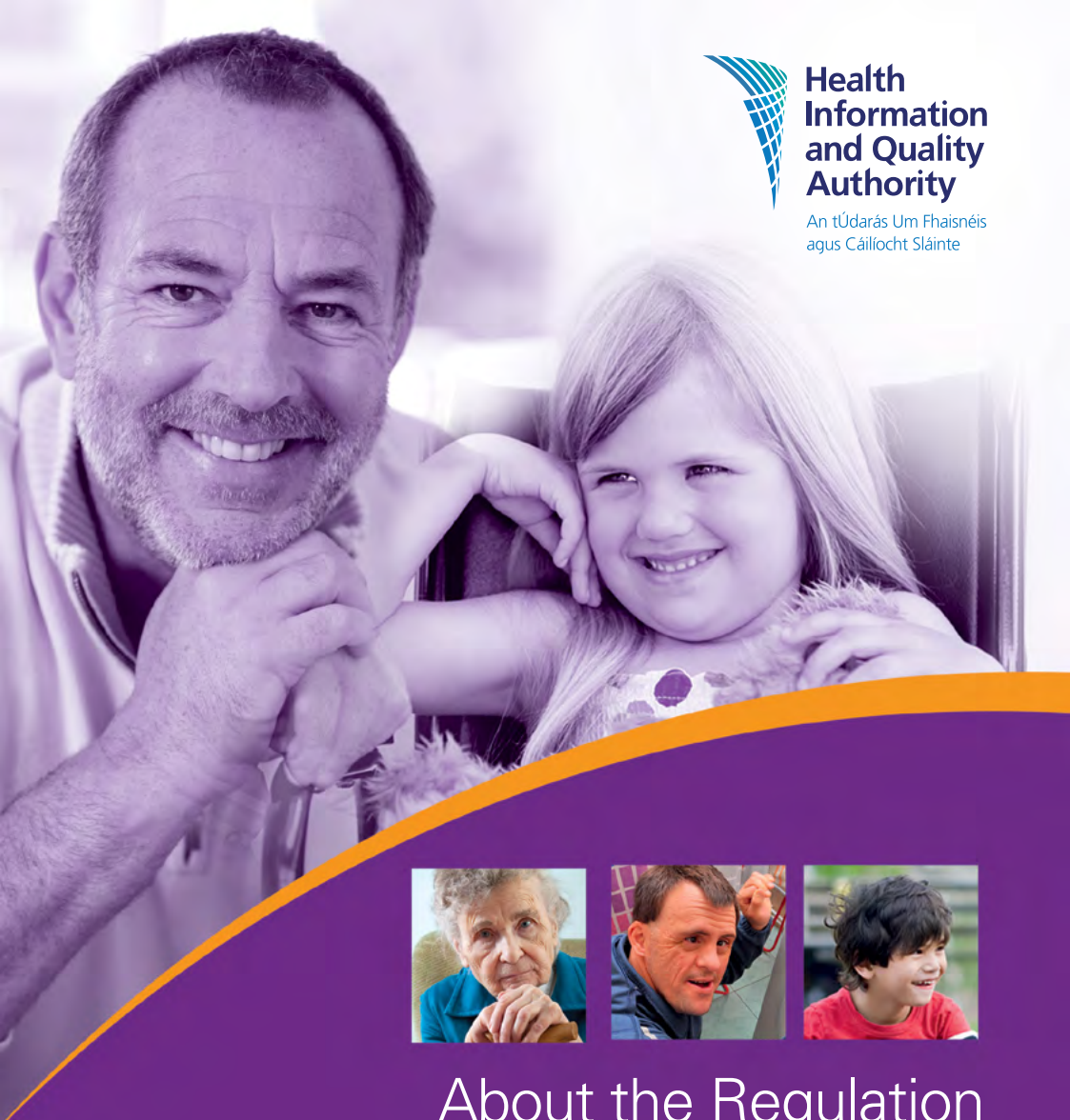




**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte



# About the Regulation of Residential Services for Children and Adults with Disabilities

**GUIDEBOOK 2013**

*Safer Better Care*



## About HIQA

The Health Information and Quality Authority (HIQA) is an independent organisation, set up to help improve the quality and safety of health and social care in Ireland (excluding mental health services).

