



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Your guide for consultation to the **Draft National Standards for Residential Centres for People with Disabilities**

October 2012

Safer Better Care

What is the Health Information and Quality Authority?

The Health Information and Quality Authority (HIQA) is an independent organisation. It has the legal power and responsibility for improving the quality, safety and value of health and social care in Ireland (excluding mental health services).

HIQA is also responsible for:

- **setting standards**
- **monitoring and inspecting services**
- **providing guidance on health information**
- **carrying out health technology assessments**



Introduction

The Government published the Health Act in 2007. This Act says that all residential services for people with disabilities have to be registered with HIQA.

HIQA developed the Draft National Standards for Residential Centres for People with Disabilities. All residential services for people with disabilities will have to meet these standards to be registered.

This guide outlines the draft standards. It tells you what residential services must do to get registered.

How do I give my views?

HIQA is publishing the draft standards so anyone who has an interest in residential services for people with disabilities can give their views on them.

This public consultation will be from 17th October to 21st November 2012. After the consultation, HIQA will look at what people have said about the draft standards and will finish working on them so that we can publish the final standards.

You can get the full version of the draft standards on our website, www.hiqa.ie, or you can get a copy by contacting us by phone at (01) 8147634 or e-mail at consultation@hiqa.ie.

Background to the Draft Standards

HIQA was set up to help to improve the safety and quality of Ireland's health and social care services. They will be responsible for inspecting residential services.

They will do inspections to make sure that all residential services are meeting the standards and that everyone living in residential care is getting the high quality, safe service they deserve.

The standards will apply to all residential services provided by the HSE (Health Service Executive), a private organisation or a voluntary body.

How are the Draft Standards structured?

The Draft Standards are set out in two separate sections:

- Draft National Standards for Residential Centres for Children with Disabilities
- Draft National Standards for Residential Centres for Adults with Disabilities

Each section outlines the specific standards for both adults and children which aim to enhance the potential of people with disabilities living in residential care.

These draft Standards are grouped into eight key areas called themes.



How will we monitor compliance with the Standards?

When the Standards are approved by the Minister for Health and the Minister for Children and Youth Affairs, HIQA will begin monitoring compliance with the Standards.

Each residential centre for people with disabilities will be expected to provide evidence of compliance with the Standards.

The Standards

Each draft Standard describes the outcome required to contribute to quality and safety of care for children and adults with disabilities.

There are a number of features for each standard that describe what a residential centre that is meeting the standard is likely to be doing or to have in place. The eight themes under which the Standards are grouped, are explained on the next page.

Theme	Description of theme
<p>Child-centred services</p> <p>Person-centred services</p>	<p>This is how the residential centre places people with disabilities at the centre of what they do. This includes the supporting families, access, equity and protection of rights.</p>
<p>Effective services</p>	<p>How residential centres deliver best outcomes for people with disabilities, using best available evidence and information.</p>
<p>Safe services</p>	<p>How residential centres protect people with disabilities and promote their welfare. Residential centres which provides safe care also avoid, prevent and minimise harm and learn from things when they go wrong.</p>
<p>Health and development</p>	<p>How residential centres identify and promote optimum health and development for people with disabilities.</p>
<p>Leadership, governance and management</p>	<p>The arrangements put in place by a residential centre for accountability, decision making, risk management as well as meeting their strategic, statutory and financial obligations.</p>
<p>Use of resources</p>	<p>Using resources effectively and efficiently to deliver best achievable outcomes for people living in the centre for the money and resources used.</p>
<p>Workforce</p>	<p>Planning, recruiting, managing and organising staff with the necessary numbers, skills and competencies.</p>
<p>Use of information</p>	<p>Actively using information as a resource for planning, delivering, monitoring, managing and improving residential services.</p>

The draft Standards

This guide contains a summary of the Draft National Standards for Residential Services for People with Disabilities

You can get the full version of the Draft Standards from HIQA's website, www.hiqa.ie.

An overview of each of the Standard themes and some areas which they may cover follows here. They are divided into two sections.

The first section has the draft standards for children and the second section has the draft standards for adults.

