Health Information and Quality Authority

An tÚdarás Um Fhaisnéis agus Cáilíocht Sláinte

Beyond procedural compliance: Reflecting, Learning and Improving services



Agenda



9:00	REGISTRATION & REFRESHMENTS
9:30	WELCOME ADDRESS By Ciara McShane, Interim Deputy Chief Inspector, Disability Services
10:10	SETTING THE SCENE
10:45	THE INSPECTION PROCESSS
11:10	TEA/COFFEE BREAK
11:30	A PROVIDERS JOURNEY THROUGH REGULATION – FROM ASSURANCE TO IMPROVEMENT
12:45	CLOSING REMARKS
1:00	CLOSE

Welcome

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Ciara McShane, Interim Deputy Chief Inspector, Disability Services



Setting the Scene

Dr. Sarah Mockler, Regional Manager, Disability Services

Conor Brady, Regional Manager, National Disability Children's Team

Tanya Brady, Regional Manager, Disability Services



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Disability Sector – *Then and Now* 2013 - 2026

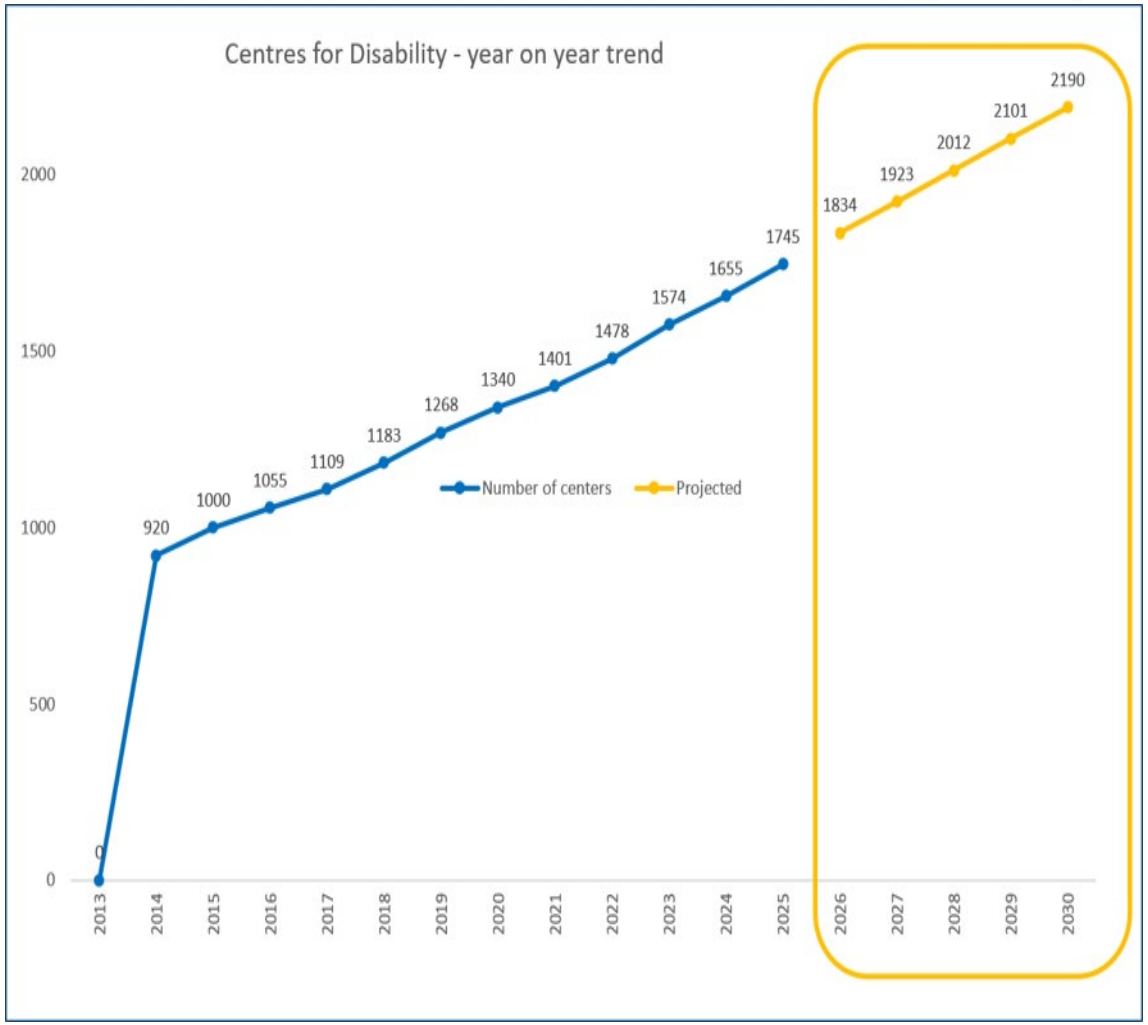
- When we commenced regulating in 2013, there were 920 designated centres.
- How many registered designated centres are there now?

