



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

Regulation of  
Health and Social  
Care Services

# Assessment judgment framework for designated centres for people with disabilities

September 2017

*Safer Better Care*

## About the Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent authority established to drive high-quality and safe care for people using our health and social care services in Ireland. HIQA's role is to develop standards, inspect and review health and social care services and support informed decisions on how services are delivered.

HIQA aims to safeguard people and improve the safety and quality of health and social care services across its full range of functions.

HIQA's mandate to date extends across a specified 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 statutory responsibility for:

- **Setting Standards for Health and Social Services** — Developing person-centred standards, based on evidence and best international practice, for health and social care services in Ireland.
- **Regulation** — Registering and inspecting designated centres.
- **Monitoring Children's Services** — Monitoring and inspecting children's social services.
- **Monitoring Healthcare Safety and Quality** — Monitoring the safety and quality of health services and investigating as necessary serious concerns about the health and welfare of people who use these services.
- **Health Technology Assessment** — Providing advice that enables the best outcome for people who use our health service and the best use of resources by evaluating the clinical effectiveness and cost-effectiveness of drugs, equipment, diagnostic techniques and health promotion and protection activities.
- **Health Information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information about the delivery and performance of Ireland's health and social care services.

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## Introduction

HIQA has adopted a common 'Authority Monitoring Approach' (AMA) in order to carry out its functions as required by the Health Act 2007.

All HIQA staff involved in the regulation and or the monitoring of services against regulations and standards adhere to this approach and to any associated procedures and protocols. HIQA's monitoring approach does not replace the professional judgment of its staff. Instead, it provides staff with a range of procedures, protocols and tools to assist them in carrying out their functions. This combined assessment and judgement framework is one of these tools.

Applying AMA and using the assessment judgment framework will ensure that each registered provider is treated fairly and the assessment of compliance is timely, consistent and responsive to risk identified within the designated centre. It also provides transparency for providers and the public on how HIQA assesses and makes judgments about compliance and non-compliance.

The application of AMA does not replace or take away from the registered providers' responsibility to ensure that they are in compliance with the regulations, and provide safe and high-quality services for people who use their services.

The purpose of the assessment judgment framework is to support inspectors in gathering evidence when monitoring or assessing a designated centre and to make judgments on compliance. The framework sets out the lines of enquiry to be explored by inspectors in order to assess compliance with the regulations and or standards being monitored or assessed. It also outlines the compliance descriptors of:

- **Compliant:** a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.
- **Substantially compliant:** a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.
- **Not compliant:** a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply.

Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action *within a reasonable time frame* to come into compliance.

The assessment judgment framework should be applied in conjunction with the following:

- Health Act 2007 (as amended)
- Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013
- Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults) with disabilities) Regulations 2013, as amended
- the *National Standards for Residential Services for Children and Adults with Disabilities* (2013)
- HIQA's monitoring approach policy, procedures and guidances.

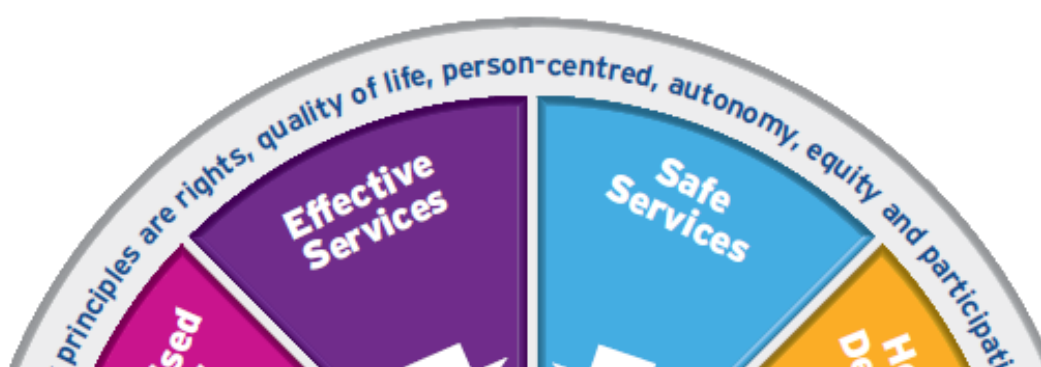
The assessment and judgement framework is organised into two sections called dimensions:

- 1. Capacity and capability.**
- 2. Quality and safety.**

Under each of these dimensions, the regulations and standards<sup>1</sup> are organised for ease of reporting.

**Note:** While numbers in some regulations appear out of order it is to link to the relevant number in the regulations.

Figure 1: Themes in the National Standards



Appendix 1 of this framework document contains a supplementary assessment judgment framework that will support inspectors when assessing compliance with the Health Act 2007 (Registration of Designated Centres for Persons (Children and Adults) with disabilities) Regulations 2013, as amended.

## Section 1 Capability and capacity

This section focuses on the overall delivery of the service and how the provider is assured that a quality, safe and effective service is provided to people with disabilities.

It includes how the provider:

- makes sure there are effective governance structures with clear lines of accountability so that all members of the workforce are aware of their responsibilities and who they are accountable to
- ensures that the necessary resources are in place to support the effective delivery of quality care and support to people using the service
- designs and implements policies and procedures that will make sure the centre runs effectively.

<b>Dimensions: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 3: Statement of purpose</b>
<b>Standard</b>	<b>Standard 5.3</b>  The residential service has a publicly available statement of purpose that accurately and clearly describes the services provided.
<b>Line of enquiry</b>	<b>Provider's responsibilities:</b>  <ol style="list-style-type: none"> <li>1. Has the registered provider prepared in writing a statement of purpose containing the information set out in Schedule 1 of the Regulations?</li> <li>2. Has the registered provider reviewed and, where necessary, revised the statement of purpose at intervals of not less than one year?</li> <li>3. Has the registered provider made a copy of the statement of purpose available to residents and their representatives?</li> </ol>

<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li>   <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li>   <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>
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**Dimensions: Capacity and capability**



Regulation	Regulation 4: Written policies and procedures
Standard	
<p><b>Line of enquiry</b></p>	<p><b>Provider’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider prepared in writing, adopted and implemented policies and procedures on the matters set out in Schedule 5 of the regulations?</li>   <li>2. Has the registered provider made the written policies and procedures referred to in paragraph (1) above available to staff?</li>   <li>3. Has the registered provider reviewed the Schedule 5 policies and procedures as often as the Chief Inspector may require but in any event at intervals not exceeding 3 years and, where necessary, review and update them in accordance with best practice?</li> </ol>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li>   <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li>   <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of</li> </ul>

