

Your guide to the National Standards for Residential Services for Children and Adults with Disabilities

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Who are we?

The Health Information and Quality Authority (HIQA) is an independent organisation. We were set up to help improve the quality and safety of health and social care in Ireland (but not mental health services).

We are responsible for:

- setting standards,
- monitoring and inspecting services,
- providing guidance on health information, and
- carrying out health technology assessments (such as evaluating medicines, equipment and diagnostic techniques).

Why were the standards developed?

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

We developed the National Standards for Residential Services for Children and Adults with Disabilities. All residential services for children and adults with disabilities have to meet these standards to be registered.

Part of our job is to inspect residential services to make sure they meet the standards and that everyone living in residential centres gets a service that meets their needs.

Who do the standards apply to?

The standards apply to all residential services, including residential respite services, provided by:

- the Health Service Executive (HSE),
- private organisations, and
- voluntary groups.

A residential service is where someone lives most or all of the time. For some, this will be five days a week; for others, seven days a week.

A residential respite service is where somebody goes for a short stay, either as a planned break or in an emergency.

What do the standards cover?

The standards cover eight key themes.



Key principles - residential services (including respite services) must provide a high quality person-centred approach which respects people's rights, their preferences and their ability and interest in taking part in activities.

The standards describe what residential services need to do to make sure that the children and adults in their care receive a high-quality, safe service that meets their needs.

The standards are organised under eight themes.

Theme	Description of theme
Individualised Supports and Care	How residential services place children and adults with disabilities at the centre of what they do. This includes supporting families, access, fairness and protecting rights
Effective Services	How residential services deliver the best achievable outcome and a good quality of life for each child and adult in their service
Safe Services	How residential services protect children and adults with disabilities, prevent or minimise harm, and learn from things when they go wrong
Health and Development	How residential services identify and promote the best possible health, welfare and development for children and adults with disabilities
Leadership, Governance and Management	How residential services make decisions, manage risks, account for their actions and meet their strategic, legal and financial obligations

Theme	Description of theme
Use of Resources	How residential services use money and resources to deliver high-quality child-centred and adult-centred supports and services
Responsive Workforce	How residential services recruit, manage and organise skilled staff to meet the needs of children and adults with disabilities
Use of Information	How residential services use information to plan, deliver, monitor, manage and improve residential services

Who monitors compliance?

We will continually check residential services to make sure they are obeying (complying with) the standards.

Each residential service has to prove to us that they meet the standards.

What does this guide cover?

This guide gives you a summary of the standards that residential services must meet to be registered. The standards are set out in two sections:

- National Standards for Residential Services for Children with Disabilities
- National Standards for Residential Services for Adults with Disabilities

The standards are grouped into eight key areas called themes.

Where can I find out more?


You can get the full version of the National Standards for Residential Services for Children and Adults with Disabilities on our website, www.hiqa.ie.

You can phone us at (01) 814 7400 or you can e-mail us at info@hiqa.ie or write to us at: George's Court, George's Lane, Smithfield, Dublin 7



**National Standards for Residential Services for
Children and Adults with Disabilities**

Health Information and Quality Authority



National Standards for Children with Disabilities



Theme 1: Individualised Supports and Care

This theme is about the way residential services place children at the centre of what they do. This includes supporting families, access, fairness and protecting rights.

Standards

- Residential services respect and promote children's rights and diversity.
- Residential services respect the privacy and dignity of each child.
- Children make choices about how they live their daily lives.
- Children develop and maintain relationships with family and community.
- Residential services communicate with children according to each child's age, development, and communication and literacy needs.
- Children take part in decisions about themselves and have access to an advocate (someone to speak or act on their behalf) if they want one.

- Residential services listen to children and deal with their concerns and complaints in a supportive way and as soon as practicable.

Theme 2: Effective Services

This theme describes how residential services can deliver effective services and a good quality of life to children.

Standards

- Each child has a personal plan which describes the supports the child needs to have the best achievable quality of life.
- All residential services are cosy and accessible and promote the privacy, dignity and safety of each child.
- Access to residential services is fair and transparent.
- Residential services actively support children as they move from childhood to adulthood and prepare them for the transfer to adult services.

