

Overarching National Standards for the Care and Support of Children using Health and Social Care Services



Health
Information
and Quality
Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Scoping consultation feedback form

8 September 2020

The Health Information and Quality Authority (HIQA) recognises the importance of increasing the quality and safety of care and support for all children when they are using health and social care services provided by statutory agencies as well as by private and voluntary service providers. These services include general practitioners (GPs), primary care services, hospitals, child protection and welfare services, children's residential centres, services for children with disabilities, and mental health services. As such, HIQA is developing Overarching National Standards for the Care and Support of Children using Health and Social Care Services.

These standards aim to improve the experience of all children using health and social care services, by promoting clarity, consistency and continuity within and between services, and to focus services on the child first, rather than on the individual service needs. The standards, written from the perspective of a child, will help health and social care services to plan for and deliver high quality child-centred services. When approved by the Minister for Health, in consultation with the Minister for Children, Disability, Equality and Integration, the standards will assist all staff and service providers to understand their role in supporting the best possible outcomes for children.

We are holding a scoping consultation early in the process to give people an opportunity to identify the key areas that the standards should address, evidence that should be considered and stakeholders who should be consulted.

We will carefully assess all feedback received and use it, along with other available evidence and information, to develop the draft overarching national standards. Before you complete this consultation feedback form, please read the accompanying brief available on www.hiqa.ie and the instructions for submitting feedback.

The closing date for the scoping consultation is 5pm Wednesday 23 September 2020.

Instructions for submitting feedback

- If you are commenting on behalf of a service or organisation, please combine all feedback from your organisation into one submission form and include the details of the service or organisation. When completing this form online, please ensure you scroll down the webpage and complete the form in full.
- Do not paste other tables into the boxes already provided — type directly into the box as the box expands.
- Please spell out any abbreviations that you use.

Data Protection and Freedom of Information

HIQA will only collect personal information during this consultation for the purposes of verifying your feedback or where you have indicated that you would like to be contacted about opportunities to engage with us on the development of these overarching national standards or on other future projects. If you have any concerns regarding your data, please contact HIQA's Information Governance and Assurance Manager on infogovernance@hiqa.ie. Please note that HIQA is subject to the Freedom of Information (FOI) Act and the statutory Code of Practice in relation to FOI. Following the consultation, we will publish a statement of outcomes document summarising the responses received, which will include the names and types of organisations that submitted feedback to us. For that reason, it would be helpful if you could inform us if you regard the information you have provided us as being confidential or commercially sensitive.

If we receive a request for disclosure of the information under FOI, we will take full account of your explanation, but we cannot give you an assurance that confidentiality can be maintained in all circumstances.

About you

The feedback from your consultation form will be used to develop the Overarching National Standards for the Care and Support of Children using Health and Social Care Services, for research purposes and to inform further reports. Any information you provide will be held securely and will not be published, subject to legal requirements under Freedom of Information (FOI) legislation.

Please select as appropriate:

Question 1: Are you providing feedback as:

an individual

on behalf of an organisation

(For verification purposes, please provide the name of the organisation and a name and landline number for a contact person within the organisation)

Please select as appropriate:

Question 2: Are you commenting as:

a person who has used or is currently using children's health or social care services

(Please specify the type(s) of health or social care services)

a staff member or other person working in children's health or social care services

(Please specify your role)

(Please specify the type(s) of health or social care services)

other (Please specify)

1. Feedback to inform the Overarching National Standards

In this section, we would like to hear what you think are the key areas that the overarching national standards should address, what key sources of evidence should be reviewed and who we should engage with during the development process.

Question 3: What are the key areas that the overarching national standards should address?

(Please indicate why they are important for children)

(Please indicate what documents we should look at to inform the standards)

Question 4: What key organisations or individuals, within this sector, should we engage with when developing the overarching national standards?

(We may invite them to take part in future focus groups or to comment during the public consultation on the overarching national standards)

2. Register to hear about future engagement opportunities

Question 5: Would you like to hear about opportunities to engage with us on the development of these overarching national standards or on other future projects?

(This may include an invitation to join a focus group or to comment during the public consultation on the overarching standards)

Yes No

Please provide your name and contact details:

Thank you for taking the time to give us your views on the development of the Overarching National Standards for the Care and Support of Children using Health and Social Care Services.



You can **download** a consultation feedback form at www.hiqa.ie

Then **email** the completed form to standards@hiqa.ie

or



Print the consultation feedback form and **post** the completed form to:

Overarching National Standards for the Care and Support
of Children using Health and Care Services
Health Information and Quality Authority
George's Court
George's Lane
Smithfield
Dublin 7
D07 E98Y.



If you have any questions on this document, you can contact the HIQA Standards Team either by:

Phoning: **(01) 814 7400**

or

Emailing: standards@hiqa.ie

Please ensure that you submit your form online or return it to us either by email or post by 5pm Wednesday 23 September 2020.