



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

# LEARNING HUB

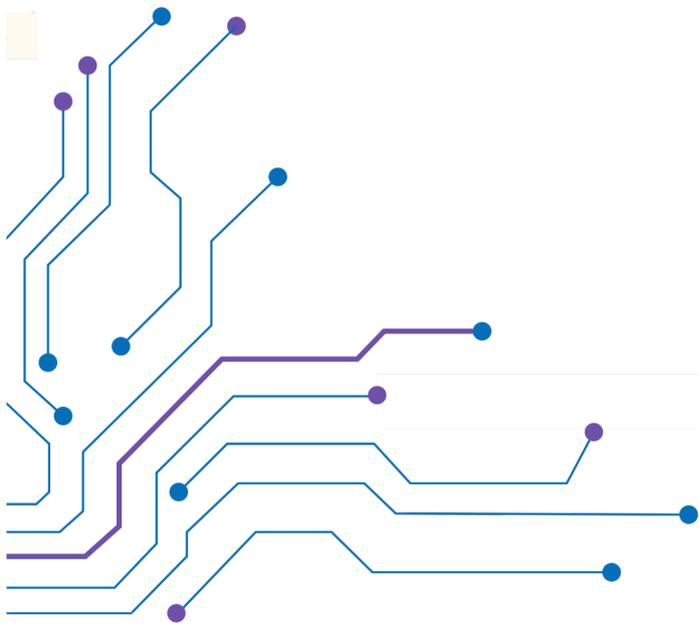
**Catalogue for  
Health and Social  
Care Students**



## Version Control

This table shows the version history for the Catalogue of learning resources to support the implementation of national standards for health and social care services.

Date	Version	Change
First version of document	1.0	



## About the Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent statutory body established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public. Reporting to the Minister for Health and engaging with relevant government Ministers and departments, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Chief Inspector of Social Services within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children’s special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of permanent international protection accommodation service centres, health services and children’s social services against the national standards. Where necessary, HIQA investigates serious concerns about the health and welfare of people who use health services and children’s social services.
- **Health technology assessment** — Evaluating the clinical and cost effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland’s health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health and social care services, with the Department of Health and the HSE.

Visit [www.hiqa.ie](http://www.hiqa.ie) for more information

## 1. Introduction

The Health Information and Quality Authority (HIQA) is committed to promoting continuous quality improvement in health and social care services across Ireland. HIQA develops evidence-based national standards for health and social care.

National standards are a set of high-level outcomes that describe how services can achieve safe, quality, person-centred care and support. They are evidence based and informed by engaging with those who use and provide our health and social care services.

HIQA also develops implementation support tools to assist services and staff to implement the national standards in their setting, or as a guide to making improvements in a particular area.

### 1.1 Aim of the catalogue

The aim of the catalogue is to provide details of the implementation support tools designed by HIQA to support health and social care students to understand and apply national standards in daily practice. It also provides details of all relevant national standards.

#### Learning Hub

This hub provides links to online learning courses, guides and videos for front-line staff, students and academics, as well as people using health and social care services.

These materials support the implementation of national standards and the development of good practice.



Read about national standards



View our introductory slide deck



Email us at [standards@hiqa.ie](mailto:standards@hiqa.ie)



#### Catalogue of learning resources

HIQA has developed resources for those working, teaching, and studying in the area of health and social care in Ireland. These resources support the understanding and application of HIQA's national standards for health and social care.

[READ MORE](#)

18+

#### Supporting adults

Links to a range of material that support the development of good practice in the care and support of adults using health and social care services.

[READ MORE](#)



#### Supporting children

Links to a range of material that support the development of good practice in the care and support of children using health and social care services.

[READ MORE](#)

The catalogue can also be used by training providers, educators and academics to support training and development on specific topics related to national standards.

All of the items listed in the catalogue can be found on the HIQA Learning Hub. Go to: <https://www.hiqa.ie/learning-hub>

For ease of access, the implementation support tools in the hub are broken down into two categories: 'Supporting children' and 'Supporting adults'. A number of these resources are applicable when working with both children and adults.

