



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Regulation of
Health and Social
Care Services

Self-assessment questionnaire

Restrictive practice thematic
programme

Disability Services

Safer Better Care

About the Health Information and Quality Authority (HIQA)

The Health Information and Quality Authority (HIQA) is an independent statutory authority established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

HIQA's mandate to date extends across a wide 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 responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Office of the Chief Inspector within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.
- **Health technology assessment** — Evaluating the clinical and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

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 Services for Children and Adults with Disabilities* (2013). 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.

Compliant	Substantially Compliant
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 person 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.

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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------

Theme: Use of Resources

Standard 6.1

The use of available resources is planned and managed to provide person-centred, effective and safe services and support to people living in the residential service.

Standard 6.1 (Child Services)

The use of available resources is planned and managed to provide child-centred, effective and safe residential services and supports to children.

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, 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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------

Theme: Responsive Workforce

Standard 7.2

Staff have the required competencies to manage and deliver person-centred, effective and safe services to people living in the residential service.

Standard 7.2 (Child Services)

Staff have the required competencies to manage and deliver child-centred, effective and safe services to children.

Standard 7.3

Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of people living in the residential service.

Standard 7.3 (Child Services)

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

Standard 7.4

Training is provided to staff to improve outcomes for people living in the residential service.

Standard 7.4 (Child Services)

Training is provided to staff to improve outcomes for children.

Do staff understand what restrictive practice is?	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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------

Theme: Use of Information

Standard 8.1

Information is used to plan and deliver person-centred/child-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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------

Dimension: Quality and Safety

Theme: Individualised Supports and Care

Standard 1.1

The rights and diversity of each person/child are respected and promoted.

Standard 1.2

The privacy and dignity of each person/child are respected.

Standard 1.3

Each person exercises choice and control in their daily life in accordance with their preferences.

Standard 1.3 (Child Services)

Each child exercises choice and experiences care and support in everyday life.

Standard 1.4

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

Standard 1.4 (Child Services)

Each child develops and maintains relationships and links with family and the community.

Standard 1.5

Each person has access to information, provided in a format appropriate to their communication needs.

Standard 1.5 (Child Services)

Each child has access to information, provided in an accessible format that takes account of their communication needs.

Standard 1.6

Each person makes decisions and, has access to an advocate and consent is obtained in accordance with legislation and current best practice guidelines.

Standard 1.6 (Child Services)

Each child participates in decision making, has access to an advocate, and consent is obtained in accordance with legislation and current best practice guidelines.

Standard 1.7

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

Is each residents' 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?	
Are residents involved in the decision-making process around the use of restrictive practices?	Yes No
How do you ensure the will and preference of residents is always considered and respected in the decision regarding the use of restrictive practices?	
Additional information on responses above:	

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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------

Theme: Effective Services

Standard 2.1

Each person 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.

Standard 2.1 (Child Services)

Each child has a personal plan which details their needs and outlines the supports required to maximise their personal development and quality of life.

Standard 2.2

The residential service is homely and accessible and promotes the privacy, dignity and welfare of each person/child.

Have all restrictive practices been identified and appropriately assessed?	Yes No
Does the service ensure that the following considerations are embedded in the assessment and personal planning process where restrictive practices are being considered:	
<ul style="list-style-type: none"> ▪ The specific circumstances where the restrictive practice is being considered 	Yes No
<ul style="list-style-type: none"> ▪ 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 	Yes No
<ul style="list-style-type: none"> ▪ That alternative, less-restrictive measures are considered which would address the risk 	Yes No
<ul style="list-style-type: none"> ▪ The risks in using the restrictive practice 	Yes No
<ul style="list-style-type: none"> ▪ That the proposed restrictive practice is proportionate to the identified risk 	Yes No
<ul style="list-style-type: none"> ▪ There is evidence to support the efficacy of the restrictive practice in addressing the identified risk to the person 	Yes No
<ul style="list-style-type: none"> ▪ Residents (and representatives where appropriate) are involved in the decision-making process 	Yes No
<ul style="list-style-type: none"> ▪ The proposed restrictive practice is the least restrictive option for the shortest possible duration 	Yes No

<ul style="list-style-type: none"> ▪ Staff involved in the care of the person have the necessary skills and competencies to implement the restrictive practice in a safe manner 	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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------

Theme: Safe Services

Standard 3.1

Each person/child is protected from abuse and neglect and their safety and welfare is promoted.

Standard 3.2

Each person/child experiences care that supports positive behaviour and emotional wellbeing.

Standard 3.3

People 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.

Standard 3.3 (Child Services)

Children 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.

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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------

Theme: Health and Wellbeing

Standard 4.1

The health and development of each person/child is promoted.

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

Additional information on responses above:

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

Compliant	Substantially Compliant	Not Compliant
------------------	--------------------------------	----------------------



Issued by the Office of the Chief Inspector
Regulation Directorate
Health Information and Quality Authority (HIQA)
Unit 1301, City Gate,
Mahon,
Cork,
T12 Y2XT