

Regulation and Monitoring  
of Social Care Services

Self-assessment questionnaire  
Restrictive practice thematic  
programme

Older People's Services

## Introduction

This self-assessment questionnaire has been developed by the Chief Inspector of Social Services within the Health Information and Quality Authority (HIQA) to aid service providers to prepare for the Chief Inspector's restrictive practice thematic programme.

It is organised according to the themes and standards in the *National Standards for Residential Care Settings for Older People in Ireland* (2016). Service providers are advised to consult the guidance document for this thematic programme when completing this questionnaire.

### Judgment Descriptors

The following table shows the judgment descriptors used to assess performance against each of the eight themes in the Standards. These are also the judgment descriptors that inspectors will use when they have carried out a restrictive practice thematic inspection.

<b>Compliant</b>	<b>Substantially Compliant</b>
Residents enjoyed a good quality of life where the culture, ethos and delivery of care were focused on reducing or eliminating the use of restrictive practices.	Residents received a good, safe service but their quality of life would be enhanced by improvements in the management and reduction of restrictive practices.

## How to complete this form

This self-assessment questionnaire is an editable PDF document. This means you do not need to print it out to complete it. Simply select the options with your computer mouse and use your keyboard to enter text.

You will be asked a series of questions relevant to each of the eight themes in the National Standards. Questions will be a mix of 'Yes' or 'No' and 'free text' responses. Some responses are required fields. When you have answered the questions under each theme you will be asked to make a judgment on your performance against the Standards under that theme. **NOTE:** Fields marked red are mandatory

You will note that you have the option of selecting 'not compliant' under each of the eight themes. This option should be used where you are of the view that your service is not compliant with the standards. For the purposes of the inspection report, inspectors will only make reference to the two judgment descriptors above: 'compliant' or 'substantially compliant'.

## Service Details

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

Centre Name	
OSV	
Name of person completing form	
Role	
Date	

## Dimension: Capacity and Capability

### Theme: Leadership, Governance and Management

#### Standard 5.1

The residential service performs its functions as outlined in relevant legislation, regulations, national policies and standards to protect each resident and promote their welfare.

#### Standard 5.2

The residential service has effective leadership, governance and management arrangements in place and clear lines of accountability.

#### Standard 5.3

The residential service has a publicly available statement of purpose that accurately and clearly describes the services provided.

#### Standard 5.4

The quality of care and experience of residents are monitored, reviewed and improved on an ongoing basis.

Does the registered provider have clear policies, procedures or guidance on restrictive practices that are in line with legislative requirements and national policy?	Yes No
Does the statement of purpose clearly outline the specific care needs that the service can meet?	Yes No
Does the registered provider ensure that it only admits residents that it can provide the appropriate care and supports for in line with the service's statement of purpose at the time of admission?	Yes No
Does the registered provider effectively plan and manage human resources to support a restraint-free environment?	Yes No
Does the registered provider have systems in place to ensure that restrictive practices are accurately recorded, monitored and regularly reviewed with the aim of reducing or eliminating their use?	Yes No

What system (if any) is in place to record, monitor and review the unplanned and or emergency use of restrictive practices?

How do you monitor restrictive practices in your centre to assure yourself that they are used in line with best practice and guidance?

Additional information on responses above:

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<b>Compliant</b>	<b>Substantially Compliant</b>	<b>Not Compliant</b>
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## Theme: Use of Resources

### Standard 6.1

The use of resources is planned and managed to provide person-centred, effective and safe services and supports to residents.

How does the registered provider ensure that the supports and resources made available are effective in promoting a restraint-free environment?

Does the registered provider ensure that restrictive practices are not used to compensate for the lack of appropriate resources?

Yes  
No

As an alternative to the use of restrictive practices, has the registered provider considered other options, or less restrictive measures, and made them available (such as low-low beds, sensor mats and access devices)?

Yes  
No

If yes, please provide examples:

Additional information on responses above:

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<b>Compliant</b>	<b>Substantially Compliant</b>	<b>Not Compliant</b>
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## Theme: Responsive Workforce

### Standard 7.2

Staff have the required competencies to manage and deliver person-centred, effective and safe services to all residents.

### Standard 7.3

Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of all residents.

### Standard 7.4

Training is provided to staff to improve outcomes for all residents.

Do staff understand what is meant by restrictive practice?	Yes No
How do you ensure staff have the required competencies to manage and deliver person-centred, effective and safe services to all residents?	
Are staff appropriately supervised to ensure that any use of restrictive practices is in line with guidance and best practice?	Yes No
Do your staff receive training in positive behaviour support?	Yes No
Where restrictive practice is required, do staff receive appropriate training in its most appropriate and safe use?	Yes No

How does your service measure the impact and effectiveness of the training provided?

Additional information on responses above:

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<b>Compliant</b>	<b>Substantially Compliant</b>	<b>Not Compliant</b>
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## Theme: Use of Information

### Standard 8.1

Information is used to plan and deliver person-centred, safe and effective residential services and supports.