Theme 3: Safe Services

This theme describes how residential services can deliver safe services for children.

Standards

- Residential services protect children from abuse and neglect and promote their safety and welfare.
- Children experience care that supports positive behaviour and emotional wellbeing.
- Residential services use restrictive procedures (something which limits a person's activity) only if there is a serious risk to a child's safety and welfare.
- Residential services manage serious incidents and learn from things that go wrong.

Theme 4: Health and Development

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

Standards

- Residential services promote, and work to improve, the health and development of children with disabilities.
- Each child gets a health assessment and support to meet any identified need.
- Residential services have proper policies and procedures for managing medication.
- Children have opportunities to maximise their individual strengths and abilities through education, training and employment.

Theme 5: Leadership, Governance and Management

'Governance' describes how a residential service is organised and run. This theme deals with the way residential services make decisions, manage risks and account for their actions.

Standards

- Residential services abide by all relevant laws, regulations, national policies and standards to protect the child and promote the child's welfare.
- There are systems in place to monitor performance and clear lines of accountability (reporting) so that everyone working in the residential service knows their responsibilities and to whom they are accountable.
- Residential services have a written 'statement of purpose' that clearly describes their services. This is available to residents, families and the public.
- Residential services have written agreements with the organisations which fund them.

Theme 6: Use of Resources

This theme describes how residential services can use their money and resources to deliver services in the best possible way.

Standards

- Residential services look for ways to provide improved child-centred services and achieve better outcomes for children with disabilities.

Theme 7: Responsive Workforce

This theme is about the people who work either directly or indirectly with the service. It covers areas such as planning, recruiting, managing and organising staff.

Standards

- Residential services use safe, effective practices to recruit staff.
- Residential services employ enough staff with the skills and experience needed to work effectively with children with disabilities.
- Staff receive support and supervision to enable them to perform their job to the best of their ability.
- Staff receive ongoing training so that they can deliver improved child-centred care.

Theme 8: Use of Information

This theme describes how residential services should use information to plan, deliver, monitor, manage and improve services for children with disabilities.

Standards

- Residential services use quality information and effective information systems to plan and deliver child-centred, safe and effective residential services.
- Residential services record all information accurately and store it securely.

National Standards for Residential Services for Adults with Disabilities



Theme 1: Individualised Supports and Care

This theme is about the way residential services place adults with disabilities at the centre of what they do. This includes supporting access, fairness and protecting rights.

Standards

- Residential services respect and promote the rights and diversity of adults with disabilities.
- Residential services respect the privacy and dignity of each adult.
- Adults with disabilities make choices about how they live their daily lives.
- Adults with disabilities develop and maintain relationships with family and community.
- Adults have access to information in a way that meets their communication and literacy needs.
- Adults make decisions about themselves and have access to an advocate (someone to speak or act on their behalf) if they want one.

- Residential services listen to adults and deal with their complaints and criticisms in a supportive way and as soon as practicable.

Theme 2: Effective Services

This section describes how residential services can deliver effective services and a good quality of life to adults with disabilities.

Standards

- Each adult has a personal plan which describes the supports they need to have the best achievable quality of life.
- The residential service is cosy and accessible and promotes the adult's privacy, dignity and safety.
- Access to residential services is fair and transparent.
- Residential services support young adults as they move from children's services to adults' services.

Theme 3: Safe Services

This theme describes how residential services can deliver safe services for adults.

Standards

- Residential services protect adults from abuse and neglect and promote their safety and welfare.
- Adults experience care that supports positive behaviour and emotional wellbeing.
- Residential services use restrictive procedures (something which limits a person's activity) only if there is a serious risk to an adult's safety and welfare.
- Residential services manage serious incidents and learn from things that go wrong.

Theme 4: Health and Development

This theme outlines how health, education, employment, social and emotional development, and relationships with community are all important factors in an adult's life.

