

RESIDENT FORUMS

in centres for people with disabilities
in 2021



Health
Information
and Quality
Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

HIQA
inspections





HIQA inspections

About

In 2021, HIQA met with 80 residents in 22 resident forums across Ireland to hear about their experiences of living in residential services for people with disabilities.

We asked residents about their experience of HIQA inspections in their homes, what they know about our work, and if there was anything they did not like about them.

This is what they told us.

What does HIQA check on inspection?



What happens when an inspector comes to your home?

“They introduced themselves at the door, showed us their ID before they came in and sat down and talked to the manager.”

“They asked us would we mind if they went through our folders.”

“They look at our folders, our personal plan, our medical folders, goals, personal outcomes, health.”

“They would say, well done on this, well done on that.”

HIQA inspections

“I love it when they come back and check everything is great, at least we know they do a good job.”

Residents had mixed experiences of HIQA inspections.

Some residents we met with told us that they liked when HIQA comes to visit them in their homes, while others expressed frustration with the inspection process.



What do you think about HIQA inspections?

“HIQA are welcome.”

“HIQA have rules...emergency lights, training. Much safer now.”

“HIQA are there to make sure we are safe and that staff are doing a good job.”

“Tick box exercise. I didn't notice anything.”

Did you enjoy speaking with the HIQA inspector?

“Inspector talked to me in a lovely manner.”

“They were lovely. Lovely man. They listened to me.”

“They are very nice and considerable.”

“Ye are very good at making people feel at ease.”

Would you tell HIQA inspectors if you were unhappy?

“Normally I look forward to the visit. I can tell them things that worry me or that I don’t like.”

“We can call HIQA if something is wrong, but we talk to staff first.”

“We know we can contact HIQA.”

Did you read the inspection report on your home?

“We can get the report online if we want.”

“The staff would help us read them.”

“Yeah, the staff talk to us about the report.”

“I don’t think we are allowed.”

“Couple of things I disagreed with. Felt frustrating.”

Does anything change after a HIQA inspection?

“Got all painted and done up with pictures.”

“We got new staff after the inspection. They are very good.”

“The lock was taken off the office.”

“Nothing comes from it! It’s a waste of time.”

“Would welcome you back.”

Find out more about the day-to-day lives of people living in designated centres for people with disabilities in our report on Resident Forums in Centres for People with Disabilities 2021 at www.hiqa.ie.