Does the service collect and analyse information on the use of restrictive practices in the centre?	Yes No
Does the service use data to promote quality improvement and promote a restraint-free environment?	Yes No

Additional information on responses above:

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<b>Compliant</b>	<b>Substantially Compliant</b>	<b>Not Compliant</b>
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## Dimension: Quality and Safety

### Theme: Person-centred Care and Support

**Standard 1.1**

The rights and diversity of each resident are respected and safeguarded.

**Standard 1.2**

The privacy and dignity of each resident are respected.

**Standard 1.3**

Each resident has a right to exercise choice and to have their needs and preferences taken into account in the planning, design and delivery of services.

**Standard 1.4**

Each resident develops and maintains personal relationships and links with the community in accordance with their wishes.

**Standard 1.5**

Each resident has access to information, provided in a format appropriate to their communication needs and preferences.

**Standard 1.6**

Each resident, where appropriate, is facilitated to make informed decisions, has access to an advocate and their consent is obtained in accordance with legislation and current evidence-based guidelines.

**Standard 1.7**

Each resident's complaints and concerns are listened to and acted upon in a timely, supportive and effective manner.

Is each resident's right to live restraint-free respected and actively promoted, in so far as is practicable?	Yes No
Do residents have access to activities that involve an element of positive risk-taking?	Yes No

If yes, please provide examples?

<p>Are residents involved in the decision-making process around the use of restrictive practices? (This may necessitate reference to a person's decision supporter in accordance with the Assisted Decision-Making (Capacity) Act 2015)</p>	<p>Yes No</p>
<p>How do you ensure the will and preference of residents is always considered and respected in the decision regarding the use of restrictive practices?</p>	
<p>Additional information on responses above:</p>	

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<p><b>Compliant</b></p>	<p><b>Substantially Compliant</b></p>	<p><b>Not Compliant</b></p>
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## Theme: Effective Services

### Standard 2.1

Each resident has a care plan, based on an ongoing comprehensive assessment of their needs which is implemented, evaluated and reviewed, reflects their changing needs and outlines the supports required to maximise their quality of life in accordance with their wishes.

### Standard 2.6

The residential service is homely and accessible and provides adequate physical space to meet each resident's assessed needs.

Have all restrictive practices been identified and appropriately assessed?	Yes No
Does the person in charge ensure that assessments outline and consider the following:	
<ul style="list-style-type: none"> <li>▪ The specific circumstances where the restrictive practice is being considered</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ The identified risk is not being caused by a failure to meet the person's basic needs and or fundamental rights and diversity, for example, nutrition and hydration, medical and or healthcare needs, a safe environment, access to meaningful activities, social and community engagement, and emotional wellbeing</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ The rights and dignity of the person are taken into account</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ That alternative, less-restrictive measures are considered which would address the risk</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ The risks in using the restrictive practice</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ That the proposed restrictive practice is proportionate to the identified risk</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ There is evidence to support the efficacy of the restrictive practice in addressing the identified risk to the person</li> </ul>	Yes No

<ul style="list-style-type: none"> <li>▪ Residents (and decision supporters where appropriate) are involved in the decision-making process</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ The proposed restrictive practice is the least restrictive option for the shortest possible duration</li> </ul>	Yes No
<ul style="list-style-type: none"> <li>▪ Staff involved in the care of the person have the necessary skills and competencies to implement the restrictive practice in a safe manner</li> </ul>	Yes No
Do your assessments have multi-disciplinary input and or involvement?	Yes No
Does the physical environment impact on your ability to provide restraint-free care?	Yes No
Please describe how your service reviews restrictive practices on a regular basis in line with the needs of the resident:	
Additional information on responses above:	

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<b>Compliant</b>	<b>Substantially Compliant</b>	<b>Not Compliant</b>
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## Theme: Safe Services

### Standard 3.1

Each resident is safeguarded from abuse and neglect and their safety and welfare is promoted.

### Standard 3.2

The residential service has effective arrangements in place to manage risk and protect residents from the risk of harm.

### Standard 3.5

Arrangements to protect residents from harm promote bodily integrity, personal liberty and a restraint-free environment in accordance with national policy.

Are restrictive practices used for reasons other than the safety and welfare of residents?	Yes No
Do your positive behaviour support plans focus on reducing and eliminating the need for restrictive practices?	Yes No
If restrictive practices are assessed as necessary for one person, do they impact on the rights or experience of others?	Yes No

How do you ensure that risk in the centre is managed in a way that is least restrictive to all residents?

Additional information on responses above:

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<b>Compliant</b>	<b>Substantially Compliant</b>	<b>Not Compliant</b>
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## Theme: Health and Wellbeing

### Standard 4.3

Each resident experiences care that supports their physical, behavioural and psychological wellbeing.

Where restrictive practices are used, does the person in charge ensure that they do not negatively impact on the resident's physical, behavioural and psychological wellbeing?	Yes No
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Additional information on responses above:

**JUDGMENT – Please tick the box which best reflects your performance under this theme**

<b>Compliant</b>	<b>Substantially Compliant</b>	<b>Not Compliant</b>
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