Standards

- Residential services promote, and work to improve, the health and development of adults with disabilities.
- Each adult gets a health assessment and support to meet any identified need.
- Residential services have proper policies and procedures for managing medication.
- Adults have opportunities to maximise their individual strengths and abilities through education, training and employment.

Theme 5: Leadership, Governance and Management

'Governance' describes how a residential service is organised and run. This theme deals with the way residential services make decisions, manage risks and account for their actions.

Standards

- Residential services abide by all relevant laws, regulations, national policies and standards to protect adults with disabilities and promote their welfare.
- There are systems in place to monitor performance and clear lines of accountability (reporting) so that everyone working in the residential service knows their responsibilities and to whom they are accountable.
- Residential services have a written 'statement of purpose' that clearly describes their services. This is available to residents, families and the public.
- Residential services have written agreements with the organisations which fund them.

Theme 6: Use of Resources

This theme describes how residential services can use their money and resources to deliver services in the best possible way.

Standards

- Residential services look for ways to provide improved adult-centred services and achieve better outcomes for adults with disabilities.

Theme 7: Responsive Workforce

This theme is about people who work either directly or indirectly with residential services. It covers areas such as planning, recruiting, managing and organising staff.

Standards

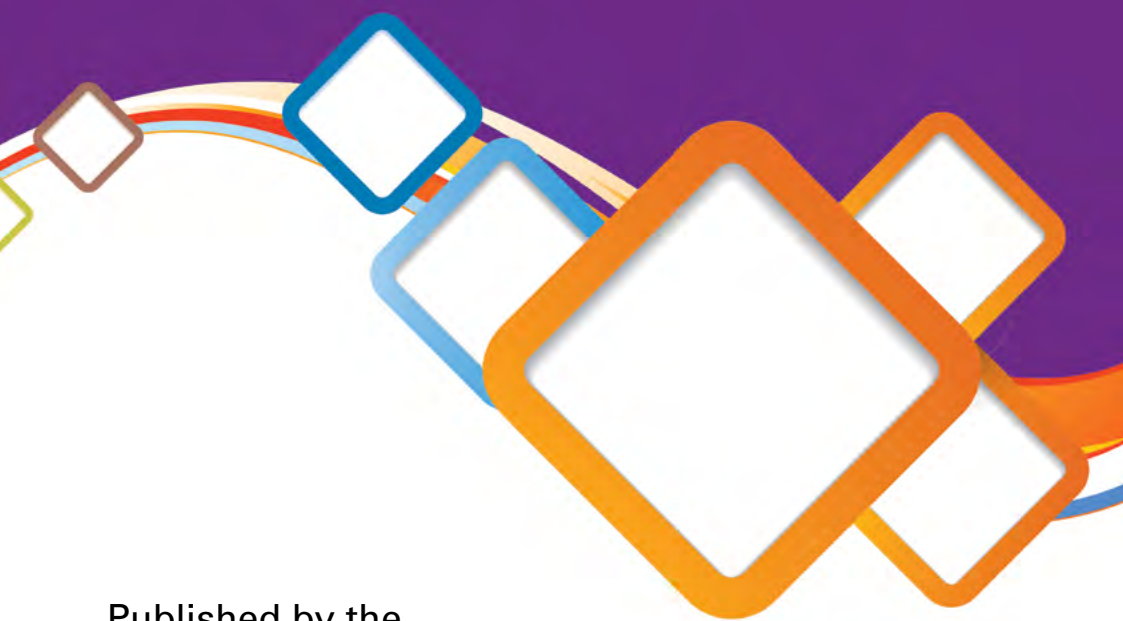
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- Residential services employ enough staff with the skills and experience needed to work effectively with adults with disabilities.
- Staff receive support and supervision to enable them to perform their job to the best of their ability.
- Staff receive ongoing training so that they can deliver improved adult-centred care.

Theme 8: Use of Information

This theme describes how residential services should use information to plan, deliver, monitor, manage and improve services for adults with disabilities.

Standards

- Residential services use quality information and effective information systems to plan and deliver adult-centred, safe and effective residential services.
- Residential services record all information accurately and store it securely.



**Published by the
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