commented on each of their inspections throughout December that the building is in good repair with the exception of the bathrooms which will be addressed in the condition survey

February 2023