

# OVERVIEW

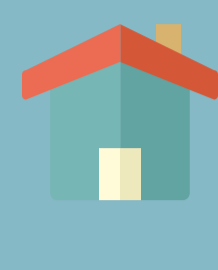
## OF REGULATION IN

# DISABILITY SERVICES

2019

1,268

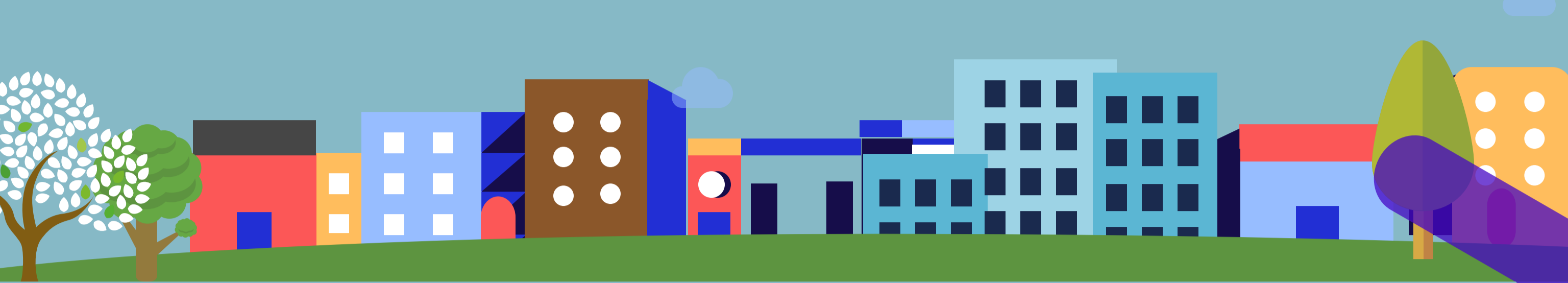
designated centres



for

9,064

adults and children with disabilities



1,016

inspections



54 thematic inspections on restrictive practices

71% unannounced

## CONGREGATED SETTINGS

2,914

residents live in congregated settings\*



These centres had higher non-compliance with the regulations and many residents had a poorer quality of life than those who lived in community-based centres

\*Congregated settings are centres where more than 10 people live in the same building or in a group of buildings which are located together on campus.

## MEETING RESIDENTS

Outside of inspections, we met with:

18

residents' groups

attended by

178

residents



to talk about their experience of regulation

"Living in a large place makes people angry"

"Rights mean feeling respected"

"Being able to see and have my family"

"Being treated like an adult"

"Smaller homes are more homely"

"Residents don't like when other people speak for them"

"Right to choose who we live with"

"Right to take risks"

"It's my plan; I'll tell them what I want"

## KEY FINDINGS

1

There is a critical link between good governance and safety and a good quality of life of residents

People living in congregated settings are at greater risk of having a poor quality of life

2

3

HIQA will continue to promote service improvements and the rights and quality of life of people with disabilities living in designated centres — particularly those in campus and congregated settings