

RESIDENT FORUMS

in centres for people with disabilities
in 2021



Health
Information
and Quality
Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte



Community



About

In 2021, HIQA met with 80 people in 22 resident forums across Ireland to hear about their experiences of living in residential services for people with disabilities.

We asked them about their community and the people who are important to them.

This is what they told us about their community.

Residents said the below were important to them

Family

Friends

Staff

Education

Work



The importance of family and friends

“My family are the most important people in my life.”

“I have friends in the day centre.”

“My friends are here, I love them and they love me.”

Where do you meet family and friends?

“Oh they can just come. We have space yeah.”

“If we want privacy we can have family in our bedrooms.”

“Down to my room.”

“Couldn’t have them in in COVID. Had to go outside.”

The importance of staff

“Staff support me to grow in confidence and more independent.”

“Love the staff. They look after you well.”

“Nice staff. I am very fond of them.”

“They are there to keep me safe.”

“Not all staff have time.”

Impact of COVID-19 on relationships

“Not being able to hug was difficult because COVID-19 was around.”

Residents' relationships were impacted by the COVID-19 pandemic and restrictions.

They told us about the challenges of not being able to see friends and family, and using new technologies, such as Zoom, to stay in touch.

Impact of COVID-19 on relationships

“Hard not seeing family. That was tough.”

“It was lonely.”

“We couldn’t go home or anything. We couldn’t meet our families.”

“When I think of technology, Zoom was good to keep in touch but it’s not the same.”

“I missed my friends over COVID.”

Work

“I like my work.”

Some residents had jobs in their local communities.

They told us about their jobs, how they were important in making them feel involved in their community, and the impact of COVID-19 on their work.



Tell us about your work

“I like that. I work in a charity shop on Fridays. We take donations of clothes.”

“Am the marshal volunteer for the park run.”

“I talk to people up there that I know.”

“I have a cup of coffee.”

Impact of COVID-19 on work

“Since then it’s been very hard for me to get back to it. Infection rates are going up.”

“I haven’t heard anything back from anybody about me going back to work.”

“I felt very cut off. I couldn’t attend work. I was used to getting the bus and train. Everyone else has a car and they could go to work, but I couldn’t... When I was fully vaxxed, that was my golden ticket to get back to work.”

Activities

“Going out for coffee, walking groups, going out and about with friends.”

Residents told us about the activities they take part in and what they like to do.

Many of these were limited in 2021 due to the COVID-19 pandemic.

What do you like to do with you spare time?

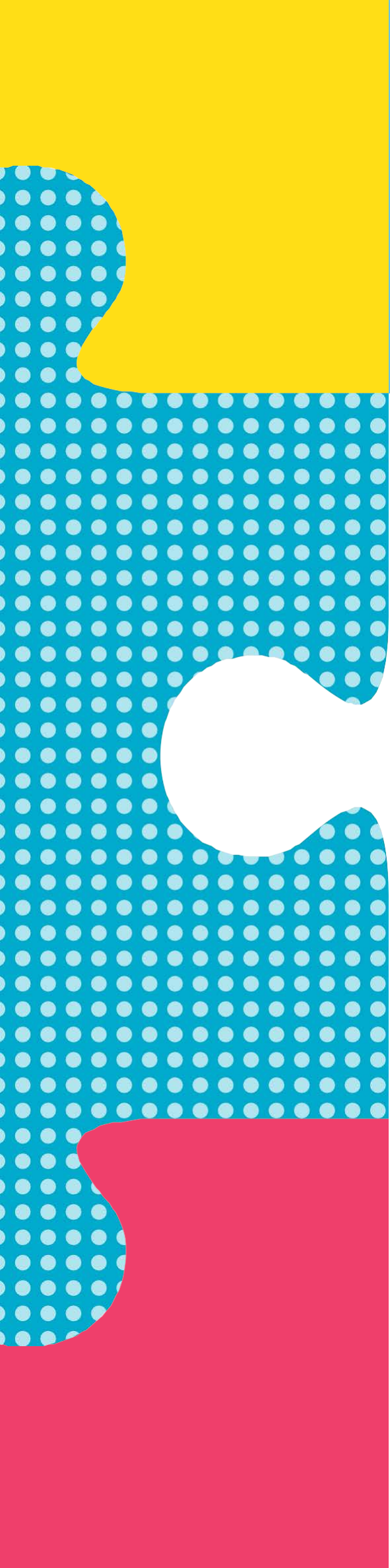
“I love shopping.”

“I like to go for walks.”

“Walks on the beach.”

“Afternoon tea.”

“People in the pub are nice and generous.”



Impact of COVID-19 on activities

“I miss my day service. I want to go back. I miss my friends.”

“I would like Special Olympics to start up.”

“I used to go to day service but it hasn't come back yet.”

“I want a long holiday.”

Find out more about the day-to-day lives of people living in designated centres for people with disabilities in our report on Resident Forums in Centres for People with Disabilities 2021 at www.hiqa.ie.