



## Draft principles to underpin future national standards for health and social care services.

HIQA has developed a draft set of principles to underpin all future national standards for health and social care services. The principles, once finalised, will be used as HIQA's standards development framework, instead of the eight-theme framework which HIQA has used to develop standards since 2012. HIQA has published an evidence review which provides an overview of the evidence gathered to inform the development of this draft set of principles and the evidence for adopting a principle-based approach to underpin standards. The evidence review is available [here](#).

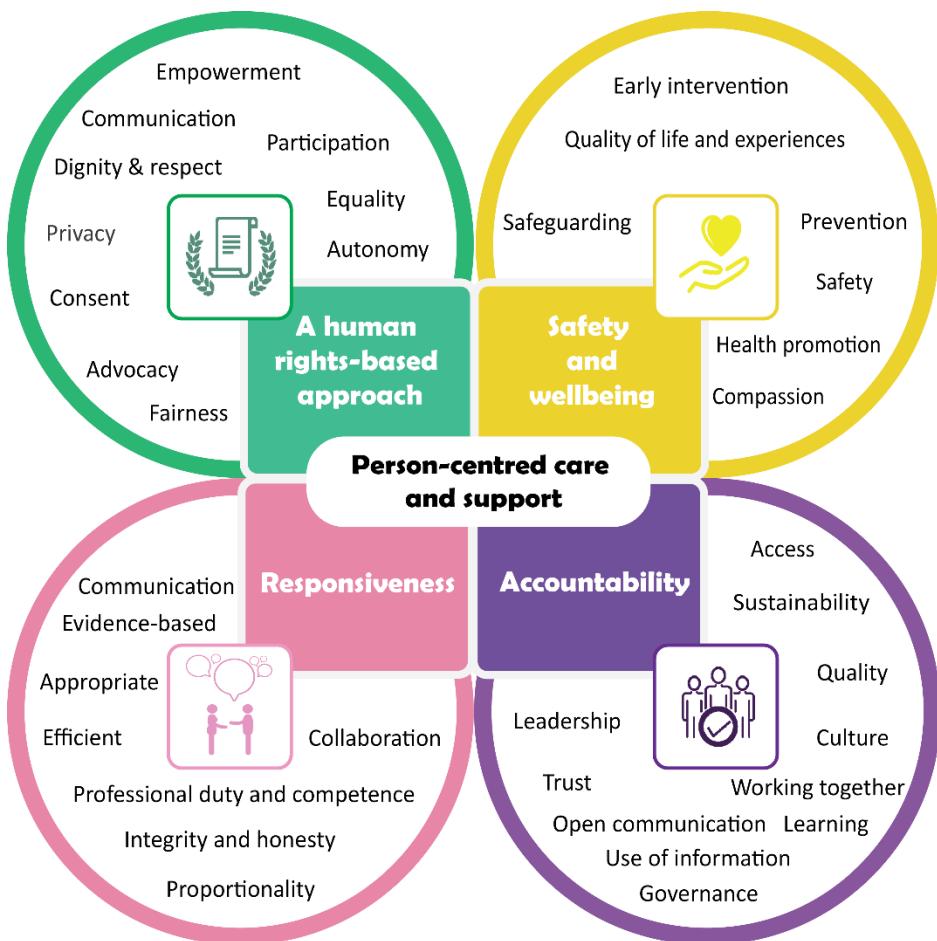
The draft principles have been developed to be used consistently across all national standards developed by HIQA, irrespective of the setting or service type. The principles, once finalised, will underpin all national standards including any guidance and tools developed to support their implementation. This will **not affect** existing national standards, which will remain in place until such time as a decision is made, in line with HIQA's prioritisation process, to review and update them. Any such decision to review or update existing standards will be informed by consultation with stakeholders.

### The draft principles

The four draft principles are:

- a human rights-based approach,
- safety and wellbeing,
- responsiveness, and
- accountability.

It is recognised that these principles are interlinked and can overlap in places. Figure 1 below sets out the four principles and includes examples of the components of each principle, as identified through the evidence review. It illustrates that the person receiving care and support should be at the core of everything, with each of the principles working together to achieve person-centred care and support.