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4483 9003

The current disability landscape

- At the commencement of regulation there were **920** designated centres.
- As of today, there are **1,810** registered designated centres.
- So far in 2026, we have registered **88** new designated centres.



What has changed since commencement of regulation in 2013?

- Can you think of any change in legislation or national policy, that has influenced how we support people with disabilities ?

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Factors influencing social care and regulation

Policy and Legislation Changes

- UN Convention on the Rights of Persons with Disabilities – (UNCRPD)
- Assisted Decision Making Act 2015
- Changes to the Health Act 2007 (as amended)

Service Delivery and Service Type

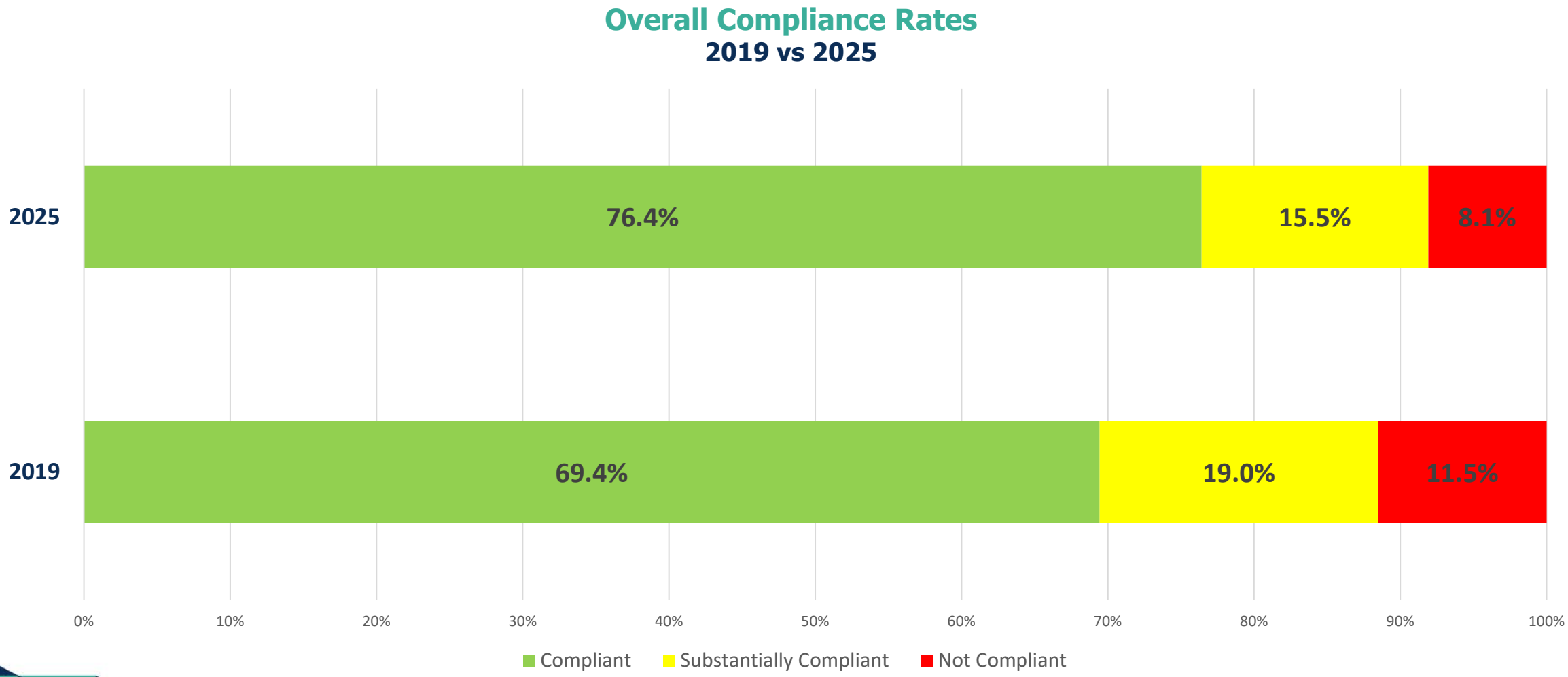
- Moving away from congregated settings towards community-based living.
- More individualised / bespoke service arrangements for persons with complex needs.
- Aging population
- Supply of housing to meet demands and assessed needs of people with disabilities.