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<b>Dimensions: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 14: Person in charge</b>
<b>Line of enquiry</b>	<b>Provider's responsibilities:</b>
<b>Line of enquiry</b>	<p>1. Has the registered provider appointed a person in charge of the designated centre?</p> <p>2. Is the post of person in charge full-time and does the person in charge have the required qualifications, skills and experience necessary to manage the designated centre, having regard to the size of the designated centre, the statement of purpose, and the number and needs of the residents?</p> <p>3. Has the person who is appointed as person in charge on or after the day which is 3 years after the day on which these regulations come into operation have:</p> <ul style="list-style-type: none"> <li>a. a minimum of 3 years' experience in a management or supervisory role in the area of health or social care</li> <li>b. an appropriate qualification in health or social care management at an appropriate level?</li> </ul> <p>4. Where a person is appointed as person in charge of more than one designated centre, is the Chief Inspector satisfied that he or she can ensure the effective governance, operational management and administration of the designated centres concerned?</p> <p>5. Has the registered provider ensured that he or she has obtained, in respect of the person in charge, the information and documents specified in Schedule 2 of the regulations?</p>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have</li> </ul>

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<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 15: Staffing</b>
<b>Standard</b>	<b>Standard 7.1</b>  Safe and effective recruitment practices are in place to recruit staff.
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that the number, qualifications and skill-mix of staff is appropriate to the number and assessed needs of the residents, the statement of purpose, and the size and layout of the designated centre?</li> <li>2. Has the registered provider ensured that where nursing care is required — subject to the statement of purpose and the assessed needs of residents — it is provided?</li> <li>3. Has the registered provider ensured that residents receive continuity of care and support, particularly in circumstances where staff are employed on a less than full-time basis?</li> </ol> <p><b>Person in charge’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>4. Has the person in charge ensured that there is a planned and actual staff rota, showing staff on duty during the day and night and that it is properly maintained?</li> <li>5. Has the person in charge ensured that he or she has obtained in respect of all staff the information and documents specified in Schedule 2?</li> </ol>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the</li> </ul>

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<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 16. Training and staff development</b>
<b>Standard</b>	<p><b>Standard 7.2</b></p> <p>Staff have the required competencies to manage and deliver child-centred, effective and safe services to children.</p> <p><b>Standard 7.2</b></p> <p>Staff have the required competencies to manage and deliver person-centred, effective and safe services to adults living in the residential service.</p> <p><b>Standard 7.3</b></p> <p>Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of children.</p> <p><b>Standard 7.3</b></p> <p>Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of adults living in the residential service.</p> <p><b>Standard 7.4</b></p> <p>Training is provided to staff to improve outcomes for children.</p> <p><b>Standard 7.4</b></p> <p>Training is provided to staff to improve outcomes for adults living in the residential service.</p>
<b>Line of enquiry</b>	<p><b>Person in charge’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the person in charge ensured that: <ol style="list-style-type: none"> <li>a. staff have access to appropriate training, including refresher training, as part of a continuous professional development programme</li> <li>b. staff are appropriately supervised</li> <li>c. staff are informed of the Act and any regulations and standards made under it?</li> </ol> </li> <li>2. Has the person in charge ensured that copies of the following</li> </ol>

	<p>are made available to staff:</p> <ol style="list-style-type: none"> <li>a. the Act and any regulations made under it</li> <li>b. standards set by the Authority under section 8 of the Act and approved by the Minister under section 10 of the Act</li> <li>c. relevant guidance issued from time to time by statutory and professional bodies?</li> </ol>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>



Dimension: Capacity and capability	
Regulation	Regulation 19. Directory of residents
<b>Line of enquiry</b>	<p><b>Provider's responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider established and maintained a directory of residents in the designated centre?</li> <li>2. Is the directory established under paragraph (1) above made available, when requested, to the Chief Inspector?</li> <li>3. Does the directory include the information specified in paragraph (3) of Schedule 3?</li> </ol>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>



<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 21. Records</b>
<b>Standard</b>	<p><b>Standard 8.2</b></p> <p>Information governance arrangements ensure secure record-keeping and file-management systems are in place to deliver a child and adult person-centred, safe and effective service.</p>
<b>Line of enquiry</b>	<p><b>Provider's Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that records of the: <ol style="list-style-type: none"> <li>a. information and documents in relation to staff specified in Schedule 2</li> <li>b. records in relation to each resident as specified in Schedule 3</li> <li>c. and the additional records specified in Schedule 4 are maintained, and available for inspection by the Chief Inspector?</li> </ol> </li> <li>2. Are records kept in accordance with this section and set out in Schedule 2, retained for a period of not less than 7 years after the staff member has ceased to be employed in the designated centre?</li> <li>3. Are records kept in accordance with this section and set out in Schedule 3, retained for a period of not less than 7 years after the resident has ceased to reside in the designated centre?</li> <li>4. Are records kept in accordance with this section and set out in paragraphs (6), (11), (12), (13) and (14) of Schedule 4, retained for a period of not less than 4 years from the date of their making.</li> <li>5. Are records kept in accordance with this section and set out in paragraphs (7), (8), (9) and (10) of Schedule 4, retained for a period of not less than 7 years from the date of their making.</li> <li>6. Notwithstanding paragraphs (3) and (5) above, are records relating to children in care kept in perpetuity and transferred to the Executive not later than 7 years from the date on which the child ceased to reside in the designated centre?</li> </ol>

**Judgment**

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Dimension: Capacity and capability	
Regulation	Regulation 22. Insurance
Line of enquiry	Provider responsibilities
Line of enquiry	<p><b>Provider responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider effected a contract of insurance against injury to residents?</li> <li>2. Has the registered provider chosen to insure against other risks in the designated centre, including loss or damage to property, and where such insurance is effected have the residents been advised accordingly?</li> </ol>
Judgment	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 23. Governance and management</b>
<b>Standard</b>	<p><b>Standard 5.1</b></p> <p>The residential service performs its functions as outlined in relevant legislation, regulations, national policies and standards to protect each child and adult, and promote their welfare.</p> <p><b>Standard 5.2</b></p> <p>The residential service has effective leadership, governance and management arrangements in place and clear lines of accountability.</p> <p><b>Standard 6.1</b></p> <p>The use of available resources is planned and managed to provide child-centred, effective and safe residential services and supports to children.</p> <p><b>Standard 6.1</b></p> <p>The use of available resources is planned and managed to provide person-centred effective and safe residential services and supports to adults living in the residential service.</p>
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <p>1.Has the registered provider ensured that:</p> <ul style="list-style-type: none"> <li>a. the designated centre is resourced to ensure the effective delivery of care and support in accordance with the statement of purpose</li> <li>b. there is a clearly defined management structure in the designated centre that identifies the lines of authority and accountability, specifies roles, and details responsibilities for all areas of service provision</li> <li>c. management systems are in place in the designated centre to ensure that the service provided is safe, appropriate to residents’ needs, consistent and effectively monitored</li> </ul>