We are responsible for:

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

We have set standards for residential services for children and adults with disabilities and from 1 November 2013 we are responsible for the registration, monitoring and inspection of residential services against these standards and the relevant legislation.

## About this guidebook

HIQA is responsible for the regulation of residential and residential respite services for children and adults with disabilities provided by the Health Service Executive (HSE), private organisations or voluntary bodies.

This guidebook aims to provide you with information about what is involved in this new process of regulation, inspection and monitoring. It sets out how the new system will work to improve standards for people with disabilities in residential services across Ireland.



## Regulation

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### **What is regulation?**

Regulation of residential services for children and adults with disabilities involves using the National Standards, legislation and regulations to decide whether services are providing safe and effective care for the children and adults living there. This is done through keeping a register (or list) of centres and monitoring and inspecting them on a regular basis to check that they are complying with the Standards and legislation. By regulating we can make sure that the standards of service provided to children and adults with disabilities are high, no matter who is running the service.

### **Which types of services are covered by regulation?**

HIQA regulates all residential services for children and adults with disabilities, 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.

The residential services may include:

- institutions, which usually provide accommodation for 10 or more people
- clustered housing, or housing associated with an institution (it may be on the grounds of or near the institution)
- houses within an ordinary neighbourhood that may have individualised supports to meet the needs and wishes of people with disabilities living there
- residential respite services.

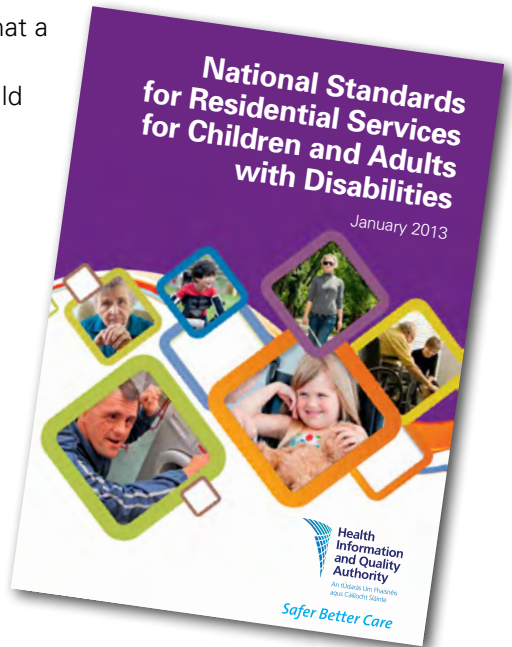
## **Are respite services covered by regulation?**

Yes. All residential services for children and adults with disabilities, including respite centres, will be regulated by HIQA. Each centre must have a Statement of Purpose, which is a document that clearly sets out what type of services are provided in the centre. This is very important where a range of different services are provided, for example, residential respite, on-site day services, etc. This information is then taken into account when registering and inspecting the centre to make sure that the service is running the types of services it says it is, to the highest quality possible.

## **What standards must residential services meet?**

HIQA has produced the *National Standards for Residential Services for Children and Adults with Disabilities* which outline what a good quality, safe residential service for children and adults with disabilities should look like.

