

Transcript of public consultation video about updating National Standards for Residential Services for Disabled People

HIQA writes national standards for health and social care services in Ireland. These standards help services to make sure that people get good, safe care and support. They help staff to know what to do when supporting you. They tell you about the support you should get from the services you use.

HIQA already has standards for residential services for disabled people.

The standards were first published in 2013. Since then, there have been important changes, including more focus on human rights and new laws that support disabled people. This year, we are updating these standards.

When we write new standards, we look at good practice in Ireland and other countries. We also talk to many people with experience of living in or working in residential services for disabled people, to find out what should be included in the standards.

The new standards are based on four key principles. A principle is a rule about how care and support should work. Together these principles support good, safe care and support for people living in or using residential centres for disabled people.

The four principles are:

- **A Human Rights-based Approach:** This means that you are treated fairly, with dignity and respect, and your rights are respected. You are supported to make your own choices and to have relationships.
- **Safety and Wellbeing:** This means that you get safe, good-quality care and support that enables you to live a meaningful life and reach your potential. You are supported to make decisions about your life and protected from harm and abuse.
- **Responsiveness:** This means that the staff who provide your care and support know you as a person and understand and respond to your needs. The staff working with you have the right skills and they work together to make sure you get the best care and support.

- **Governance and Accountability:** This means that the service is managed well and you get the right care and support at the right time. You are asked about the service, and they listen to what you say and make improvements, if needed.

We are holding a public consultation to get your feedback on the standards. We have prepared a draft of the new National Standards for Residential Services for Disabled People, and we want to hear your views about it.

We invite everyone who is interested to tell us what else they think should be included in the new national standards.

To take part, please visit the HIQA website on www.hiqa.ie, where you will find important documents and details on how you can give your feedback.

This is your chance to have a say about these standards and about what is important to you.

Thank you.