	<p>d. there is an annual review of the quality and safety of care and support in the designated centre and that such care and support is in accordance with standards</p> <p>e. that the review referred to in subparagraph (d) shall provide for consultation with residents and their representatives</p> <p>f. that a copy of the review referred to in subparagraph (d) is made available to residents and, if requested, to the Chief Inspector?</p> <p>2. Has the registered provider, or a person nominated by the registered provider, carried out an unannounced visit to the designated centre at least once every six months or more frequently as determined by the Chief Inspector and:</p> <p>a. prepared a written report on the safety and quality of care and support provided in the centre and put a plan in place to address any concerns regarding the standard of care and support</p> <p>b. maintained a copy of this report made under subparagraph (a) and made it available on request to residents and their representatives and the Chief Inspector?</p> <p>3. Has the registered provider ensured that effective arrangements are in place to:</p> <p>a. support, develop and performance manage all members of the workforce, to exercise their personal and professional responsibility, for the quality and safety of the services that they are delivering</p> <p>b. facilitate staff to raise concerns about the quality and safety of the care and support provided to residents?</p>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has</li> </ul>

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<b>Dimensions: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 24. Admissions and contract for the provision of services</b>
<b>Standard</b>	<b>Standard 2.3</b>



	Each child's and adult's access to services is determined on the basis of fair and transparent criteria.
<b>Line of enquiry</b>	<p><b>Provider responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that: <ol style="list-style-type: none"> <li>a. each application for admission to the designated centre is determined on the basis of transparent criteria in accordance with the statement of purpose</li> <li>b. admission policies and practices take account of the need to protect residents from abuse by their peers?</li> </ol> </li> <li>2. Has the registered provider, on admission, agreed in writing with each resident, or their representative where the resident is not capable of giving consent, the terms on which that resident shall reside in the designated centre?</li> <li>3. Does this written agreement referred to in paragraph (3): <ol style="list-style-type: none"> <li>a. include the support, care and welfare of the resident in the designated centre and details of the services to be provided for that resident and, where appropriate, the fees to be charged</li> <li>b. provide for, and be consistent with, the resident's needs as assessed in accordance with Regulation 5(1) and the statement of purpose?</li> </ol> </li> </ol> <p><b>Person in charge's responsibilities:</b></p> <ol style="list-style-type: none"> <li>4. Has the person in charge ensured that each prospective resident and his or her family or representative are provided with an opportunity to visit the designated centre, as far as is reasonably practicable, before admission of the prospective resident to the designated centre?</li> </ol>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have</li> </ul>

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<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 30. Volunteers</b>
<b>Line of enquiry</b>	<b>Person in charge's responsibilities:</b>

	<p>1. Has the person in charge ensured that volunteers with the designated centre:</p> <ul style="list-style-type: none"> <li>a. have their roles and responsibilities set out in writing</li> <li>b. receive supervision and support, and</li> <li>c. provided a vetting disclosure in accordance with the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 (No. 47 of 2012)?</li> </ul>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 31. Notification of incidents</b>
<b>Standard</b>	

<b>Line of enquiry</b>	<b>Person in charge's responsibilities:</b>
	<p>1. Has the person in charge given the Chief Inspector notice in writing within 3 working days of the following adverse incidents occurring in the centre:</p> <ul style="list-style-type: none"> <li>a. the unexpected death of any resident, including the death of any resident following transfer to hospital from the designated centre</li> <li>b. an outbreak of any notifiable disease as identified and published by the Health Protection Surveillance Centre</li> <li>c. any fire, any loss of power, heating or water, and any incident where an unplanned evacuation of the centre took place</li> <li>d. any serious injury to a resident which requires immediate medical or hospital treatment</li> <li>e. any unexplained absence of a resident from the designated centre</li> <li>f. any allegation, suspected or confirmed, of abuse of any resident</li> <li>g. any allegation of misconduct by the registered provider or by staff</li> <li>h. any occasion where the registered provider becomes aware that a member of staff is the subject of review by a professional body?</li> </ul> <p>2. In the case of an unexpected death notified to the Chief Inspector pursuant to paragraph (1)(a) has the person in charge also ensured that written notice is provided to the Chief Inspector setting out the cause of the death when same has been established?</p> <p>3. Has the person in charge ensured that a written report is provided to the Chief Inspector at the end of each quarter, of each calendar year, in relation to and of the following incidents occurring in the designated centre:</p> <ul style="list-style-type: none"> <li>a. any occasion on which a restrictive procedure including physical, chemical or environmental restraint was used</li> <li>b. any occasion on which the fire alarm equipment was operated other than for the purpose of fire practice, drill or test of equipment</li> </ul>

	<p>c. where there is a recurring pattern of theft or burglary</p> <p>d. any injury to a resident not required to be notified under paragraph (1)(d)</p> <p>e. any deaths, including cause of death, not required to be notified under paragraph (1)(a)</p> <p>f. any other adverse incident the Chief Inspector may prescribe?</p> <p><b>Provider’s responsibilities:</b></p> <p>4. Where no incidents which require to be notified under (1), (2) or (3) have taken place, has the registered provider notified the Chief Inspector of this fact on a six-monthly basis?</p> <p>5. This regulation is without prejudice to the reporting requirements as set out in the Authority’s Guidance for the Health Service Executive for the Review of Serious Incidents including Deaths of Children in Care and any other relevant guidance.</p>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 32. Notifications of periods when person in charge is absent</b>

<p><b>Line of enquiry</b></p>	<p><b>Provider's responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider given notice in writing to the Chief Inspector of the proposed absence, where the person in charge proposes to be absent from the designated centre for a continuous period of 28 days or more?</li> <li>2. Except in the case of an emergency, has the registered provider given the notice referred to in paragraph (1) no later than one month before the proposed absence commences or within such shorter period as may be agreed with the Chief Inspector? Does the notice specify: <ol style="list-style-type: none"> <li>a. the length or expected length of the absence; and</li> <li>b. the expected dates of departure and return?</li> </ol> </li> <li>3. Where the person in charge is absent from the designated centre as a result of an emergency or unanticipated event, has the registered provider, as soon as it became apparent that the absence concerned will be for a period of 28 days or more, given notice in writing to the Chief Inspector of the absence, including the information referred to in paragraph (2)?</li> <li>4. Where an absence referred to in paragraph (3) has occurred, has the registered provider notified the Chief Inspector of the return to duty of the person in charge not later than 3 working days after the date of his or her return?</li> </ol>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the</li> </ul>

	<p>date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</p>
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<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 33. Notifications of procedures and arrangements for periods when person in charge is absent.</b>
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <p>1. Where the registered provider gives notice of the absence of the person in charge from the designated centre under Regulation 32, has he or she given notice in writing to the Chief Inspector of the procedures and arrangements that will be in place for the management of the designated centre during the said absence?</p>

	<p>2. Does the notice referred to in paragraph (1) specify:</p> <ol style="list-style-type: none"> <li>a. the arrangements which have been or were made for the running of the designated centre during the absence of the person in charge</li> <li>b. the arrangements that have been made, or are proposed to be made, for appointing another person in charge to manage the designated centre during that absence, including the proposed date by which the appointment is to be made</li> <li>c. the name, contact details and qualifications of the person who was or will be responsible for the designated centre during the absence?</li> </ol>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>