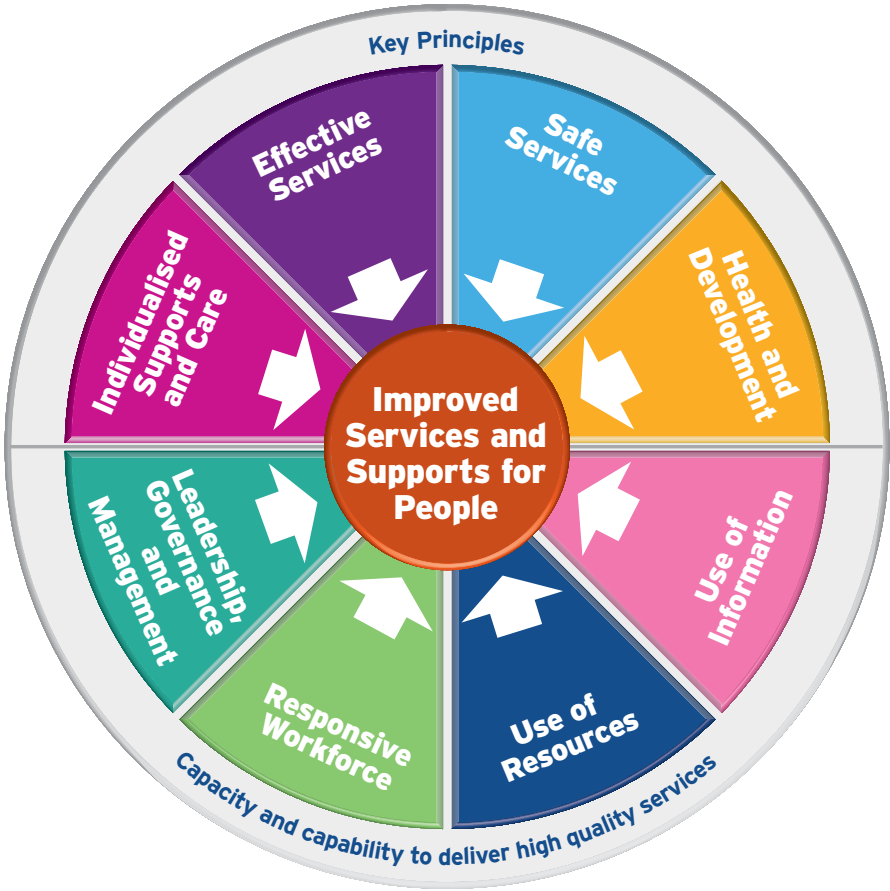
HIQA will then continually check residential services to make sure that they are meeting these Standards. The Standards focus on outcomes which empower people with disabilities at the different stages of their lives to participate in, and contribute to, activities which help them realise their full potential. The Standards are available in various formats on our website, [www.hiqa.ie](http://www.hiqa.ie). Each service must meet the Standards and legislation to be allowed to operate.



## **What do the Standards cover?**

The Standards describe what residential centres 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:

- individualised supports and care,
- effective services,
- safe services,
- health and development,
- leadership, governance and management,
- use of resources,
- responsive workforce and
- use of information.



The Standards cover these eight themes



## Registration

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By law, HIQA must keep a register of all residential and residential respite services for children and adults with disabilities in Ireland. Services will only be allowed to operate if they are registered with us and they will be inspected regularly to ensure they maintain a high level of care. Registered providers are legally responsible and will be held accountable for any faults within the services they operate.

### **What does registration involve?**

Providers (those running a service) must register with us and keep us informed about how their service is run. By law they must provide details such as the type of care they provide and to whom, the type of accommodation they provide and the number and type of staff employed there. We register each centre based on this (and other) relevant information. We monitor and inspect to ensure that services are provided to the right people in the right way on an ongoing basis.

### **How will registration work for people living in their own home?**

If the person is living in his/her own private home or with family, we do not consider it a designated centre and so registration and regulation will not apply. We know that sometimes it may not be totally clear as to whether the residential unit is a designated centre or not, so please come talk to us if you have any questions.

### **What are conditions of registration?**

When HIQA registers a service, we often apply conditions to a provider's registration. This means that the service is only allowed to legally operate under certain conditions. These may include running a particular type of service (e.g. residential respite) or accommodating a certain number of people. Providers are not allowed to operate services that are outside these conditions.





## Inspection

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Inspectors use the National Standards and relevant legislation when they visit each centre to check that an appropriate level of care is in place.

We inspect residential centres for children and adults with disabilities to:

- make sure that those running the service (providers) are meeting the conditions of their registration and our standards
- make sure that providers have systems in place to keep residents safe
- provide information and evidence to the public about what happens in a service, including examples of both good and poor practice.

### **What happens on an inspection visit?**

All inspections can be announced or unannounced and may take place at any time of day or night. The only exception to this is the registration inspection, which will always be announced. The inspection visit is only part of our inspection process. The process starts with each service providing us with information about the service and finishes when the inspection report is published on our website.

On an inspection visit, inspectors talk with managers, staff and interested people. They also talk with residents and their families and give out confidential questionnaires to get feedback. Residents who do not want to speak to inspectors do not have to. Inspectors also look at routines, quality of life, accommodation, food and other aspects of daily life to get a full picture of what it is like for those living there.

### **What are the different types of inspection?**

Each service first receives a registration inspection, for us to check the services being provided and add conditions, if necessary. There are also