## **1.2 How the catalogue can be used**

This catalogue can be used to:

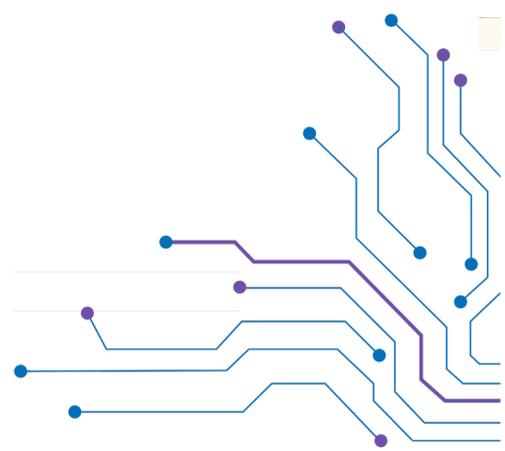
- identify online learning courses, guidance and videos relevant to your goals
- support onboarding and induction of students
- access quick reference materials to support day-to-day practice
- support the development of academic course content.

## 2. Topics covered in the catalogue

The learning resources in this catalogue have been classified into 10 distinct topic areas to help users navigate the wide range of resources on the Learning Hub. The topic areas include:

- Adult safeguarding
- Advocacy
- Human rights-based approach
- Infection prevention and control
- Healthcare services
- Children's health and social care services
- Services for people with disabilities
- Services for older persons
- Data quality
- General resources for all national standards.

The following section gives a short description of the relevant national standards and implementation support tools in each topic area. Additional relevant resources are listed in each table.



Hover over the title to access the link	<b>Adult safeguarding</b>	Tick when complete ✓
<b>National Standards for Adult Safeguarding</b>	These national standards, developed in partnership with the Mental Health Commission (MHC), aim to help health and social care services reduce the risk of harm; promote people's rights, health and wellbeing; and empower people to protect themselves.	<input type="checkbox"/>
<b>Adult Safeguarding (online learning course)</b>	This online learning course contains practical examples and real-life case studies to help people working in health and social care services apply the National Standards for Adult Safeguarding in their day-to-day practice. This course can be completed in 45 minutes and is also available on HSeLanD. To obtain a certificate of completion, the course must be completed on HSeLanD.	<input type="checkbox"/>
<b>Adult safeguarding video animation</b>	This two-minute animation introduces the concept of adult safeguarding and why it matters in health and social care.	<input type="checkbox"/>
<b>Additional resources are available on www.hiqa.ie</b>	National Standards for Adult Safeguarding (poster)	<input type="checkbox"/>
	Adult Safeguarding Information Leaflet	<input type="checkbox"/>
	Interviews with people involved in adult safeguarding	<input type="checkbox"/>

Hover over the title to access the link	<b>Advocacy</b>	Tick when complete ✓
<b>The Fundamentals of Advocacy in Health and Social Care (online learning course)</b>	This online learning course explores the role of advocacy in health and social care, including key concepts and best practices of advocacy. This course can be completed in 60 minutes and is also available on HSeLanD. To obtain a certificate of completion, the course must be completed on HSeLanD.	<input type="checkbox"/>
<b>Advocacy booklet</b>	This booklet describes what advocacy is and the role of people working in health and social care in relation to advocacy.	<input type="checkbox"/>
<b>Advocacy poster</b>	This poster promotes the Fundamentals of Advocacy online learning course, highlighting where frontline staff can access the training.	<input type="checkbox"/>
<b>Advocacy video</b>	This two-minute video explains the concept of advocacy in health and social care. It features insights from a patient representative, a nursing home resident, nursing home staff, an advocacy expert and members of an advocacy group.	<input type="checkbox"/>