<b>Dimension: Capacity and capability</b>	
<b>Regulation</b>	<b>Regulation 34. Complaints procedure</b>
<b>Standard</b>	<b>Standard 1.7</b> Each child's and adult's complaints and concerns are listened to and acted upon in a timely, supportive and effective manner.
<b>Line of enquiry</b>	<p><b>Provider responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider made available an effective complaints procedure for residents which is in an accessible and age-appropriate format and includes an appeals procedure, and: <ol style="list-style-type: none"> <li>a. ensured that the procedure is appropriate to the needs of residents in line with each resident's age and the nature of his or her disability</li> <li>b. made each resident and their family aware of the complaints procedure as soon as is practicable after admission</li> <li>c. ensured the resident has access to advocacy services for the purposes of making a complaint</li> <li>d. displayed a copy of the complaints procedure in a prominent position in the designated centre?</li> </ol> </li> <li>2. Has the registered provider ensured that: <ol style="list-style-type: none"> <li>a. a person who is not involved in the matters that are the subject of complaint is nominated to deal with complaints by or on behalf of residents</li> <li>b. all complaints are investigated promptly</li> <li>c. complainants are assisted to understand the complaints procedure</li> <li>d. the complainant is informed promptly of the outcome of his or her complaint and details of the appeals process</li> <li>e. any measures required for improvement in response to a complaint are put in place</li> <li>f. the nominated person maintains a record of all complaints including details of any investigation into a complaint, outcome of a complaint and any action taken on foot of a complaint and whether or not the resident</li> </ol> </li> </ol>

	<p>was satisfied?</p> <p>3. Has the registered provider nominated a person, other than the person nominated to deal with complaints in paragraph (2)(a), to be available to residents to ensure that:</p> <ol style="list-style-type: none"> <li>a. all complaints are appropriately responded to</li> <li>b. the person nominated to deal with complaints maintains a record of all complaints including details of any investigation into a complaint, outcome of a complaint, any action taken on foot of a complaint and whether or not the resident was satisfied?</li> </ol> <p>4. Has the registered provider ensured that any resident who has made a complaint is not adversely affected by reason of the complaint having been made?</p>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>



## **Section 2 Quality and safety**

The focus of this section is about the lived experience of the people using the service.

This includes how people:

- make choices and are actively involved in shaping the services they receive
- are empowered to exercise their rights, achieve their personal goals, hopes, and aspirations
- receive effective person-centred care and support at all stages of their lives
- supported to develop and maintain personal relationships and links with the community
- access educational, training and employment opportunities
- are able to live in a safe, comfortable and homely environment
- have food and drink that is nutritious
- are protected from any harm or abuse.

<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 5. Individualised assessment and personal plan</b>
<b>Standard</b>	<p><b>Standard 2.1</b></p> <p>Each child has a personal plan which details their needs and outlines the supports required to maximise their personal development and quality of life.</p> <p><b>Standard 2.1</b></p> <p>Each adult has a personal plan which details their needs and outlines the supports required to maximise their personal development and quality of life, in accordance with their wishes.</p>
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <p>1. Has the registered provider ensured, insofar as is reasonably practicable, that arrangements are in place to meet the needs of each resident, as assessed in accordance with paragraph (1) below?</p> <p><b>Person in charge’s responsibilities:</b></p> <p>2. Has the person in charge ensured that a comprehensive assessment, by an appropriate healthcare professional, of the health, personal and social care needs of each resident is carried out:</p> <ul style="list-style-type: none"> <li>(a) prior to admission to the designated centre</li> <li>(b) subsequently as required to reflect changes in need and circumstances, but no less frequently than on an annual basis?</li> </ul> <p>3. Has the person in charge ensured that the designated centre is suitable for the purposes of meeting the needs of each resident, as assessed in accordance with paragraph (1)?</p> <p>4. Has the person in charge, no later than 28 days after the resident was admitted to the designated centre, prepared a personal plan for the resident which:</p> <ul style="list-style-type: none"> <li>a. reflects the resident’s needs, as assessed in accordance with paragraph (1)</li> <li>b. outlines the supports required to maximise the resident’s personal development in accordance with his or her wishes</li> <li>c. is developed through a person-centred approach with the</li> </ul>

	<p>maximum participation of each resident, and where appropriate his or her representative, in accordance with the resident's wishes, age and the nature of his or her disability?</p> <p>5. Is the resident's personal plan made available, in an accessible format, to the resident and, where appropriate, his or her representative?</p> <p>6. Has the person in charge ensured that the personal plan is the subject of a review carried out annually or more frequently if there is a change in needs or circumstances, and that the review:</p> <ol style="list-style-type: none"> <li>a. is multidisciplinary</li> <li>b. is conducted in a manner that ensures the maximum participation of each resident, and where appropriate his or her representative, in accordance with the resident's wishes, age and the nature of his or her disability</li> <li>c. assesses the effectiveness of the plan</li> <li>d. takes into account changes in circumstances and new developments?</li> </ol> <p>7. The recommendations from the review are recorded and include:</p> <ol style="list-style-type: none"> <li>a. any proposed changes to the personal plan</li> <li>b. the rationale for any such proposed changes</li> <li>c. and the names of those responsible for pursuing objectives in the plan within agreed timescales?</li> </ol> <p>8. Has the person in charge ensured that the personal plan is amended in accordance with any changes recommended following a review carried out pursuant to paragraph (6)?</p>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a</li> </ul>

	<p>regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</p>
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<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 6. Healthcare</b>

<p><b>Standard</b></p>	<p><b>Standard 4.1</b></p> <p>The health and development of each child and adult is promoted.</p> <p><b>Standard 4.2</b></p> <p>Each child and adult receives a health assessment and is given appropriate support to meet any identified need.</p>
<p><b>Line of enquiry</b></p>	<p><b>Provider responsibilities:</b></p> <p>1. Has the registered provider provided appropriate healthcare for each resident, having regard to that resident’s personal plan?</p> <p><b>Person in charge’s responsibilities:</b></p> <p>2. Has the person in charge ensured that:</p> <ul style="list-style-type: none"> <li>a. a medical practitioner of the resident’s choice or acceptable to the resident is made available to the resident</li> <li>b. where medical treatment is recommended and agreed by the resident, such treatment is facilitated</li> <li>c. the resident’s right to refuse medical treatment shall be respected (such refusal shall be documented and the matter brought to the attention of the resident’s medical practitioner)</li> <li>d. when a resident requires services provided by allied health professionals, access to such services is provided by the registered provider or by arrangement with the Executive</li> <li>e. residents are supported to access appropriate health information both within the residential service and as available within the wider community?</li> </ul> <p>3. Has the person in charge ensured that residents receive support at times of illness and at the end of their lives which meets their physical, emotional, social and spiritual needs and respects their dignity, autonomy, rights and wishes?</p>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge</li> </ul>