Regional areas

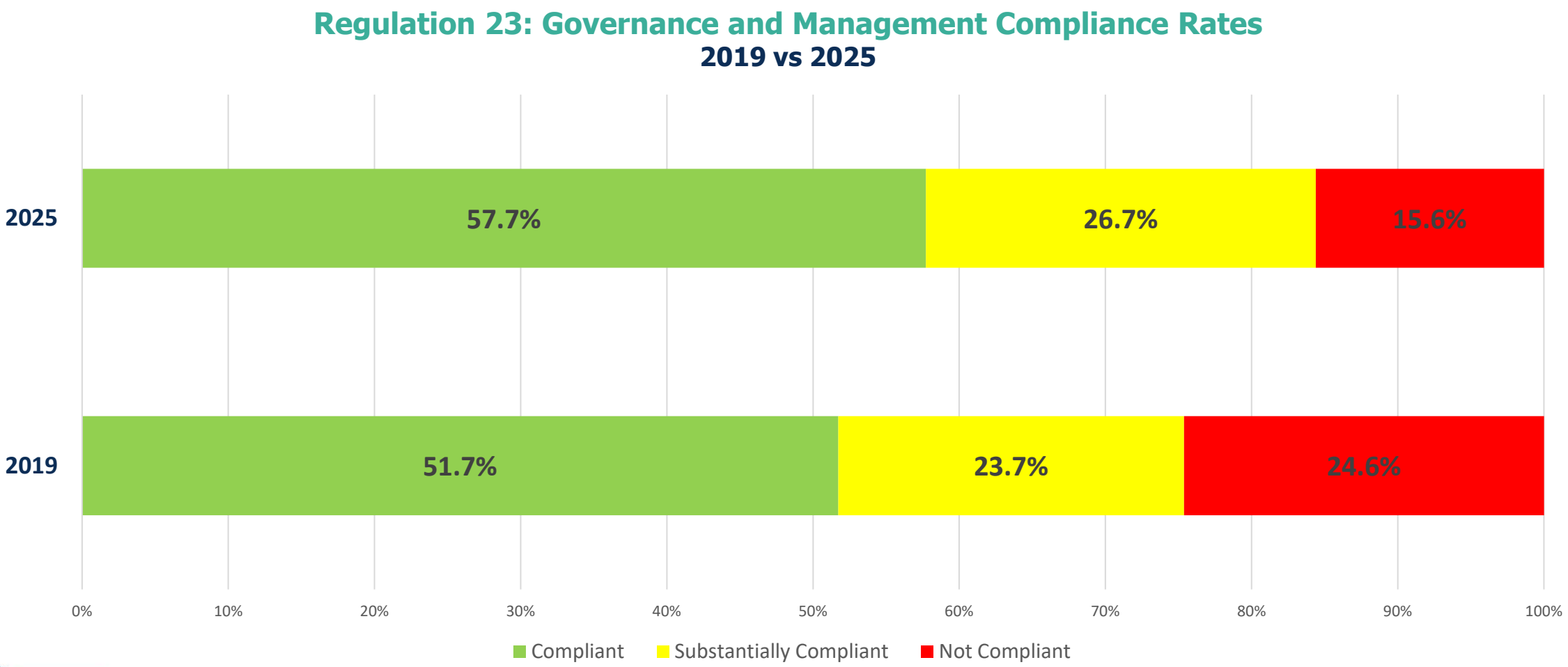


Region	Regional Manager
Region 1	Stevan Orme
Region 2	Sarah Mockler
Region 3	Florence Farrelly
Region 4	Tanya Brady
Region 5	Aonghus Hourihane
Region 6	Aonghus Hourihane
National Disability Children's Team	Conor Brady

Compliance


Overall Compliance Rates
2019 vs 2025
2025
76.4%
15.5%
8.1%
2019
69.4%
19.0%
11.5%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Compliant
Substantially Compliant
Not Compliant

Key regulation – Reg 23: Governance and Management



Key regulation – Reg 23: Governance and Management

- What aspect of Regulation 23 do you think is most non compliant ?