Hover over the title to access the link	<b>Human rights-based approach</b>	Tick when complete ✓
<b>Guidance on a Human Rights-based Approach</b>	This guidance, developed in partnership with Safeguarding Ireland, offers practical tools and real-life case studies to support health and social care professionals in the delivery of person-centred care that upholds the principles of human rights.	<input type="checkbox"/>
<b>Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice (online learning course)</b>	This online learning course comprises of four modules designed to assist health and social care professionals in implementing a human rights-based approach in their daily practice. The modules are also available on HSeLanD. To obtain a certificate of completion, the course must be completed on HSeLanD. Each module is described below:	<input type="checkbox"/>
	<b>Module 1: Introduction to Human Rights in Health and Social Care</b> This module focuses on what human rights are and their importance in health and social care settings. This module can be completed in 30 minutes.	<input type="checkbox"/>
	<b>Module 2: Role of Good Communication in Upholding Human Rights</b> This module focuses on some of the key elements of good communication and their significance in upholding human rights. This module can be completed in 20 minutes.	<input type="checkbox"/>
	<b>Module 3: Putting People at the Centre of Decision-Making</b> This module focuses on empowering people to be involved in decision-making about their care and support. This module can be completed in 20 minutes.	<input type="checkbox"/>
	<b>Module 4: Positive Risk-taking</b> This module focuses on how to support people using services in positive risk-taking. This module can be completed in 25 minutes.	<input type="checkbox"/>

Hover over the title to access the link	<b>Human rights-based approach</b>	Tick when complete ✓
<b>Human rights-based approach academic slide deck</b>	This slide deck provides an educational resource for health and social care educators. It covers international and Irish legal frameworks, and practical applications of human rights in care settings.	<input type="checkbox"/>
<b>Legal framework document</b>	This document provides an overview of the legal framework that underpins the application of a human rights-based approach in health and social care.	<input type="checkbox"/>
<b>Decision-making flow chart</b>	This practical tool uses a human rights-based approach to assist staff working in health and social care services when making decisions in relation to a person's care and support. This resource includes a case study and a blank template which can be applied across various care settings.	<input type="checkbox"/>
<b>FAIR approach to decision-making</b>	This resource is designed to enable staff working in health and social care services consider their actions when faced with a decision that may restrict the rights of a person using a service. This resource contains a case study and a blank template which can be applied across various care settings.	<input type="checkbox"/>
<b>Linking national standards developed by HIQA to human rights set out in the European Convention on Human Rights and the United Nations Convention on the Rights of Persons with Disabilities</b>	This resource outlines how national standards developed by HIQA align with human rights principles, as set out in the European Convention on Human Rights (ECHR) Act 2003 and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) 2006.	<input type="checkbox"/>
<b>Human Rights in Health and Social Care Services (animation)</b>	This three-minute animation introduces the concept of a human rights-based approach in health and social care services. It emphasises the importance of treating individuals with fairness, respect, equality and dignity and encourages active participation in their care and support.	<input type="checkbox"/>

Hover over the title to access the link	Infection prevention and control	Tick when complete ✓
<b>National Standards for Infection Prevention and Control in Community Services</b>	These national standards cover key areas of infection prevention and control and antimicrobial stewardship and apply to all community health and social care services outside the acute hospital setting in Ireland.	<input type="checkbox"/>
<b>National Standards for infection prevention and control in community services: Putting standards into practice</b>	This online learning course introduces the National Standards for infection prevention and control in community services and shows practical ways of applying the standards in daily practice. This course can be completed in 60 minutes and is also available on HSeLanD. To obtain a certificate of completion, the course must be completed on HSeLanD.	<input type="checkbox"/>
<b>National standards for infection prevention and control (animation)</b>	This three-minute animation introduces the National Standards for infection prevention and control in community services. It also highlights key practices and responsibilities that help reduce the spread of infection and promote antimicrobial stewardship.	<input type="checkbox"/>
<b>National Standards for the prevention and control of healthcare-associated infections in acute healthcare services</b>	These national standards reflect infection prevention and control best practice, with the objective of reducing healthcare-associated infections in acute healthcare services.	<input type="checkbox"/>
<b>Additional resources are available on <a href="http://www.hiqa.ie">www.hiqa.ie</a></b>	National Standards for Infection Prevention and Control in Community Services (Poster)	<input type="checkbox"/>
	National Standards for Infection Prevention and Control in Community Services (Information leaflet)	<input type="checkbox"/>

