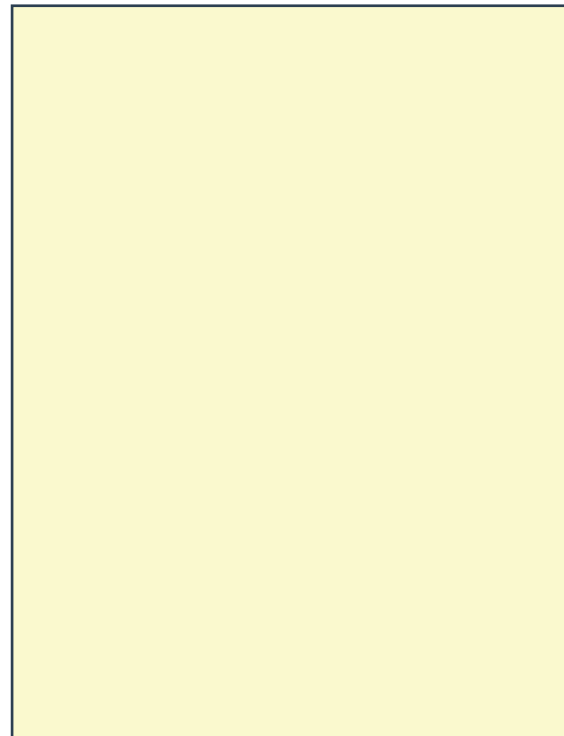


## INSPECTION REPORTS

After the inspection visit, a report is written and may be published on our website, [www.hiqa.ie](http://www.hiqa.ie).

It outlines the findings of the inspection and provides an action plan of any required changes, where necessary. Residents and members of the public can find out which parts of the service are good and which parts need improvement.



## CONTACT US

For more information or to speak to a member of our team please phone, email or write to us at:

✉ **HEALTH INFORMATION AND QUALITY AUTHORITY, SMITHFIELD, DUBLIN 7, D07 E98Y.**

☎ **+353 (0)1 814 7400**

✉ **[INFO@HIQA.IE](mailto:INFO@HIQA.IE)**

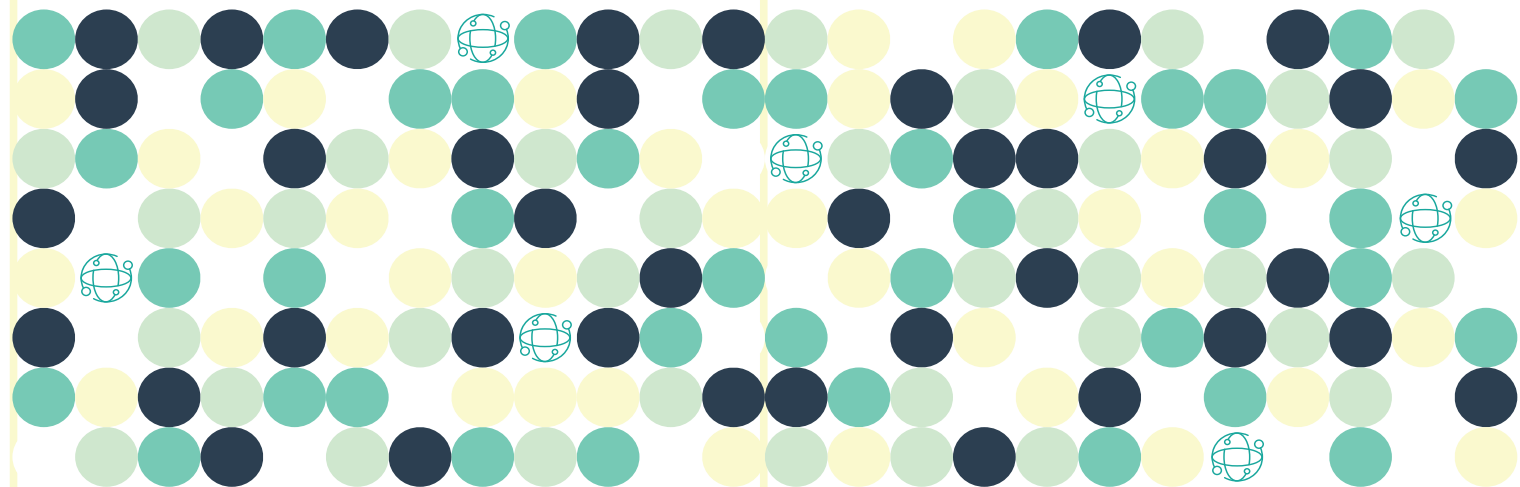
🌐 **[WWW.HIQA.IE](http://WWW.HIQA.IE)**



An tÚdarás Um Fhaisnéis agus Cáilíocht Sláinte

## ABOUT THE MONITORING OF INTERNATIONAL PROTECTION ACCOMMODATION SERVICES

English



## ABOUT HIQA

The Health Information and Quality Authority (HIQA) is an independent organisation, set up to help improve the quality and safety of many health and social care services in Ireland.

We monitor the safety and quality of services such as hospitals, nursing homes and care homes for children and people with a disability.

We also monitor international protection accommodation centres (direct provision). That means that HIQA inspectors visit these services to make sure that they are safe and meet national standards.

## NATIONAL STANDARDS

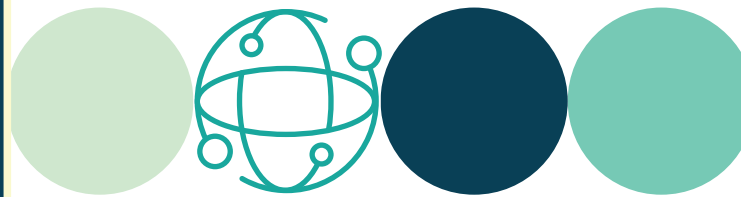
At the request of the Minister for Children, Equality, Disability, Integration and Youth, HIQA monitors accommodation services provided to people in the protection process against the *National Standards for accommodation offered to people in the protection process*.

There are national standards in place since 2019 and can be read on our website at [www.hiqa.ie](http://www.hiqa.ie).

## THEMES OF THE NATIONAL STANDARDS

The national standards have 10 themes including the management of the centre and its staff, preparedness for emergencies, and the protection of residents from harm.

The standards also set expectations of the quality of accommodation provided and how residents are cared for and supported in their everyday lives, especially those people who need specific supports.



## INSPECTIONS

We inspect accommodation offered to people in the international protection process to check whether the service provider meets the national standards. HIQA's on-site inspections help to:

- give a voice to residents about what it is like to live there
- inform the public of the quality and safety of the services being provided and
- drive improvements where needed.

Our inspections may be announced or unannounced. We will make every effort to respect the living arrangements of residents and to minimise disruption to their normal routines.

During the course of the inspection we will:

- talk to residents, staff and managers
- collect completed questionnaires
- review documents, such as policies
- walk through the buildings, and observe everyday life.