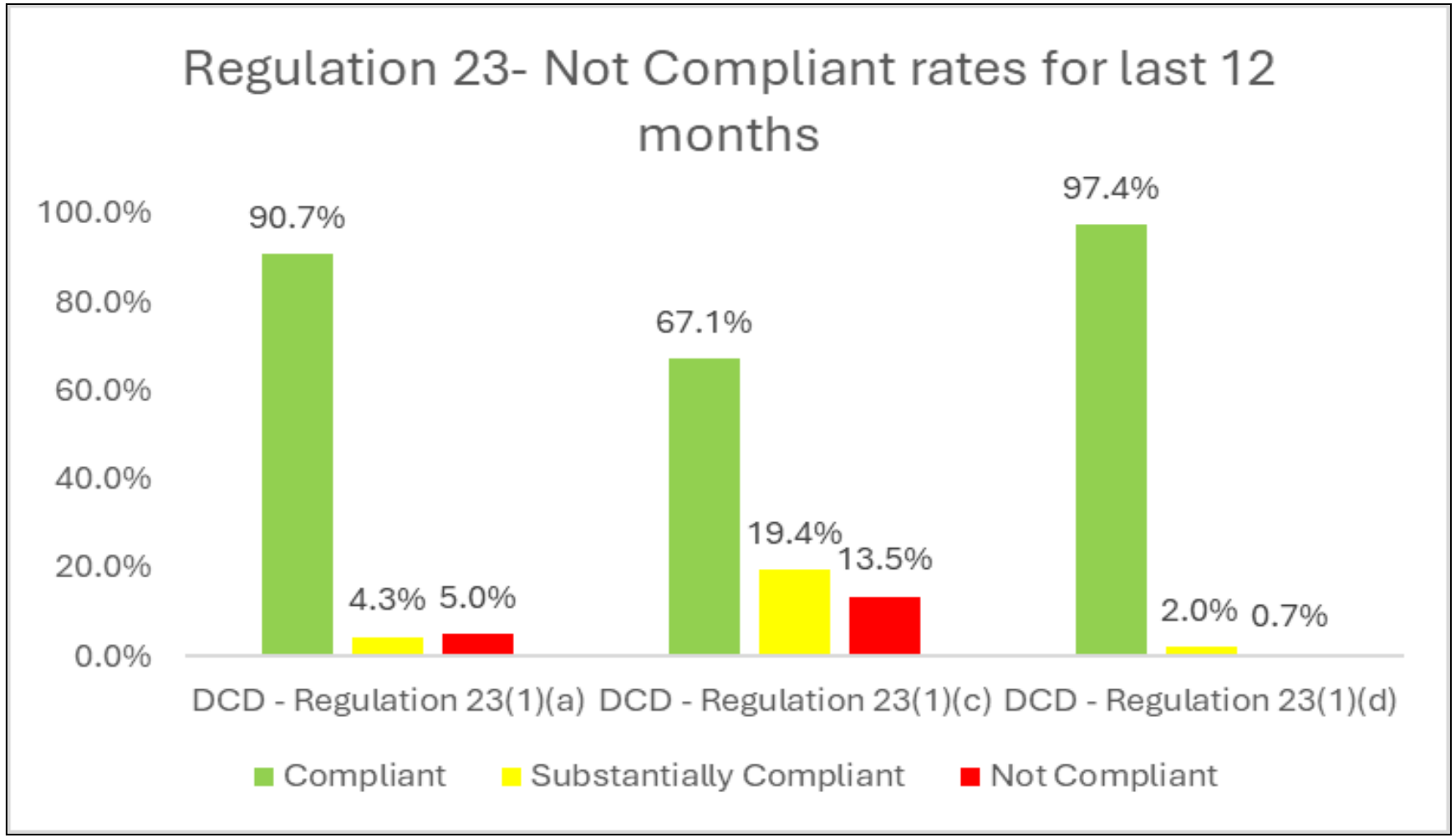
- 23(1)(a) Resourced to ensure the effective delivery of care
- 23(1)(c) Management Systems
- 23(1)(d) Annual review of the quality and safety of care