Hover over the title to access the link	Healthcare services	Tick when complete ✓
<b>National Standards for Safer Better Healthcare</b>	These national standards describe a vision for high quality, safe healthcare and provide a roadmap for improving the quality, safety and reliability of healthcare. They aim to ensure consistent quality care across both public and private hospitals.	<input type="checkbox"/>
<b>General Guidance on the National Standards for Safer Better Healthcare</b>	This guidance supports the understanding and practical application of the National Standards for Safer Better Healthcare.	<input type="checkbox"/>
<b>National Standards for Safer Better Maternity Services</b>	These national standards describe what safe, high-quality maternity services should look like. The standards cover eight themes of care to improve outcomes for women and their babies.	<input type="checkbox"/>
<b>National Standards for the Conduct of Reviews of Patient Safety Incidents</b>	These standards, jointly developed with the MHC, aim to promote an open culture in acute hospitals and mental health services to ensure that services act in a transparent, standardised and person-centred way to review patient safety incidents and learn from them.	<input type="checkbox"/>
<b>Additional resources are available on <a href="http://www.hiqa.ie">www.hiqa.ie</a></b>	Guide to the National Standards for Safer Better Maternity Services	<input type="checkbox"/>
	Guide to the National Standards for Safer Better Healthcare	<input type="checkbox"/>
	Audio guide to the National Standards for Safer Better Healthcare	<input type="checkbox"/>

Hover over the title to access the link	<b>Children's health and social care services</b>	Tick when complete ✓
<b>National Standards for Children's Residential Centres</b>	These national standards offer a common language to describe what a safe and effective children's residential centre should look like.	<input type="checkbox"/>
<b>National Standards for Special Care Units</b>	These national standards outline how to ensure safe, high-quality, and child-centred care for children placed in secure residential settings. The standards cover eight key themes which aim to protect children's rights, while providing therapeutic interventions and support in a secure environment.	<input type="checkbox"/>
<b>National Standards for the Protection and Welfare of Children</b>	These national standards outline how child protection services in Ireland should safeguard children through child-centred, safe and effective practices.	<input type="checkbox"/>
<b>Your guide to children's residential care</b>	This guide, developed with children and young people with experience of care, aims to show children and young people what they can expect from living in a children's residential centre.	<input type="checkbox"/>
<b>Interviews with people involved in the development of the National Standards for Children's Residential Centres</b>	These short videos provide an overview of the National Standards for Children's Residential Centres and highlight the role of feedback and reflective practice in supporting staff working in these services. It features insights from a social worker, a social care lecturer, and an advocate with Empowering People in Care (EPIC). All three videos run for approximately five minutes.	<input type="checkbox"/>

Hover over the title to access the link	Children's health and social care services	Tick when complete ✓
<b>Fundamentals of good communication: How to have effective everyday conversations</b>	This communication toolkit was developed in collaboration with the Child and Family agency, Tusla, to strengthen current good practice in effectively communicating with children, families and foster carers. It contains practical case studies and questions to help guide everyday communication with a child, a family member or a foster carer.	<input type="checkbox"/>
<b>Questions to help with everyday communication</b>	This practical guide offers a set of thoughtful questions to support meaningful communication with children, families and carers. It can be used to prepare, engage, check understanding and seek feedback in daily interactions with children, families and foster carers.	<input type="checkbox"/>
<b>Additional resources are available on <a href="http://www.hiqa.ie">www.hiqa.ie</a></b>	Communications toolkit video.	<input type="checkbox"/>
	Guide to the National Standards for Special Care Units	<input type="checkbox"/>
	National Standards for Special Care Units (Poster)	<input type="checkbox"/>
	Guide to the National Standards for the Protection and Welfare of Children	<input type="checkbox"/>
	Audio guide to the National Standards for the Protection and Welfare of Children	<input type="checkbox"/>