Draft National Standards for Residential Services

for Children with Disabilities



Theme 1: Child-centred Services

This theme describes how residential centres should place children at the centre of what they do. This includes supporting families, access, equity and protection of rights. It says:

- Children's rights and diversity are respected and promoted
- Children are listened to and their concerns and complaints are responded to openly and effectively
- Residential centres should communicate appropriately with children according to age, development and communication and literacy needs.

Theme 2: Effective Services

This section describes how residential centres should deliver high quality and effective care to children using best available evidence and information. It says:

- Personal plans detail the needs of children with disabilities and outline the supports required
- The residential centre is homely and accessible and promotes the privacy, dignity and safety of each child

- Admission and discharge to residential centres is fair and transparent
- Children are actively supported in the transition from childhood to adulthood and are sufficiently prepared for the transfer to adult services.
- Children with disabilities receive high quality, effective respite services.

Theme 3: Safe Services

This section describes how residential centres should deliver high quality and safe care for children using best available evidence and information. It says:

- Each child is protected from abuse and neglect and their safety and welfare is promoted.
- Each child experiences care that assists them to manage their behaviour and supports their emotional wellbeing.
- Children are not subjected to a restrictive procedure unless it is needed because of a serious risk to their safety and welfare.
- Serious events and incidents are managed and reviewed in a timely manner and outcomes inform practice at all levels.

Theme 4: Health and Development

This section outlines how health, education, social and emotional development and relationships with family and community are all important factors in a child's development. It says:

- the health and development of children with disabilities is promoted and improved
- Each child receives a health assessment and is given appropriate support to meet any identified need.
- Each child's health is supported by the residential centre's policies and procedures for medication management.
- Children have opportunities to maximise their individual strengths and abilities through education.

Theme 5: Leadership, Governance, and Management

'Governance' describes how a residential centre is organised and run. This section covers the arrangements put in place by the residential centre in areas such as accountability, decision making and risk management. It says:

- There should be clear lines of accountability at all levels so that everyone working in the residential centre is aware of their responsibilities and to whom they are accountable
- The residential centre should have a statement of purpose that states in writing its aims and objectives, the services it provides, including how and where they are provided. How the service operates in practice should match this
- Good governance systems should be in place to check ongoing practice and monitor performance to support high quality and safe care.

Theme 6: Use of Resources

This theme describes how the service should use their money and resources to deliver services in the best possible way. It says:

- The residential centre should look for opportunities to use its resources to provide improved services and achieve better outcomes for children
- Decisions about resources should take account of the needs of children with disabilities and the levels of demand on the service

- Individuals who make decisions on how resources are used must be accountable for the decisions made and ensure these decisions are well-informed.

Theme 7: Workforce

This theme includes all people that work directly or indirectly with the service. It covers areas such as planning, recruiting, managing and organising staff. It says:

- Each staff member has an important part to play in delivering an effective and safe residential care to children with disabilities
- The residential centre should organise and manage its staff to ensure that they have the skills and experience needed to protect children and promote their welfare
- Staff should receive the support, training, and supervision they need to enable them to perform their job to the best of their ability.
- Safe recruitment practices are used for staff and the staff performance should be reviewed regularly to ensure high quality and safe care is delivered to children.

Theme 8: Use of Information

This theme describes how information should be used to plan, deliver, monitor, manage and improve care for children with disabilities. It says:

- All relevant information should be used to plan and deliver effective residential care.
- All information should be recorded accurately and stored securely by the residential centre.
- The residential centre should respect the right of children and families to access their personal information and, within strict rules, should share information with other agencies in the best interests of the child.

Draft National Standards for Residential Services

for Adults with Disabilities



Theme 1: Person-centred Services

This theme describes how residential centres should place people with disabilities at the centre of what they do. This includes supporting access, equity and protection of rights. It says:

- People with disabilities' rights and diversity are respected and promoted
- The privacy and dignity of each person are respected
- People with disabilities exercise choice and control in their daily lives in accordance with their preferences
- People with disabilities develop and maintain personal relationships and links with the community in accordance with their wishes
- People with disabilities have access to information, provided in a format appropriate to their communication needs
- People with disabilities participate in decision making and consent is obtained in accordance with legislation and current best practice guidelines
- People with disabilities' complaints and concerns are listened to and acted upon in a timely and effective manner.