	<p>has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</p> <ul style="list-style-type: none"><li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li></ul>
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<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 7. Positive Behaviour Support</b>
<b>Standard</b>	<p><b>Standard 3.2</b></p> <p>Each child and adult experiences care that supports positive behaviour and emotional wellbeing.</p> <p><b>Standard 3.3</b></p> <p>Children and adults living in the residential service are not subjected to a restrictive procedure unless there is evidence that it has been assessed as being required due to a serious risk to their safety and welfare.</p>
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that where required, therapeutic interventions are implemented with the informed consent of each resident, or his or her representative, and are reviewed as part of the personal planning process?</li> <li>2. Has the registered provider ensured that, where restrictive procedures including physical, chemical or environmental restraint are used, such procedures are applied in accordance with national policy and evidence-based practice?</li> </ol> <p><b>Person in charge’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>3. Has the person in charge ensured that staff have up-to-date knowledge and skills, appropriate to their role, to respond to behaviour that is challenging and to support residents to manage their behaviour?</li> <li>4. Has the person in charge ensured that staff receive training in the management of behaviour that is challenging including de-escalation and intervention techniques?</li> <li>5. Has the person in charge ensured that, where a resident’s behaviour necessitates intervention under this regulation: <ol style="list-style-type: none"> <li>a. every effort is made to identify and alleviate the cause of the resident’s challenging behaviour</li> <li>b. all alternative measures are considered before a restrictive procedure is used</li> <li>c. and the least restrictive procedure, for the shortest</li> </ol> </li> </ol>

	duration necessary, is used?
<b>Judgment</b>	<ul style="list-style-type: none"> <li data-bbox="528 271 1398 394">▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li data-bbox="528 450 1398 663">▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li data-bbox="528 730 1398 1301">▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 8. Protection</b>
<b>Standard</b>	<b>Standard 3.1</b>
<b>Standard 3.1</b>	Each child and adult is protected from abuse and neglect and their safety and welfare is promoted.
<b>Line of enquiry</b>	<p><b>Provider's responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that each resident is assisted and supported to develop the knowledge, self-awareness, understanding and skills needed for self-care and protection?</li> <li>2. Has the registered provider protected residents from all forms of abuse?</li> <li>3. Where the person in charge is the subject of an incident, allegation or suspicion of abuse, has the registered provider investigated the matter or nominated a third party who is suitable to investigate the matter?</li> <li>4. Has the registered provider ensured that where there has been an incident, allegation or suspicion of abuse or neglect in relation to a child that the requirements of national guidance for the protection and welfare of children and any relevant statutory requirements are complied with?</li> </ol> <p><b>Person in charge's responsibilities:</b></p> <ol style="list-style-type: none"> <li>5. Has the person in charge initiated and put in place an investigation in relation to any incident, allegation or suspicion of abuse and take appropriate action where a resident is harmed or suffers abuse?</li> <li>6. Has the person in charge put in place safeguarding measures to ensure that staff providing personal intimate care to residents who require such assistance do so in line with the resident's personal plan and in a manner that respects the resident's dignity and bodily integrity?</li> <li>7. Has the person in charge ensured that all staff receive appropriate training in relation to safeguarding residents and the</li> </ol>

	<p>prevention, detection and response to abuse?</p> <p>8. Has the person in charge ensured that where children are resident, staff receive training in relevant government guidance for the protection and welfare of children?</p>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li>   <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li>   <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 9. Residents' Rights</b>
<b>Standard</b>	<p><b>Standard 1.1</b></p> <p>The rights and diversity of each child and adult are respected and promoted.</p> <p><b>Standard 1.2</b></p> <p>The privacy and dignity of each child and adult are respected.</p> <p><b>Standard 1.3</b></p> <p>Each child exercises choice and experiences care and support in everyday life.</p> <p><b>Standard 1.3</b></p> <p>Each adult exercises choice and control in their daily life in accordance with their preferences.</p> <p><b>Standard 1.6</b></p> <p>Each child participates in decision-making, has access to an advocate, and consent is obtained in accordance with legislation and current best practice guidelines.</p> <p><b>Standard 1.6</b></p> <p>Each adult makes decisions and, has access to an advocate and consent is obtained in accordance with legislation and current best practice guidelines.</p>
<b>Line of enquiry</b>	<p><b>Provider's responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that the designated centre is operated in a manner that respects the age, gender, sexual orientation, disability, family status, civil status, race, religious beliefs and ethnic and cultural background of each resident?</li> <li>2. Has the registered provider ensured that each resident, in accordance with his or her wishes, age and the nature of his or her disability: <ol style="list-style-type: none"> <li>a. participates in and consents, with supports where</li> </ol> </li> </ol>

	<p>necessary, to decisions about his or her care and support</p> <ol style="list-style-type: none"> <li>b. has the freedom to exercise choice and control in his or her daily life</li> <li>c. can exercise his or her civil, political and legal rights</li> <li>d. has access to advocacy services and information about his or her rights</li> <li>e. is consulted and participates in the organisation of the designated centre?</li> </ol> <p>3. Has the registered provider ensured that each resident's privacy and dignity is respected in relation to, but not limited to, his or her personal and living space, personal communications, relationships, intimate and personal care, professional consultations and personal information?</p>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 10. Communication</b>
<b>Standard</b>	<p><b>Standard 1.5</b></p> <p>Each child has access to information, provided in an accessible format that takes account of their communication needs.</p> <p><b>Standard 1.5</b></p> <p>Each adult has access to information, provided in a format appropriate to their communication needs.</p>
<b>Line of enquiry</b>	<p><b>Provider responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that each resident is assisted and supported at all times to communicate in accordance with the resident’s needs and wishes?</li> <li>2. Has the registered provider ensured that: <ol style="list-style-type: none"> <li>a. each resident has access to a telephone and appropriate media, such as television, radio, newspapers and Internet</li> <li>b. where required, residents are facilitated to access assistive technology and aids and appliances to promote their full capabilities</li> <li>c. where required, residents are supported to use assistive technology and aids and appliances?</li> </ol> </li> </ol> <p><b>Person in charge’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>3. Has the person in charge ensured that staff are aware of any particular or individual communication supports required by each resident as outlined in his or her personal plan?</li> </ol>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> </ul>



	<ul style="list-style-type: none"><li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li></ul>
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Dimensions: Quality and safety	
Regulation	Regulation 11. Visits
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <p>1. Has the registered provider facilitated each resident to receive visitors in accordance with the resident’s wishes?</p> <p><b>Person in charge’s responsibilities:</b></p> <p>2. Has the person in charge ensured that, as far as reasonably practicable, residents are free to receive visitors without restriction, unless:</p> <ul style="list-style-type: none"> <li>a. in the opinion of the person in charge, a visit would pose a risk to the resident concerned or to another resident or</li> <li>b. where the resident has requested the restriction of visits or</li> <li>c. in the case of a child, where the family/guardian or social worker has so requested or</li> <li>d. a court order has required the restriction of visits?</li> </ul> <p>3. Has the person in charge ensured, that having regard to the number of residents and needs of each resident, that:</p> <ul style="list-style-type: none"> <li>a. suitable communal facilities are available to receive visitors and</li> <li>b. a suitable private area, which is not the resident’s room, is available to a resident in which to receive a visitor if required?</li> </ul>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the</li> </ul>