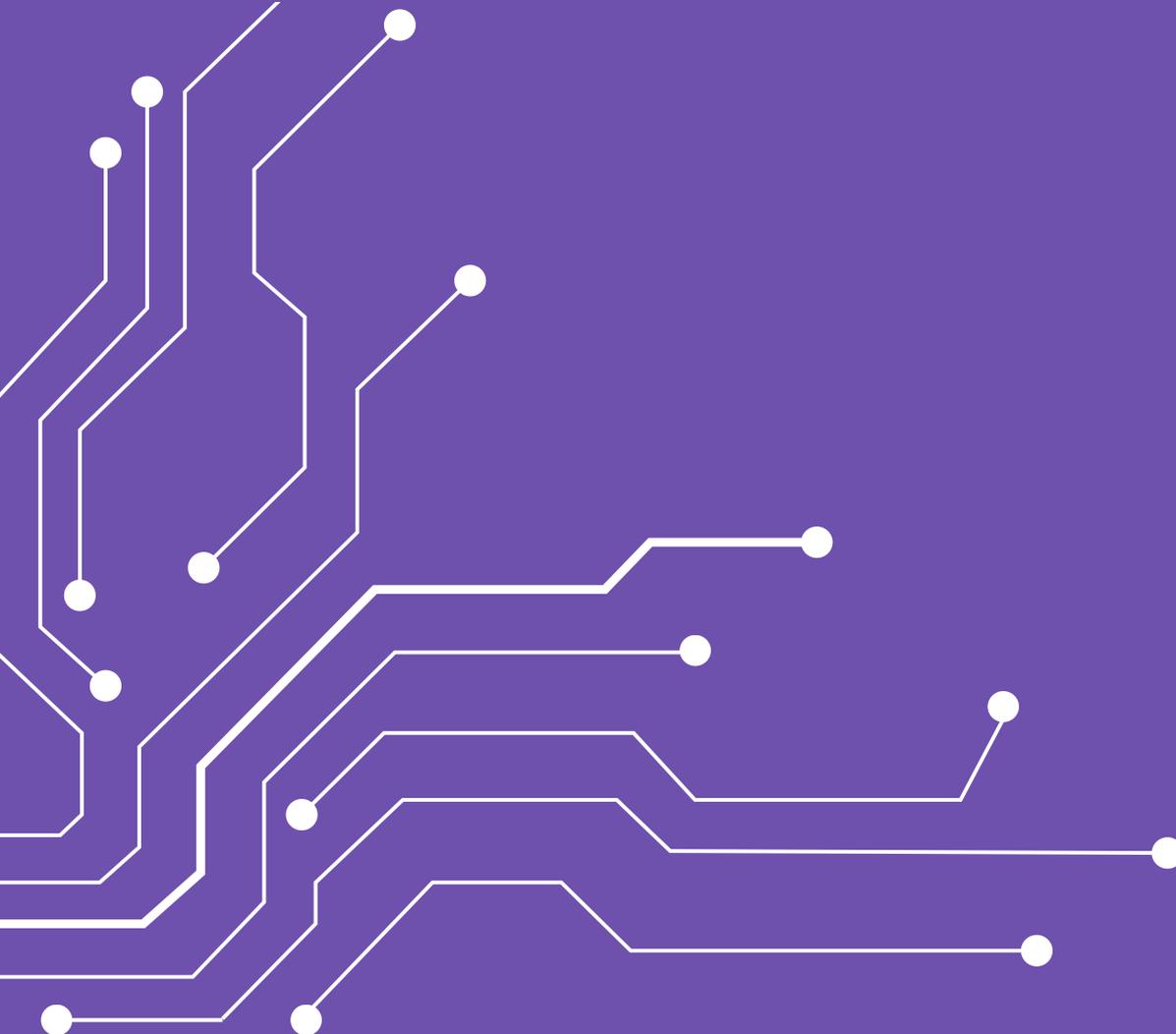
Hover over the title to access the link	<b>Services for people with disabilities</b>	Tick when complete ✓
<b>National Standards for Residential Services for Children and Adults with Disabilities</b>	These standards outline to service providers what they must do to ensure safe and effective care is provided to people living in or using residential and residential respite services. The standards include separate sections for children with disabilities and adults with disabilities.	<input type="checkbox"/>
<b>Additional resources are available on <a href="http://www.hiqa.ie">www.hiqa.ie</a></b>	Easy-to-read guide to the National standards for Residential Services for Adults with Disabilities	<input type="checkbox"/>
	Easy-to-read guide to the National standards for Residential Services for Children with Disabilities	<input type="checkbox"/>
	Your guide to the National Standards for Residential Services for Children and Adults with Disabilities (Plain English Version)	<input type="checkbox"/>
	Audio guide to the National Standards for Residential Services for Children and Adults with Disabilities	<input type="checkbox"/>

