



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Regulation of
Health and Social
Care Services

Child Protection and Welfare Thematic Programme

Self-assessment questionnaire

Safer Better Care

About the Health Information and Quality Authority (HIQA)

The Health Information and Quality Authority (HIQA) is an independent statutory authority established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

HIQA's mandate to date extends across a wide range of public, private and voluntary sector services. Reporting to the Minister for Health and engaging with the Minister for Children and Youth Affairs, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Office of the Chief Inspector within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.
- **Health technology assessment** — Evaluating the clinical and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

Introduction

This self-assessment questionnaire has been developed by the Director of Regulation in the Health Information and Quality Authority (HIQA) to aid service providers to prepare for the thematic programme on child protection and welfare services. The purpose of the thematic inspection programme is to promote improvement in the management of new referrals from screening and preliminary enquiries, safety planning and initial assessments. This inspection programme will focus on the receipt of referrals, the completion of screening and preliminary enquiries, initial assessment and safety planning for children and their families.

It is organised according to a selection of themes and standards in the *National Standards for the Protection and Welfare of Children (2012)*.

How to complete the self-assessment

This document is intended to allow service providers to subjectively assess their own performance against the national standards, which in turn helps to identify where improvements are required. In order to do so, respondents should make reference to the combined guidance and assessment-judgment framework which has been developed for this programme (available at www.hiqa.ie). The combined guidance and assessment-judgment framework document outlines the standards that are being assessed in the programme, describes what a good service looks like, sets out the lines of enquiry which inspectors will follow and what they will look for as sources of evidence when carrying out an inspection.

When completing the form you will be asked to make an assessment of performance under a number of different standards. It should be borne in mind that this thematic programme is specific to the management of child protection and welfare reports and referrals to Tusla. It focuses on screening, preliminary enquiries, initial assessment and safety planning. As such, when assessing your performance under each standard, your answer should reflect performance in the context of the thematic programme.

Inspectors will analyse returned self-assessment questionnaires and this will contribute to the scheduling of HIQA inspections under the programme. Based on the completion of the self-assessment questionnaire, each Tusla service area must develop an improvement plan for its own use, and inspectors may ask to view this plan during an inspection. HIQA will provide an improvement plan template which the area can choose to use. Service areas do not have to include this improvement plan when returning their questionnaires.

Filling out this form

This self-assessment is an editable PDF document. This means you do not need to print it out to complete it. It is designed to be completed on your computer and returned electronically to HIQA.

In accordance with data protection and good information governance practice, please do not include any private or personal identifiable information on this self-assessment.

Service Details

Click in the boxes below to add responses about your service.

Service Area	
Local Office/County	
Name of person completing form	
Role	
Date (dd/mm/yy)	

Theme 1: Child-centred Services

Standard 1.3

Children are communicated with effectively and are provided with information in an accessible format.

Please select one option below. In selecting the appropriate judgment descriptor for your service please make reference to the relevant section in the accompanying guidance and assessment-judgment framework.



1	2	3	4
---	---	---	---

If you selected:

- 1 or 2, please briefly outline why the service is failing to meet this standard
- 3 or 4, please briefly outline the initiatives or measures you have in place to meet the standard

250 word limit

Theme 2: Safe and Effective Services

Standard 2.1

Children are protected and their welfare is promoted through the consistent implementation of *Children First*.

Please select one option below. In selecting the appropriate judgment descriptor for your service please make reference to the relevant section in the accompanying guidance and assessment-judgment framework.



1	2	3	4
---	---	---	---

If you selected:

- 1 or 2, please briefly outline why the service is failing to meet this standard
- 3 or 4, please briefly outline the initiatives or measures you have in place to meet the standard

250 word limit

Theme 3: Leadership, Governance and Management

Standard 3.1

The service performs its functions in accordance with relevant legislation, regulations, national policies and standards to protect children and promote their welfare.

Please select one option below. In selecting the appropriate judgment descriptor for your service please make reference to the relevant section in the accompanying guidance and assessment-judgment framework.



1	2	3	4
---	---	---	---

If you selected:

- 1 or 2, please briefly outline why the service is failing to meet this standard
- 3 or 4, please briefly outline the initiatives or measures you have in place to meet the standard

250 word limit

Theme 3: Leadership, Governance and Management

Standard 3.3

The service has a system to review and assess the effectiveness and safety of child protection and welfare service provision and delivery.

Please select one option below. In selecting the appropriate judgment descriptor for your service please make reference to the relevant section in the accompanying guidance and assessment-judgment framework.



1	2	3	4
---	---	---	---

If you selected:

- 1 or 2, please briefly outline why the service is failing to meet this standard
- 3 or 4, please briefly outline the initiatives or measures you have in place to meet the standard

250 word limit

Theme 5: Workforce

Standard 5.1

Safe recruitment practices are in place to recruit staff with the required competencies to protect children and promote their welfare.

Please select one option below. In selecting the appropriate judgment descriptor for your service please make reference to the relevant section in the accompanying guidance and assessment-judgment framework.



1	2	3	4
---	---	---	---

If you selected:

- 1 or 2, please briefly outline why the service is failing to meet this standard
- 3 or 4, please briefly outline the initiatives or measures you have in place to meet the standard

250 word limit

Theme 5: Workforce

Standard 5.2

Staff have the required skills and experience to manage and deliver effective services to children.

Please select one option below. In selecting the appropriate judgment descriptor for your service please make reference to the relevant section in the accompanying guidance and assessment-judgment framework.



1	2	3	4
---	---	---	---

If you selected:

- 1 or 2, please briefly outline why the service is failing to meet this standard
- 3 or 4, please briefly outline the initiatives or measures you have in place to meet the standard

250 word limit

Theme 5: Workforce

Standard 5.3

All staff are supported and receive supervision in their work to protect children and promote their welfare.

Please select one option below. In selecting the appropriate judgment descriptor for your service please make reference to the relevant section in the accompanying guidance and assessment-judgment framework.



1	2	3	4
---	---	---	---

If you selected:

- 1 or 2, please briefly outline why the service is failing to meet this standard
- 3 or 4, please briefly outline the initiatives or measures you have in place to meet the standard

250 word limit



Regulation Directorate
Health Information and Quality Authority (HIQA)
Unit 1301, City Gate,
Mahon,
Cork,
T12 Y2XT