	<p>provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</p>
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<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 12. Personal possessions</b>
<b>Line of enquiry</b>	<p><b>Provider responsibilities:</b></p> <p>1. Has the registered provider ensured that he or she, or any staff member, shall not pay money belonging to any resident into an account held in a financial institution unless:</p> <ol style="list-style-type: none"> <li>a. the consent of the person has been obtained</li> <li>b. the account is in the name of the resident to which the money belongs</li> <li>c. the account is not used by the registered provider in connection with the carrying on or management of the designated centre?</li> </ol> <p><b>Person in charge's responsibilities:</b></p> <p>2. Has the person in charge ensured that, as far as reasonably practicable, each resident has access to and retains control of personal property and possessions and, where necessary, support is provided to manage their financial affairs?</p> <p>3. Has the person in charge ensured that, as far as reasonably practicable, residents can bring their own furniture and furnishings into the rooms they occupy?</p> <p>4. Has the person in charge ensured that:</p> <ol style="list-style-type: none"> <li>a. each resident uses and retains control over his or her clothes</li> <li>b. each resident is supported to manage his or her laundry in accordance with his or her needs and wishes</li> <li>c. where necessary, each resident's linen and clothes are laundered regularly and returned to that resident</li> <li>d. each resident has adequate space to store and maintain his or her clothes and personal property and possessions?</li> </ol>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially</li> </ul>

	<p>compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</p> <ul style="list-style-type: none"><li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li></ul>
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<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 13. General Welfare and development</b>
<b>Standard</b>	<p><b>Standard 1.4</b></p> <p>Each child develops and maintains relationships and links with family and the community.</p> <p><b>Standard 1.4</b></p> <p>Each adult develops and maintains personal relationships and links with the community in accordance with their wishes.</p> <p><b>Standard 4.4</b></p> <p>Educational opportunities are provided to each child to maximise their individual strengths and abilities.</p> <p><b>Standard 4.4</b></p> <p>Educational, training and employment opportunities are made available to each adult that promotes their strengths, abilities and individual preferences.</p> <p><b>Standard 8.1</b></p> <p>Information is used to plan and deliver child and adult person-centred, safe and effective residential services and support.</p>
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider made available to each resident appropriate care and support in accordance with evidence-based practice, having regard to the nature and extent of the resident’s disability and assessed needs and his or her wishes?</li> <li>2. Has the registered provider provided the following for residents: <ol style="list-style-type: none"> <li>a. access to facilities for occupation and recreation</li> <li>b. opportunities to participate in activities in accordance with their interests, capacities and developmental needs</li> <li>c. supports to develop and maintain personal relationships and links with the wider community in accordance with their wishes?</li> </ol> </li> <li>3. Has the registered provider ensured that, where children are accommodated in the designated centre, each child has:</li> </ol>

	<p>a. opportunities for play  b. age-appropriate opportunities to be alone  c. opportunities to develop life skills and help preparing for adulthood?</p> <p><b>Person in charge’s responsibilities:</b></p> <p>4. Has the person in charge ensured that:</p> <p>a. residents are supported to access opportunities for education, training and employment  b. where residents are in transition between services, continuity of education, training and employment is maintained  c. when children enter residential services their assessment includes appropriate education attainment targets  d. children approaching school-leaving age are supported to participate in third-level education or relevant training programmes as appropriate to their abilities and interests?</p>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and</li> </ul>

	the provider must take action <i>within a reasonable time frame</i> to come into compliance.
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<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 17. Premises</b>



<p><b>Standard</b></p>	<p><b>Standard 2.2</b></p> <p>The residential service is homely and accessible and promotes the privacy, dignity and safety of each child.</p> <p><b>Standard 2.2</b></p> <p>The residential service is homely and accessible and promotes the privacy, dignity and welfare of each adult.</p>
<p><b>Line of enquiry</b></p>	<p><b>Provider’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that the premises of the designated centre are: <ol style="list-style-type: none"> <li>a. designed and laid out to meet the aims and objectives of the service and the number and needs of residents</li> <li>b. of sound construction and kept in a good state of repair externally and internally</li> <li>c. clean and suitably decorated?</li> </ol> </li> <li>2. Has the registered provider ensured that where the designated centre accommodates adults and children, sleeping accommodation is provided separately and decorated in an age-appropriate manner?</li> <li>3. Has the registered provider ensured that where children are accommodated in the designated centre appropriate outdoor recreational areas are provided which have age-appropriate play and recreational facilities?</li> <li>4. Has the registered provider ensured that such equipment and facilities as may be required for use by residents and staff are provided and maintained in good working order? Equipment and facilities shall be serviced and maintained regularly, and any repairs or replacements shall be carried out as quickly as possible so as to minimise disruption and inconvenience to residents.</li> <li>5. Has the registered provider ensured that the premises of the designated centre are equipped, where required, with assistive technology, aids and appliances to support and promote the full capabilities and independence of residents?</li> <li>6. Has the registered provider ensured that the designated centre adheres to best practice in achieving and promoting</li> </ol>

	<p>accessibility? Does the registered provider regularly review its accessibility with reference to the statement of purpose and carries out any required alterations to the premises of the designated centre to ensure it is accessible to all?</p> <p>7. Has the registered provider make provision for the matters set out in Schedule 6?</p>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li>   <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li>   <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 18. Food and nutrition</b>

<p><b>Line of enquiry</b></p>	<p><b>Person in charge's responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the person in charge, so far as reasonable and practicable, ensured that: <ol style="list-style-type: none"> <li>a. residents are supported to buy, prepare and cook their own meals if they so wish</li> <li>b. that there is adequate provision for residents to store food in hygienic conditions</li> </ol> </li> <li>2. Has the person in charge ensured that each resident is provided with adequate quantities of food and drink which: <ol style="list-style-type: none"> <li>a. are properly and safely prepared, cooked and served</li> <li>b. are wholesome and nutritious</li> <li>c. offers choice at mealtimes</li> <li>d. are consistent with each resident's individual dietary needs and preferences?</li> </ol> </li> <li>3. Has the person in charge ensured that where residents require assistance with eating or drinking, that there is a sufficient number of trained staff present when meals and refreshments are served to offer assistance in an appropriate manner?</li> <li>4. Has the person in charge ensured that residents have access to meals, refreshments and snacks at all reasonable times as required?</li> </ol>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the</li> </ul>

	<p>safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply.</p> <p>Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</p>
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<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 20. Information for residents</b>
<b>Line of enquiry</b>	<p><b>Provider's responsibilities:</b></p> <p>1. Has the registered provider prepared a guide in respect of the designated centre and ensured that a copy is provided to each</p>

