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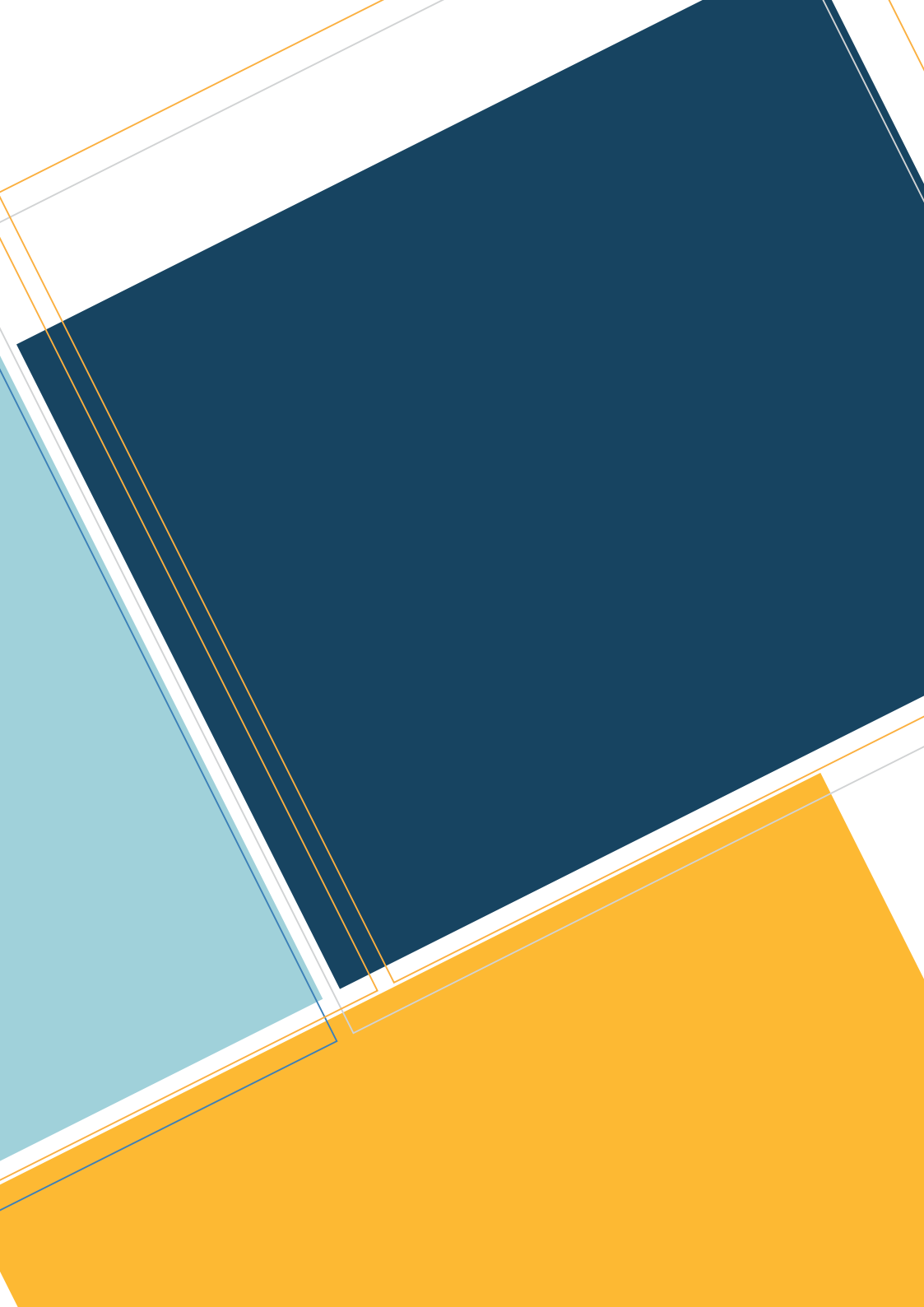
An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte



# Your guide to the National Standards for Residential Care Settings for Older People in Ireland

**2016**

*Safer Better Care*



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## Who are we?

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

# Why were the standards developed?

HIQA has developed the National Standards for Residential Care Settings for Older People in Ireland.

These Standards are a revision of the 2009 National Quality Standards for Residential Care Settings for Older People in Ireland and they include the learning from the past five years of inspections of nursing homes and feedback from key stakeholders.

This guide outlines the standards that nursing homes will need to meet to be registered by HIQA.

## Who do the standards apply to?

HIQA was set up to help to improve the safety and quality of Ireland's health and social care services and is responsible for the regulation of nursing homes.

Regulation of nursing homes involves using National Standards, legislation and regulations to decide whether services are providing safe and effective care for the residents who live there. This is done through keeping a register (or list) of centres and monitoring and inspecting them on a regular basis to check that they are meeting the Standards and legislation.

By regulating services, we can make sure that the quality of care provided to people living in the nursing home is high, no matter who is running the service.

## What do the standards cover?

Each section is divided into specific standards which aim to improve services for people living in nursing homes. These Standards are grouped into eight key areas called themes.



# The standards

Each Standard describes an 'outcome', or what the nursing home should do to provide a good quality and safe service for people living there. There are a number of features for each standard to describe what a nursing home that is meeting the standard is likely to be doing.

