

Draft National Standards for Home support services

Scoping consultation feedback form

September 2021



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

HIQA recognises the importance of the quality and safety of home support services to allow people to remain in their own homes for longer. As such, HIQA is developing draft National Standards for organisations who provide home support services in Ireland.

We are holding this scoping consultation to give people an opportunity to identify the key areas that these draft national standards for home support services should address and to provide examples of good practice. We are also interested in your views on the evidence that should be considered when developing the draft national standards, and key stakeholders who should be consulted.

We will carefully assess all feedback received and use it, along with other available evidence, to develop the draft 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 on the next page.

The closing date for the scoping consultation is Friday 1 October 2021

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 to partake in future focus groups. 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 explain to 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.

1. About you

The feedback in your consultation form will only be used to help develop the Draft National Standards for Home support services. Any information you provide will be held securely and will not be published, subject to legal requirements under Freedom of Information (FOI) legislation.

Please tick 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 phone number for a contact person within the organisation)

Please tick as appropriate

Question 2: Are you commenting as:

☐ **a person who has used or is currently using home support services**

☐ **a staff member or other person working in home support services**

(Please specify your role)

☐ **other**

(Please specify)

2. Feedback to inform the Draft National Standards

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

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

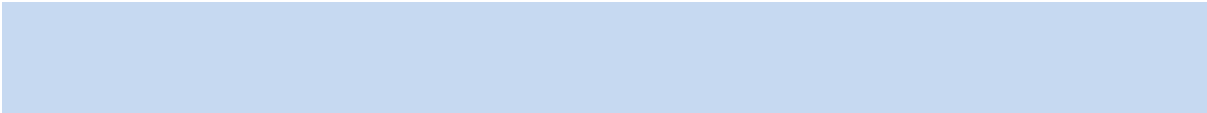
(Please indicate why they are important)

Question 4: What are the key sources of information that we should review to inform the development of the draft national standards?

(Key sources of information could include examples of national and international peer-reviewed literature, policy, legislation, standards, toolkits, guidelines and guidance)

Question 5: What key organisations or individuals, within this sector, should we engage with when developing the draft national standards?

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



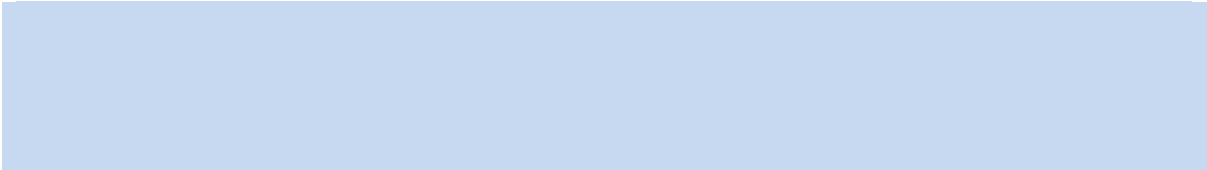
3. Register to hear about future engagement opportunities

Question 6: Would you like to hear about opportunities to engage with us on the development of these draft national standards or on other future projects?

(This may include an invitation to focus groups or to comment during consultation on draft standards)

☐ **Yes** ☐ **No**

Please provide your name and contact number



Thank you for taking the time to give us your views on the development of the Draft National Standards for Home support 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:

**Draft National Standards for Children's Social 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 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 on Friday 1st October 2021.