	<p>resident?</p> <p>2. Does this guide prepared under paragraph (1) include:</p> <ol style="list-style-type: none"> <li>a. a summary of the services and facilities provided</li> <li>b. the terms and conditions relating to residency</li> <li>c. arrangements for resident involvement in the running of the centre</li> <li>d. how to access any inspection reports on the centre</li> <li>e. the procedure respecting complaints</li> <li>f. arrangements for visits?</li> </ol>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>



<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 25. Temporary absence, transition and discharge of residents</b>
<b>Standard</b>	<p><b>Standard 2.4</b></p> <p>Children are actively supported in the transition from childhood to adulthood and are sufficiently prepared for and involved in the transfer to adult services or independent living.</p> <p><b>Standard 2.4</b></p> <p>Adults are supported throughout the transition from children’s services to adults’ services.</p>
<b>Line of enquiry</b>	<p><b>Person in charge’s responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Has the person in charge ensured that, where a resident is temporarily absent from the designated centre, relevant information about the resident is provided to the person taking responsibility for the care, support and wellbeing of the resident at the receiving designated centre, hospital or other place?</li> <li>2. When a resident returns from another designated centre, hospital or other place, has the person in charge of the designated centre from which the resident was temporarily absent taken all reasonable actions to ensure that all relevant information about the resident is obtained from the person responsible for the care, support and wellbeing of the resident at the other designated centre, hospital or other place?</li> <li>3. Has the person in charge ensured that residents receive support as they transition between residential services or leave residential services through: <ol style="list-style-type: none"> <li>a. the provision of information on the services and supports available</li> <li>b. where appropriate, the provision of training in the life-skills required for the new living arrangement?</li> </ol> </li> <li>4. Has the person in charge ensured that the discharge of a resident from the designated centre: <ol style="list-style-type: none"> <li>a. is determined on the basis of transparent criteria in accordance with the statement of purpose</li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>b. take place in a planned and safe manner</li> <li>c. is in accordance with the resident’s needs as assessed in accordance with Regulation 5(1) and the resident’s personal plans</li> <li>d. is discussed, planned for and agreed with the resident and, where appropriate, with the resident’s representative</li> <li>e. is in accordance with the terms and conditions of the agreement referred to in Regulation 24(3)?</li> </ul>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>



<b>Regulation</b>	<b>Regulation 26. Risk management procedures</b>
<b>Standard</b>	<b>Standard 3.4</b> Adverse events and incidents are managed and reviewed in a timely manner and outcomes inform practice at all levels.
<b>Line of enquiry</b>	<b>Provider responsibilities:</b> <ol style="list-style-type: none"> <li>1. Has the registered provider ensured that the risk management policy, referred to in paragraph (16) of Schedule 5, includes the following:           <ol style="list-style-type: none"> <li>a. hazard identification and assessment of risks throughout the designated centre</li> <li>b. the measures and actions in place to control the risks identified</li> <li>c. the measures and actions in place to control specified risks namely:               <ol style="list-style-type: none"> <li>i. the unexpected absence of any resident</li> <li>ii. accidental injury to residents, visitors or staff</li> <li>iii. aggression and violence</li> <li>iv. self-harm</li> </ol> </li> <li>d. arrangements for the identification, recording and investigation of, and learning from, serious incidents or adverse events involving residents</li> <li>e. arrangements to ensure that risk control measures are proportional to the risk identified and that any adverse impact such measures might have on the resident's quality of life have been considered?</li> </ol> </li> <li>2. Has the registered provider ensured that there are systems in place in the designated centre for the assessment, management and ongoing review of risk, including a system for responding to emergencies?</li> <li>3. Has the registered provider ensured that all vehicles used to transport residents, where these are provided by the registered provider, are roadworthy, regularly serviced, insured, equipped with appropriate safety equipment and driven by persons who are properly licensed and trained?</li> </ol>

<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li>   <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li>   <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>
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Dimensions: Quality and safety	
Regulation	Regulation 27. Protection against infection
<b>Line of enquiry</b>	<p><b>Provider’s responsibilities:</b></p> <p>1. Has the registered provider ensured that residents who may be at risk of a healthcare-associated infection are protected by adopting procedures consistent with the standards for the prevention and control of healthcare-associated infections published by the Authority?</p>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

**Dimensions: Quality and safety**

**Regulation**

**Regulation 28. Fire precautions**

**Line of enquiry**

**Provider's responsibilities:**

1. Has the registered provider ensured that effective fire safety management systems are in place?
2. Has the registered provider:
  - a. taken adequate precautions against the risk of fire in the designated centre and, in that regard, provided suitable firefighting equipment, building services, bedding and furnishings
  - b. made adequate arrangements for:
    - i. maintaining of all fire equipment, means of escape, building fabric and building services
    - ii. reviewing fire precautions
    - iii. testing fire equipment
  - c. provided adequate means of escape, including emergency lighting?
3. Has the registered provider made adequate arrangements for:
  - a. detecting, containing and extinguishing fires
  - b. giving warning of fires
  - c. calling the fire service
  - d. and evacuating, where necessary in the event of fire, all persons in the designated centre and bringing them to safe locations?
4. Has the registered provider:
  - a. made arrangements for staff to receive suitable training in fire prevention, emergency procedures, building layout and escape routes; location of fire alarm callpoints, and first-aid firefighting equipment; fire control techniques; and arrangements for the evacuation of residents

	<p>b. ensured, by means of fire safety management and fire drills at suitable intervals, that staff and — in so far as is reasonably practicable — residents are aware of the procedure to be followed in the case of fire?</p> <p><b>Person in charge’s responsibilities:</b></p> <p>5. Has the person in charge ensured that the procedures to be followed in the event of fire are displayed in a prominent place and or are readily available as appropriate in the designated centre?</p>
<b>Judgment</b>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li> <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li> <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

<b>Dimensions: Quality and safety</b>	
<b>Regulation</b>	<b>Regulation 29. Medicines and pharmaceutical services</b>

<p><b>Standard</b></p>	<p><b>Standard 4.3</b></p> <p>Each child's and adult's health and wellbeing is supported by the residential service's policies and procedures for medication management.</p>
<p><b>Line of enquiry</b></p>	<p><b>Provider's responsibilities:</b></p> <p>1. Has the registered provider ensured that a pharmacist of the resident's choice, in so far as is practicable, or a pharmacist acceptable to the resident, is made available to each resident?</p> <p><b>Person in charge's responsibilities:</b></p> <p>2. Has the person in charge facilitated a pharmacist made available under paragraph (1) in meeting his or her obligations to the resident under any relevant legislation or guidance issued by the Pharmaceutical Society of Ireland and provided appropriate support for the resident if required, in his or her dealings with the pharmacist?</p> <p>3. Has the person in charge ensured that, where a pharmacist provides a record of a medication-related intervention in respect of a resident, such record is kept in a safe and accessible place in the designated centre?</p> <p>4. Has the person in charge ensured that the designated centre has appropriate and suitable practices relating to the ordering, receipt, prescribing, storing, disposal and administration of medicines to ensure that:</p> <ul style="list-style-type: none"> <li>a. any medicine that is kept in the designated centre is stored securely</li> <li>b. medicine which is prescribed is administered as prescribed to the resident for whom it is prescribed and to no other resident</li> <li>c. out-of-date or returned medicines are stored in a secure manner that is segregated from other medicinal products, and are disposed of and not further used as medicinal products in accordance with any relevant national legislation or guidance</li> <li>d. storage and disposal of out-of-date, or unused, controlled drugs shall be in accordance with the relevant provisions in the Misuse of Drugs Regulations 1988 (S.I.</li> </ul>