Theme	Description of theme
<b>Person-centred Care and support</b>	This is how the nursing home places residents at the centre of what they do. This includes providing person-centred services and protection of rights.
<b>Effective services</b>	How nursing homes deliver best outcomes for residents, using best available evidence and information.
<b>Safe services</b>	How nursing homes protect residents through preventing and minimising harm and learning from when things go wrong.
<b>Health and wellbeing</b>	How nursing homes identify and promote optimum health and development for residents.

Theme	Description of theme
<b>Leadership, governance and management</b>	The arrangements put in place by the nursing home for accountability, decision-making, risk management and meeting its strategic, legal and financial obligations.
<b>Use of resources</b>	Using resources effectively and efficiently to deliver best achievable outcomes for the money and resources used.
<b>Responsive Workforce</b>	Planning, recruiting, managing and organising staff with the necessary numbers, skills and abilities to respond to the needs of residents.
<b>Use of information</b>	Actively using information as a resource for planning, delivering, monitoring, managing and improving services.





# **National Standards for Residential Care Settings for Older People in Ireland**

## Theme 1: Person-centred Services

This theme describes how nursing homes place the people living there at the centre of what they do. This includes providing person-centred services, access to information and protection of rights. It says:

- The rights and diversity of each resident are respected and safeguarded.
- The privacy and dignity of each resident are respected.
- Each resident exercises choice in their daily lives.
- Each resident develops and maintains relationships with family and community, if they so wish.
- Nursing homes communicate appropriately with residents and provide information that takes account of their communication needs.
- Each resident is helped to make informed decisions, gives consent and has access to an advocate.
- Residents are listened to and their concerns and complaints are acted upon in a timely and effective manner.

## Theme 2: Effective Services

This section describes how nursing homes can deliver effective services to residents using best available evidence and information. It says:

- Individual care plans detail the assessed needs of residents and the supports required to meet their needs and to improve their quality of life.
- Each resident enjoys mealtimes and has a regular supply of water and good food.
- The psychological and developmental wellbeing of each resident are promoted.
- Residents receive palliative care that supports and respects their dignity.
- Residents receive care and support at the end of their life that meets their needs and respects their dignity and independence.
- The nursing home is homely and accessible and promotes the welfare, dignity and safety of each resident.
- The design and layout of the nursing home promotes the privacy, dignity and wellbeing of residents.
- Access to nursing home services is fair and open for each resident.

## Theme 3: Safe Services

This section describes how nursing homes can deliver safe services for residents using best available evidence and information. It says:

- Residents are safeguarded from abuse and neglect and their safety and welfare are promoted.
- The nursing home manages risk and keeps residents safe from harm.
- The nursing home has good infection prevention and control practices to protect residents.
- The health and wellbeing of residents are protected by good medicines management.
- Nursing homes promote a restraint-free environment and residents are not subject to restraint unless it is needed because of a serious risk to their safety and welfare or the safety and welfare of others.
- Each resident has their personal property and money managed and protected.

## Theme 4: Health and Wellbeing

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

- The health and wellbeing of residents is promoted through regular assessment, and residents are given the appropriate support to meet any identified healthcare needs.
- Residents have a choice of interesting activities that meet their needs and preferences.
- Residents experience care that supports their physical, behavioural and psychological wellbeing.

## Theme 5: Leadership, Governance and Management

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

- There are clear lines of accountability at all levels so that everyone working in the nursing home is aware of their responsibilities and to whom they are accountable.
- The nursing home has a statement of purpose that states in writing its aims and objectives, the services it provides, including how and where they are provided.
- Good governance systems are in place to check ongoing practice and monitor performance to support person-centred, effective and safe services.
- The quality of care and experience of residents in the nursing home are monitored, reviewed and improved on an ongoing basis.

## Theme 6: Use of Resources

This theme describes how the nursing home can use its money and resources to deliver services in the best possible way. It says:

- The nursing home looks for opportunities to use its resources to provide improved services and achieve better outcomes for residents.
- Decisions about resources take account of the needs of residents and the levels of demand on the service.
- Individuals who make decisions on how resources are used are accountable for the decisions made and ensure these decisions are well-informed.

## Theme 7: Responsive Workforce

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

- Safe recruitment practices are used for staff and staff performance is reviewed regularly to assure the delivery of person-centred, safe and effective services to residents.
- Each staff member has an important part to play in delivering person-centred, safe and effective services to residents in nursing homes.
- The nursing home organises and manages its staff to ensure that they have the skills and experience needed to protect residents and promote their welfare.
- Staff receive the support, training, and supervision they need to enable them to perform their job to the best of their ability.



## Theme 8: Use of Information

This theme describes how information is used to plan, deliver, monitor, manage and improve services for residents in nursing homes. It says:

- All relevant information is used to plan and deliver person-centred, safe and effective services in nursing homes.
- All information is recorded accurately and stored securely by the nursing home.

## Where can I get further information?


You can download the full version of these standards for free from our website, [www.hiqa.ie](http://www.hiqa.ie). You can get in touch with us:

- by emailing us at [info@hiqa.ie](mailto:info@hiqa.ie)
- by contacting us on (01) 814 7400
- by writing to: Health Information and Quality Authority,  
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