



Health Information and Quality Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Resident Forums Report 2024



This guide will tell you
what residents of
disability services told
HIQA during forum
meetings.

Who is HIQA?



HIQA is the Health Information and Quality Authority.

We work to make health and social care services in Ireland better.



We do this by:

- Developing national standards and guidance to help make the quality of services better.
- Inspecting the homes and services people with a disability live in.
- Meeting with people who live in these services to hear their views.



What is the Resident Forums Report?



HIQA has published the 2024 Resident Forums Report.

It shares what people living in residential services for people with disabilities told us during a number of meetings.



We met with 103 residents in 13 forums across Ireland to hear their views.



Thank you to everyone who took part.

What we spoke to residents about



We spoke with residents about:

- HIQA inspections
- What happens after an inspection
- Residents' rights
- Things that were important to residents.



What residents told us about HIQA inspections



Residents told us that HIQA inspections:

- Make sure residents are safe and happy
- Check residents are supported by staff
- Help improve their homes.



What residents told us about HIQA inspections



Residents told us:

- Residents want to speak to inspectors during inspections



- Inspectors should ask before going into residents' rooms



- Residents want more information about inspections.

What residents told us about their rights

Residents told us that their rights are:



- To see their families and be a part of their communities

- To have privacy



- To work and learn

- To help to make decisions



- To be listened to

What residents told us are important to them



Residents also told us about things that are important to them. These included:

- Living the way they want to
- Having a home and a bedroom they like
- Having staff they know and like
- Living separately from others if they want to
- Being supported to reach goals
- Having a forever home.



What HIQA will do next?

Thanks to residents' feedback, we will:



- Spend more time with residents on inspection
- Continue to meet with residents outside of inspection
- Ensure residents' privacy is always upheld
- Make more easy-to-understand tools to support residents to learn more our work.





If you want to speak to HIQA



We would love to hear about life in your home, the good or the bad.

We listen to what you have said, and use it to see if any changes are needed.

Questions

1. What do you think about it?

☐ Good

☐ Bad

☒ Not sure

We send out questionnaires before inspections, so you can tell us about what your life is like.



The questionnaire lets you tell us what you like, and what could be better in your home.

You can do the questionnaire at any time by yourself, or with help from someone.

Get in touch with HIQA



Head office:

Unit 1301
City Gate
Mahon
Cork
T12 Y2XT

Phone: 021 240 9600

Dublin Regional Office:

George's Court,
George's Lane,
Smithfield,
Dublin
D07 E98Y

Phone: 01 814 7400



Email: info@hiqa.ie



Website: www.hiqa.ie