Hover over the title to access the link	Services for older persons	Tick when complete ✓
<b>National Standards for Residential Care Settings for Older People in Ireland</b>	These national standards aim to safeguard and protect the rights of older people living in residential care settings. The standards also support service providers in providing the highest quality of care for people using these services.	<input type="checkbox"/>
<b>Additional resources are available on <a href="http://www.hiqa.ie">www.hiqa.ie</a></b>	Guide to the National Standards for Residential Care Settings for Older people in Ireland	<input type="checkbox"/>

Hover over the title to access the link	<b>Data Quality</b>	Tick when complete ✓
<b>Guidance on a data quality framework for health and social care</b>	This document contains guidance on a data quality framework which applies to all health and social care organisations. The guidance aims to facilitate a systematic approach for organisations to assess the quality of the data they produce and will support a consistent approach to managing data quality.	<input type="checkbox"/>
<b>Introduction to data quality</b>	This online learning module is aimed at all health and social care professionals and introduces the concept of data and information quality. It aims to enhance your understanding of data quality and encourages you to consider your responsibility in relation to ensuring high quality data in your service or organisation. This module can be completed in 20 minutes and is also available on HSeLanD. To obtain a certificate of completion, the course must be completed on HSeLanD.	<input type="checkbox"/>
<b>Developing a data quality framework</b>	This online learning module is aimed at anyone who is working to improve data quality within their service or organisation. It introduces the concept of a data quality framework and how it can be used to drive improvement in health and social care. This module can be completed in 40 minutes and is also available on HSeLanD. To obtain a certificate of completion, the course must be completed on HSeLanD.	<input type="checkbox"/>
<b>The importance of data quality in health and social care</b>	This short video animation explains the importance of data quality in health and social care.	<input type="checkbox"/>

Hover over the title to access the link	General resources for all national standards	Tick when complete ✓
<b>Introduction to national standards</b>	This educational slide deck provides a teaching resource on the development of evidence-based national standards for health and social care services in Ireland. The slide deck has been designed to be used in a flexible way, and its content may be adapted for teaching and training purposes.	<input type="checkbox"/>
<b>How to Put National Standards into Practice: An Implementation Guide for Health, Mental Health and Social Care Services</b>	This guide, developed in collaboration with the Mental Health Commission (MHC), supports people working in health, mental health and social care services to implement national standards and drive quality improvements. It contains a self-appraisal tool, an action plan template and a checklist to track progress.	<input type="checkbox"/>
<b>National Guidance on Good Communication in Health and Social Care: Using Plain Language</b>	This guide is designed to help staff communicate more clearly with adults, children and young people using services. It supports staff to communicate in a way that ensures everyone has the information they need to make informed decisions about their health and social care.	<input type="checkbox"/>
<b>Additional resources are available on <a href="http://www.hiqa.ie">www.hiqa.ie</a></b>	How to Put National Standards into Practice: An implementation guide for Health, Mental Health and Social Care Services (Poster)	<input type="checkbox"/>

A list of retired standards, guidance and tools can be found on the national standards section of the HIQA website.



Published by the Health Information and Quality Authority.

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