**Figure 1. Draft principles to underpin national standards for health and social care services**

Based on the evidence review, and in consultation with key stakeholders, HIQA has developed the following working definitions to define each of these principles. In keeping with the international evidence and based on feedback from international experts, these descriptions are written from the point of view of people using health and social care services.

### **A human rights-based approach**

My rights are promoted and protected by the health and social care services that I use. These include my right to autonomy, to be treated with dignity and respect, to make informed choices about my care and support, and my right to privacy. I am treated with kindness, consideration and compassion and I do not experience discrimination for any reason.

## **Safety and wellbeing**

The services I use see my whole needs, not just the needs I am presenting with, and the care and support I receive helps to maintain and improve my overall health and emotional wellbeing and development. The health and social care services I use work in a way that promotes my safety and wellbeing and I am supported to live a whole and fulfilling life.

## **Responsiveness**

The services I use work in partnership with me to meet my health and social care needs safely and effectively. I receive timely care and support that is tailored to suit my needs from skilled, experienced and trained staff, informed by the best available evidence and information. If I need care and support from more than one service or if I am leaving a service, they work together to ensure my needs are met in a holistic way.

## **Accountability**

I know who is responsible for delivering my care and support and I have confidence and trust in the health and social care services I access. The services I use ensure that I receive safe, consistent, high-quality care and support and there is a culture of open communication, learning and reflection, and improvement. The services I use are well managed and everyone knows and understands their roles and responsibilities.

Any set of standards developed using this framework will set out how a person using a health or social care service would experience each principle and how a service achieves this.

## **Public Consultation**

The draft principles have been informed by the published evidence review and in consultation with three Advisory Groups convened by HIQA's Standards Team.<sup>1</sup>

These draft principles have been used in the development of the [\*Draft National Standards for Children's Social Services\*](#). These standards describe how service providers can achieve safe, quality, child-centred care and support for children accessing children's social services. Each standard statement is comprised of two elements:

---

<sup>1</sup> Advisory Groups are comprised of a diverse range of interested and informed parties, which may include for example: representatives from support and advocacy groups, regulatory bodies, professional representative organisations, the Health Service Executive (HSE), the Department of Health (DoH) and the Department of Children, Equality, Disability, Integration and Youth. A group's function is to advise HIQA on the development of standards and associated work, and to support consultation and information exchange.

- A statement written from the perspective of the child stating the outcomes they should expect
- A statement setting out the arrangements that a service provider must have in place to achieve these outcomes.

An example of a standard under the principle of Responsiveness from the *Draft National Standards for Children's Social Services* is shown in figure 2.

### Principle 3: Responsiveness

Standard 3.1	
The outcome a child should expect	What a service provider must do to achieve this
I have a good relationship with staff who respect me and spend time getting to know me as a child, as well as my needs and my circumstances.	The service provider plans, organises and manages its workforce to deliver safe and effective child-centred care and support.

**Figure 2. An example of a standard under Principle 3:Responsiveness from the *Draft National Standards for Children's Social Services***

A public consultation on these draft standards commenced on 10 March 2021. This is the first time the draft principles have been used and as such is an opportunity to test them in practice. In addition to the content of the draft standards, feedback is being sought on the principles underpinning them.

We would welcome your feedback on the use of these draft principles as a framework for developing national standards. In particular, we would like to know how you think these principles would work in the context of the health or social care service you work in or use. Feedback can be provided through the public consultation process here: [Public consultation](#)

Alternatively you can email any feedback on the draft principles to [standards@hiqa.ie](mailto:standards@hiqa.ie). Please note the deadline for receipt of submissions is 5pm on Wednesday, 21 April 2021.

## **Next steps**

Following this public consultation and testing of the principles, and once feedback has been reviewed and incorporated as appropriate, the principles will be finalised and used for all future national standards for health and social care services.

For further information or if you have any questions, you can email [standards@hiqa.ie](mailto:standards@hiqa.ie) or talk to a member of the standards team by calling 01 814 7400.