

# Easy to read guide to the National Standards for Residential Services for Children with Disabilities

January 2013



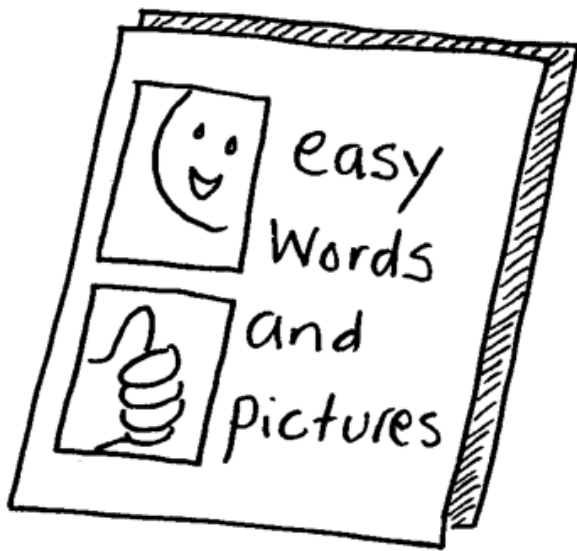
**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte



*Safer Better Care*





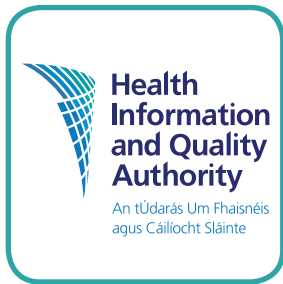
**This easy to read guide tells you about the standards for residential services where children and young people with a disability live.**

**We hope that the images used are easy to understand. We know that there is no one set of images that work for everyone.**

**Young people with disabilities worked on making this guide easy to read.**

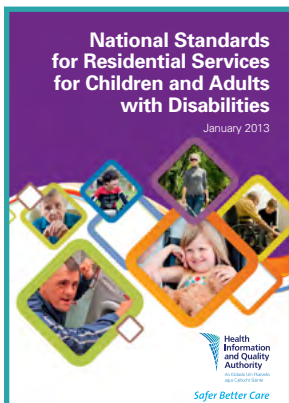
**There is a bigger copy of the standards it has more information in it.**

# Introduction



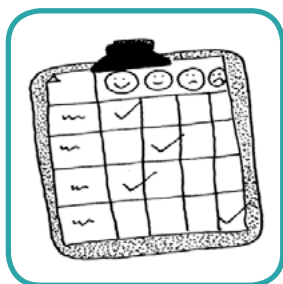
## Who is the Health Information and Quality Authority?

- The Health Information and Quality Authority's job is to make sure health and social care services in Ireland are safer and better

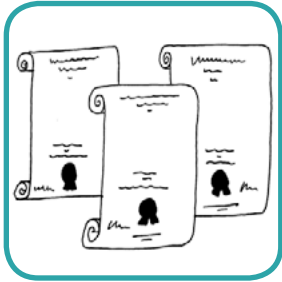


## What are Standards?

- HIQA wrote the standards for residential services where children with a disability live
- Standards say how things should be done



- All services where children with a disability live have to sign up with the Health Information and Quality Authority



- The standards have been agreed by the government



- The standards make sure where you live is safer and better



- HIQA will inspect residential services to make sure they meet the standards



- There are eight parts to the standards

## Part 1 The service is focussed on you



**Each residential service focuses on the needs of each child**



- Each child receives information about their rights and has their rights respected



- Staff respect each child's
  - Personal care
  - Belongings
  - Private time



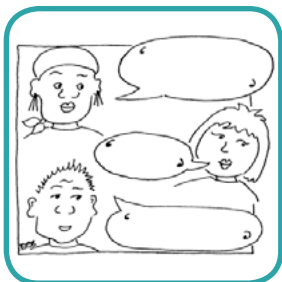
- Each child has a choice and is involved in planning their day to day life
- Each child's view is listened to and respected
- Each child's view is taken into account in the right way for the child's age



- The day to day life of a child has
  - new experiences
  - time for play, travel and leisure



- hobbies and interests



- learning social and life skills



- Family and friends are welcome by staff



- Each child's family is involved in their care when it is right for the child

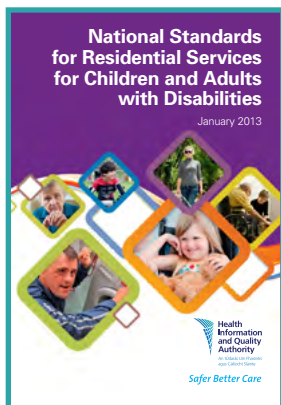


- Each child is supported to keep and make new friendships



- Each child gets out and about and is part of their local community





- Has a copy of the National Standards for residential services for children with disabilities
- Staff take time to explain the standards to the child



- Information about a child is shared with others when it has been decided it is in the best interest of the child



- Each child has clear information on how to complain
- Each child has support when making a complaint

## Part 2 Good Quality Residential Services



- Each child has a personal plan
- The residential service makes the personal plan with each child, their family, and other people they want



- A personal plan looks at every part of a child's life and any supports the child may need
- A meeting about the plan happens at least once a year
- Each child has a copy of the plan



- Each child has privacy and respect
- Each child helps choose furniture and decoration so the service is homely

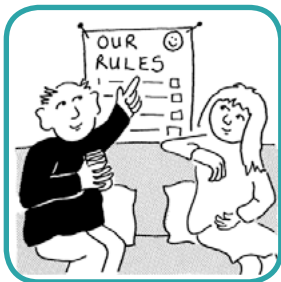


- Each child is helped get ready for adulthood and the move to adult services

## Part 3 Safe Residential Services



- Each child living in a residential service feels safe and protected
- Children are helped to learn how to keep themselves safe and protected



- Rules are discussed with and understood by each child



- Staff are trained to work with children in managing their behavior

## Part 4 Health and Personal Development



- Each child has the best possible health and is supported to live a healthy life



- Children and their families have information about medication they are taking



- A plan is made for the education of each child

## Part 5 Management of the Residential Service



- Management of the residential service plans and runs the service well



- Gives the right care to each child
- Keeps everyone safe
- Meets the national standards



- Gives information to people, family and staff on how the service works
- Keeps proper records and files

## Part 6 Use of resources



- Good management of staff and money is important in making sure children get the best care and support

## Part 7 Staff



- Staff get training and support so they can do their job well



- A skilled manager runs the service well



- Staff and volunteers who work directly with children are checked by the Gardaí

## Part 8 How information is used



- Having the best information available helps management care for children more effectively.



## The next step



- HIQA will register all residential services for children with disabilities



- All registered services will be inspected



- Each residential service will have to show it is meeting the standards



**There is a bigger copy of the standards and it has more information in it. You can get it on our website, [www.hiqa.ie](http://www.hiqa.ie).**

**You can also get a copy by contacting us by phone at (01) 8147400 or emailing [info@hiqa.ie](mailto:info@hiqa.ie).**

**If you do not have access to the internet or if you need help with the standards please contact us at:**


Health Information and Quality Authority  
George's Court,  
George's Lane,  
Smithfield,  
Dublin 7

Or phone (01) 814 7400

This easy to read version was produced by Inclusion Ireland using best practice guidelines for producing easy to read information.

The document was tested through focus groups with people who have intellectual disabilities.

Pictures are from the CHANGE PICTURE BANKS  
[www.changepeople.co.uk](http://www.changepeople.co.uk)



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