

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



Public consultation feedback form

16 September 2021

The Health Information and Quality Authority (HIQA) together with the Mental Health Commission (MHC) is holding a public consultation to give people an opportunity to provide feedback on the draft standards. Your views are very important to us, and we will carefully assess all feedback received and use it to help develop the final standards.

The standards and a related statement of outcomes document (a summary of the responses) will be published once the standards have been approved.

Please note: the focus for this consultation is the content and structure of the draft standards. The final design and layout of the standards will be developed after the public consultation.

We would like your feedback on each of the sections in the document. There are also some general questions about the overall document. For each comment you make, it would help us if you provided the section and page number your comment relates to. We welcome responses to all questions as well as any additional general comments you would like to make.

The closing date for the public consultation is 5pm on Thursday, 28 October 2021.

Instructions for submitting feedback

- If you are commenting in a personal capacity, there is no need to provide your name or any other personal information. However, if you would like to be contacted to take part in future stakeholder engagement, there is an option to provide your name and contact number.
- If you are commenting on behalf of an organisation, please combine all feedback from your organisation into one submission form. In this case, we will request a name and contact number for a designated representative from your organisation if we need to verify the authenticity of your contribution.
- When completing this form online, please ensure you scroll down the webpage and complete the form in full.
- Please include the page number and section that you are commenting on.
- 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.

You can email or post a completed form to us. You can also complete and submit your feedback on www.hiqa.ie.

Data Protection and Freedom of Information

HIQA and the MHC 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 stakeholder engagement. 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 and the MHC are 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 from your consultation form will be used to develop the *Draft 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 or where you are responding on behalf of an organisation, in which case the name and type of organisation will be published in a statement of outcomes document.

1.1 Are you providing feedback as: an individual

(If you would like to be contacted to partake in future stakeholder engagement, please provide your name and contact number below)

☐ **an individual – anonymous**

☐ **on behalf of an organisation:**

(For verification purposes please provide organisation name and contact details)

1.2 Are you commenting as:

☐ **a staff member or other person working in a health or social care service with children** (please specify your role and the type of service)

☐ **a person who has used or is currently using a health or social care service as a child** (please specify the type of service)

other (please specify)

2. Your feedback on the draft standards

In this section, we would like to find out what you think of the content of the *Draft Overarching National Standards for the Care and Support of Children using Health and Social Care Services*. This section focuses on the four principles, standard statements and features presented in the draft standards. The questions in this section are not intended in any way to limit your feedback, and other comments relating to the draft national standards are welcome.

The draft standards are underpinned by four principles:

- a children's rights-based approach
- safety and wellbeing
- responsiveness
- accountability.

Taken together, the principles, standard statements, and the features of a good service, provide a common language to describe what high-quality, safe, consistent, child-centred health and social services should look like.

For more information on these principles, see Section 6 of the draft standards document.

Please consider the following questions as part of your review of the draft standards:

- Do you think all important areas have been covered in each standard statement or are there any areas that should be included or excluded?
- Are the features listed sufficient to assist staff working in health and social care services with children to meet the Draft National Standards?

2.1 Please provide your feedback on the standard statements and features set out under Principle 1: A Children's Rights-based Approach

2.2 Please provide your feedback on the standard statements and features set out under Principle 2: Safety and Wellbeing

2.3 Please provide your comments on the standard statements and features set out under Principle 3: Responsiveness

2.4 Please provide your comments on the standard statements and features set out under Principle 4: Accountability

2.5 Are there any other comments or suggestions on the draft standards that you would like to make?

3. General feedback

3.1 a) Is the language used in the draft standards clear, easy to follow and easy to understand?

☐ **Yes** ☐ **No**

b) Is the content and structure of the draft standards clear, easy to follow and easy to understand?

☐ **Yes** ☐ **No**

3.2 Please provide any additional comments on language, content and structure of the draft standards

3.3 Having read the draft standards, do you have a better understanding of how services can deliver high-quality, safe, consistent and coordinated care and support to children using health and social care services?

☐ **Yes** ☐ **No**

Any additional comments:

3.4 If you work in a service, having read the draft standards, do you intend to make changes to your work practices? If yes, can you describe what these changes may be?

☐ **Yes** ☐ **No**

Comments:

A large, solid yellow rectangular box intended for the user to provide comments on their response to question 3.4.

3.5 What is needed to support the implementation of these standards in the service you use or work in?

Comments:

A large, solid yellow rectangular box intended for the user to provide comments on their response to question 3.5.

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

Please return your form to us by email or post.



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

Health Information and Quality Authority

Dublin Regional Office

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 by

Phoning: **(01) 814 7400**

or

Emailing: standards@hiqa.ie

**Please ensure that you return your form to us either by email or post by
5pm on Thursday, 28 October 2021.**