	<p>No. 328 of 1988), as amended?</p> <p>5. Has the person in charge ensured that following a risk assessment and assessment of capacity, each resident is encouraged to take responsibility for his or her own medication, in accordance with his or her wishes and preferences and in line with his or her age and the nature of his or her disability?</p>
<p><b>Judgment</b></p>	<ul style="list-style-type: none"> <li>▪ <b>Compliant:</b> a judgment of compliant means the provider and or the person in charge is in full compliance with the relevant regulation.</li>   <li>▪ <b>Substantially compliant:</b> a judgment of substantially compliant means that the provider or person in charge has generally met the requirements of the regulation but some action is required to be fully compliant. This finding will have a risk rating of yellow, which is low risk.</li>   <li>▪ <b>Not compliant:</b> a judgment of not compliant means the provider or person in charge has not complied with a regulation and that considerable action is required to come into compliance. Continued non-compliance or where the non-compliance poses a significant risk to the safety, health and welfare of residents using the service will be risk-rated red (high risk) and the inspector will identify the date by which the provider must comply. Where the non-compliance does not pose a significant risk to the safety, health and welfare of residents using the service, it is risk-rated orange (moderate risk) and the provider must take action <i>within a reasonable time frame</i> to come into compliance.</li> </ul>

## Appendix 1 — Registration regulations

Regulation	Regulation 5. Application for registration or renewal of registration
Regulation	Regulation 7. Changes to information supplied for registration purposes
Lines of enquiry	<p><b>Provide the responsibilities:</b></p> <p>Consider submitted with an application for registration or the renewal of registration of a designated centre</p> <p>1. Has the registered provider as soon as practicable: the following:</p> <ul style="list-style-type: none"> <li>a. given notice in writing to the Chief Inspector of any intended change in the identity of the person in charge of a designated centre; and</li> <li>a. full and satisfactory information in regard to the matters set out in Schedule 3 in respect of the person who is the registered provider, or intended registered provider,</li> <li>b. supplied full and satisfactory information in regard to the matters set out in Schedule 3 in respect of the new person including:</li> <li>b. full and satisfactory information in regard to the matters set out in Schedule 3 in respect of the person proposed to be in charge of the designated centre?</li> <li>b. full and satisfactory information in regard to the matters set out in Schedule 3 in respect of the person in charge or to be in charge of the designated centre and any other person who participates or will participate in the management of the designated centre</li> <li>c. notified the Chief Inspector in writing, within 10 days of this occurring, where the person in charge of a designated centre has ceased to be in charge; and</li> <li>d. supplied full and satisfactory information, within 10 days of the appointment of a new person in charge of the designated centre, in regard to the matters set out in Schedule 32 (Children and Adults) with Disabilities) Regulations 2013</li> <li>e. a copy of any contracts of insurance taken out in accordance with Regulation 22 of the Health Act 2007 (Care and Support of Resident in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013</li> </ul> <p>2. Notwithstanding paragraph (1) of this regulation, has the registered provider in any event:</p> <ul style="list-style-type: none"> <li>a. notified the Chief Inspector in writing, within 10 days of this occurring, where the person in charge of a designated centre has ceased to be in charge; and</li> <li>b. supplied full and satisfactory information, within 10 days of the appointment of a new person in charge of the designated centre, in regard to the matters set out in Schedule 32 (Children and Adults) with Disabilities) Regulations 2013</li> </ul> <p>3. Has the registered provider notified the Chief Inspector in writing of any change in the identity of any person participating in the management of a designated centre (other than the person in charge of the designated centre) within 28 days of the change and supplied full and satisfactory information in regard to the matters set out in Schedule 3 in respect of any new person participating in the management of the designated centre?</p>
Judgment	<p><b>Compliant</b></p> <p>4. Has the registered provider given no less than 8 weeks' notice in writing to the Chief Inspector if any of the following proposes to take place where:</p> <p><b>Not compliant</b></p> <p>The requirements of the regulations were not submitted by the provider.</p>
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	<p>a. the registered provider is a body corporate (whether a natural person, a company or other corporate body), there will be any change to the ownership of the body, identity of its director, manager, secretary, chief executive or any similar officer of the body, or the name or address of the body</p> <p>b. the registered provider is a partnership, there will be any change in the membership of the partnership</p> <p>c. the registered provider is an unincorporated body, there will be any change to the committee of management or other controlling authority of the body?</p> <p>Has the registered provider supplied full and satisfactory information in regard to the matters set out in Schedule 3 in respect of any new person proposed to be registered as a person carrying on the business of the designated centre under (a), (b) or (c) above?</p> <p>5. The Chief Inspector may accept a later notification of any of the matters referred to in this regulation where the Chief Inspector is of the opinion that it would be appropriate to do so.</p>
Judgment	<p><b>Compliant</b></p> <p>The requirements of the regulations were submitted by the provider.</p> <p><b>Not compliant</b></p> <p>The requirements of the regulations were not submitted by the provider.</p>

Regulation	Regulation 8. Applications by registered providers for the variation or removal of conditions of registration
Lines of enquiry	<p><b>Provider's responsibilities:</b></p> <p>3. Has the registered provider provided the Chief Inspector with any additional information the Chief Inspector reasonably requires in considering the application under Section 52?</p> <p>4. Has the registered provider submitted a separate application for the variation or removal of each of the conditions when applying for the variation or removal of more than one condition of registration of a designated centre?</p>
Judgment	<p><b>Compliant</b></p> <p>The requirements of the regulations were submitted by the provider.</p> <p><b>Not compliant</b></p> <p>The requirements of the regulations were not submitted by the provider.</p>

Regulation	Regulation 11. Notice to be given by a registered provider of a designated centre of intention to cease to carry on its
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	<b>business and close the designated centre</b>
Lines of enquiry	<p><b>Provider responsibilities:</b></p> <p>1. Has the registered provider provided the Chief Inspector with not less than 6 months' notice of intention to cease carrying on the business of the designated centre and to close the designated centre?</p>
Judgment	<p><b>Compliant</b></p> <p>The requirements of the regulations were submitted by the provider.</p> <p><b>Not compliant</b></p> <p>The requirements of the regulations were not submitted by the provider.</p>



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