

PROGRESS REPORT ON IMPLEMENTATION OF RECOMMENDATION FROM CPC AUDIT

9th December 2014

RECOMMENDATION	LOCATION (National, Regional, Local)	PROGRESS	TARGET COMPLETION DATE:	STATUS
The CPP should ensure that:				
1. Each service provides details of good practice, standards and/or guidelines recognised by them in the provision of crisis pregnancy and post termination counselling services for inclusion in the relevant agreement/arrangement.	National	The CPP has requested all funded Services to provide details of documentation relating to good practice, standards and/or guidelines recognised by them in the provision of crisis pregnancy and post termination counselling services for inclusion in the relevant Schedules of their agreements. This process was completed as at 31 st December 2013.	31st December 2013	Completed
2. SLAs and GAAs are amended to include the requirement by the HSE to develop and implement a quality and safety development plan.	National	All Service Arrangements, Service Level Agreements and Grant Aid Agreements have been updated to include the requirement to develop and implement a quality and safety development plan. The CPP will ensure that this requirement is placed on all relevant services annually as part of the reporting processes.	31st December 2013	Completed
3. All services develop and implement a quality and safety development plan for submission to the CPP under the	National	All 15 funded services have signed agreements which now include the	31st December 2013	Services will develop and

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terms of the service arrangement, service level or grant aid agreement applicable to them.		requirement to develop and implement a quality and safety development plan. The implementation of the self-assessment framework will guide services with the development of this plan.		implement a Quality and Safety Development Plan following implementation of the Self Assessment Framework.
4. Self assessment framework identified in its National Strategy is designed and implemented for crisis pregnancy counselling services as soon as is practicable.	National	The self-assessment framework is in final draft and will be implemented in January 2015. This self assessment framework will facilitate Services and funders in articulating clearly the national standards that govern their work in this area. The Self Assessment Framework will define a set of 'Quality Statements' relevant to services with expected outcomes. There will also be a mechanism for validation or spot checking by the HSE CPP to identify where improvements need to be made.	30th June 2014	Self-assessment framework will be finalised by the end of December 2014.
5. Design of the self assessment process should take account of the need for crisis pregnancy counselling services to provide assurance that they are operating on the basis of good practice and within the provisions of the Abortion Information Act, 1995.	National	The CPP has requested assurances from funded services that PPPGs are robust along with evidence as to how a services' Policies, Procedures, Protocols and Guidelines including policies relating to the implementation	30th June 2014	Completed

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		<p>of Abortion Information Act 1995, are being implemented. Copies of PPPGs are reviewed by CPP as part of this process.</p> <p>This work will be augmented as part of the Self Assessment process as a mechanism to facilitate spot checking/testing results and forms part of the scope of the Self Assessment project.</p>		
6. Results of self assessment from crisis pregnancy counselling services are 'spot checked' or tested to provide assurance that the information reported is robust and reliable.	National	<p>Once it is implemented the Self Assessment process will include a method to monitor and review services in all areas relating to good governance and good practice and will aid the CPP in identifying where improvements need to be made</p> <p>As part of the self-assessment process a set of Standards for Crisis Pregnancy and Post-abortion Counselling Services were agreed to best provide a foundation from which service providers could assess their services. As part of the monitoring process service providers will assess their service against four levels of quality and the tool will include guidance on what a</p>	30 th June 2014	Implementation of the Self-Assessment framework will commence with all services in January 2015

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		service provider needs to do in order to reach a particular level of quality in relation to each Standard. Service providers will be able to assess their counselling services against the Standards through the use of a self-assessment tool.		
<p>7. HSE crisis pregnancy counselling services that sub contract to non statutory agencies for the provision of crisis pregnancy counselling provide assurance that:</p> <p>(a) they have appropriate agreements/arrangements in place with such agencies and</p> <p>(b) such agencies have appropriate PPPGs in place in line with good practice and the provisions of the Abortion Information Act, 1995.</p>	National	<p>The content of existing Service Level Agreements that cover sub contracting of service provision have been further up-dated to provide assurances to the HSE in this regard (July 2013). Existing clauses relating to 'Good Practice' and 'Governance and Monitoring Arrangements' have been amended to more explicitly articulate these requirements. Where a HSE service sub contracts out to a non statutory service the content of the SLA explicitly indicates that it has put agreements in place with such agencies to carry out services as outlined in the agreement. Also each SLA outlines that all third party services have appropriate PPPGs in line with the provisions of the Abortion Information Act 1995.</p>	31 st December 2013	Completed

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8. Funded crisis pregnancy counselling services are required to participate in a periodic forum to discuss issues related to management, governance and accountability on a periodic basis.	National	<p>Meeting of CEOs/Directors of Counselling will continue to be facilitated on a quarterly basis or more frequently if necessary.</p> <p>Site visits to CPC services occurred during quarter three 2014. Discussion were informed by quarterly and six-monthly reports submitted by service providers during this period of time to include, review of performance against KPIs and Service Targets and Service Level Agreement and any other matters raised outside of these reporting requirements.</p>	30 th June 2014	Completed
9. Seek assurance that crisis pregnancy counselling services have appropriate PPPGs in the following areas: <ul style="list-style-type: none"> ○ Abortion Information Act, 1995 ○ Supervision (internal and external) ○ Quality assurance ○ Code of good practice ○ Client charter ○ Ethos ○ Reporting of alleged child abuse ○ Services and information provided to asylum seekers and non Irish nationals. 	National	Copies of all relevant PPPGs have been furnished from funded Services as part of the renewal process of all Service Level Agreements/Service Arrangements/Grant Aid Agreements. Any gaps in PPPG's identified by the audit team as part of their desk-top review and site visits have been addressed by the CPP.	31 st December 2013	Completed
10. Develop additional guidance on the following issues in	National	The relevant sections of the CPP's	30 th September	Completed

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<p>order to guide services in the development of their PPPGs:</p> <ul style="list-style-type: none"> ○ Disclosure of a possible termination in the future by the client in the case of complications or the need for care in a medical setting, and ○ Provision of information concerning clinical matters raised by the client (e.g. access to abortifacients through online sources/in Ireland). 		<p>websites have been updated to include additional information in relation to medical disclosure and all 15 funded services have been fully informed of this update.</p> <p>Further guidance in this area was provided to CEOs and Directors of Counselling of all 15 Services in September 2013 during the Leadership Seminar.</p> <p>A comprehensive review of the <i>'Standardised Framework for Crisis Pregnancy Counselling – A Practice Guide'</i> has taken place over a number of months from a counselling, medical and legal perspective. The content of the revised 'Practice Guide' will assist with further protocol development in a range of areas including those referenced above. A copy of this revised 'Practice Guide' which includes guidance in relation to both these areas, amongst others, was disseminated to all funded Services through a series of learning and development workshop that occurred between March and June 2014.</p> <p>All 15 funded services have up-dated</p>	2013	

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		their policies to include reference to medical disclosure of a termination and the issue of online abortofacients.		