Theme 2: Effective Services

This section describes how residential centres should deliver high quality and effective care to people with disabilities using best available evidence and information.

It says:

- Personal plans detail the needs of people with disabilities and outline the supports required, in accordance with their wishes.
- The residential centre is homely and accessible and promotes the privacy, dignity and welfare of each person
- Admission and discharge to residential centres is fair and transparent.
- Young adults are supported to attain and maintain a safe and satisfactory quality of life following transition from children's centres to adults' centres.
- People with disabilities receive high quality, effective respite services.

Theme 3: Safe Services

This section describes how residential centres should deliver high quality and safe care for people with disabilities using best available evidence and information.

It says:

- People with disabilities are protected from abuse and neglect and their safety and welfare is promoted.
- People with disabilities experience care that assists them to manage their behaviour and supports their emotional wellbeing.
- People with disabilities are not subjected to a restrictive procedure unless it is needed because of a serious risk to their safety and welfare
- Serious events and incidents are managed and reviewed in a timely manner and outcomes inform practice at all levels.

Theme 4: Health and Development

This section outlines that health, education, employment, social and emotional development and relationships with community are all important factors in a person's life. It says:

- The health and development of people with disabilities is promoted and improved
- The health needs of people with disabilities are assessed and met
- Each person's health is supported by the residential centre's policies and procedures for medication management.
- Educational, training and employment opportunities are made available to people with disabilities that promote their strengths, abilities and individual preferences.

Theme 5: Leadership, Governance and Management

'Governance' describes how a residential centre is organised and run. This section covers the arrangements put in place by the service in areas such as accountability, decision making and risk management. It says:

- There should be clear lines of accountability at all levels so that everyone working in the service is aware of their responsibilities and to whom they are accountable

- The service should have a statement of purpose that states in writing its aims and objectives, the services it provides, including how and where they are provided. How the service operates in practice should match this.
- Good governance systems should be in place to check ongoing practice and monitor performance to support safe services

Theme 6: Use of Resources

This theme describes how the residential centre should use money and resources to deliver care in the best possible way. It says:

- The residential centre should look for opportunities to use its resources to provide improved care and achieve better outcomes for people with disabilities
- Decisions about resources should take account of the needs of people with disabilities and the levels of demand on the service
- Individuals who make decisions on how resources are used must be accountable for the decisions made and ensure these decisions are well-informed.

Theme 7: Workforce

This theme includes all people that work directly or indirectly with the residential centre. It covers areas such as planning, recruiting, managing and organising staff. It says:

- Each staff member has an important part to play in delivering an high quality, effective and safe care to people with disabilities
- The residential centre should organise and manage its staff to ensure that they have the skills and experience needed to protect people with disabilities and promote their welfare
- Staff should receive the support, training, and supervision they need to enable them to perform their job to the best of their ability.
- Safe recruitment practices are used for staff and staff performance should be reviewed regularly to ensure the delivery of safe care to people with disabilities

Theme 8: Use of Information

This theme describes how information should be used to plan, deliver, monitor, manage and improve care for people with disabilities. It says:

- All relevant information should be used to plan and deliver effective residential services.
- All information should be recorded accurately and stored securely by the residential centre.
- Residential centres should respect the right of people with disabilities to access their personal information and services, within strict rules, should share information with other agencies.

What do you think about the draft Standards?

We would like to know what you think about the draft standards. You can comment on one of the draft standards, on all of them, or you might want to make a general comment.

We will carefully consider and review all comments after the consultation process, which runs for five weeks.

Following this process the Authority will finalise the Standards.

This public consultation will end on Wednesday 21 November 2012.

How to give your feedback

A feedback form has been produced to help you to give your feedback when you are reviewing the Standards.

- You can download and complete the consultation feedback form from our website, www.hiqa.ie, and email your completed forms to consultation@hiqa.ie.

- You can print a copy of the feedback form from our website and post it to us at:

Draft National Standards for Residential Services
for People with Disabilities
Health Information and Quality Authority
George's Court
George's Lane
Smithfield
Dublin 7

Or you can write to us with your comments to the address above.

Or you can call the consultation team by calling (01) 8147634.

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