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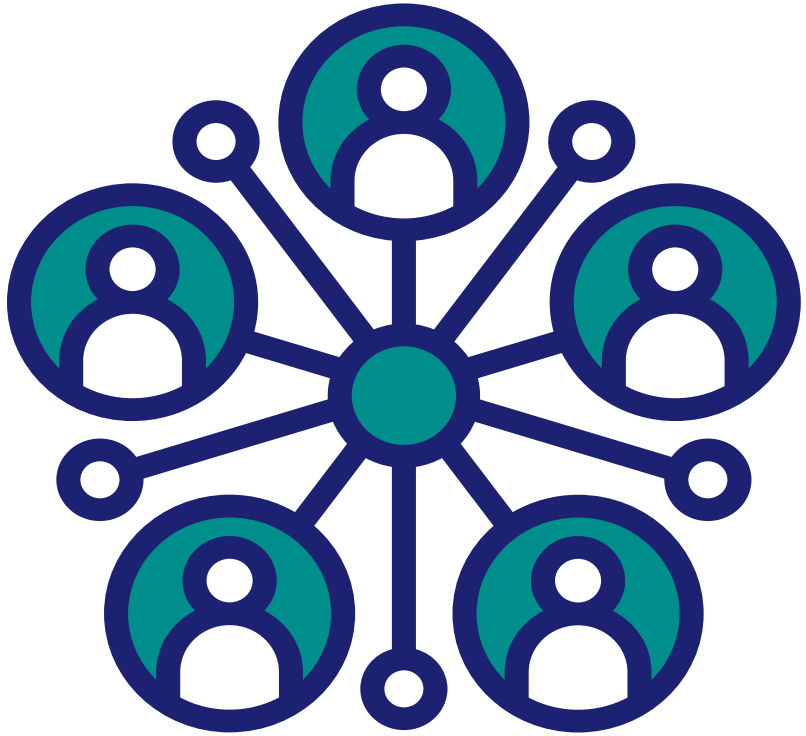
Key regulation – Reg 23: Sub regs - Non compliance



Stakeholder engagement and collaboration

We actively seek information, perspectives and feedback from people using services and important stakeholders including:

- Residents
- Families
- Advocacy Organisations
- Voluntary and Statutory Bodies
- Staff and Managers



How we do this…

- Meeting residents on inspection
- Feedback questionnaires
- Resident Forums
- Provider Forums
- Advocacy agencies
- HSE and TUSLA
- Department meetings



Improving accessibility of information

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Resident Forums Report 2025



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



Inspection Summary

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Dear residents

Recently an inspector from HIQA visited your home Villa Maria.



You may have met an inspector during the visit.

Thank you for having us in your home.



This summary report will tell you about what we found on inspection



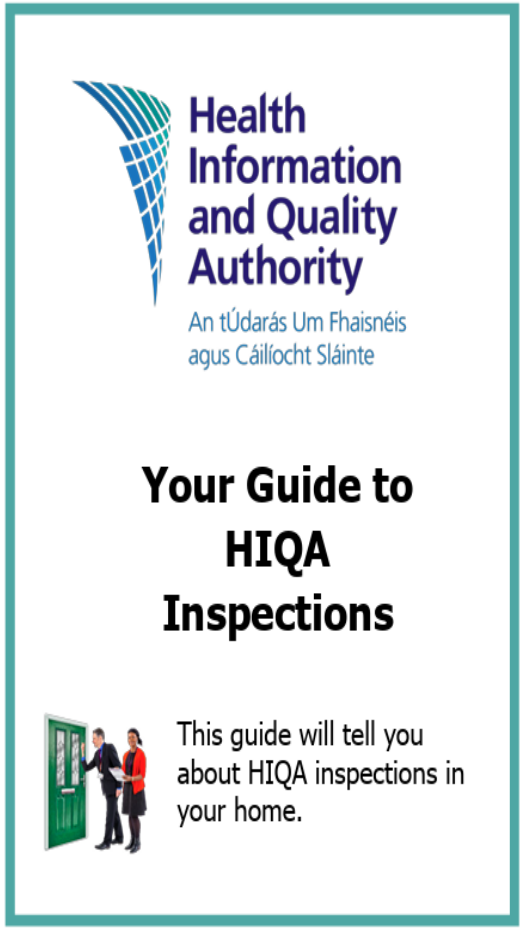
To see the full report, you can check www.higa.ie or ask the person in charge to show you.

Progress creating accessible information





Your Guide to HIQA Inspections in Disability Services video is located here



Resident Forums in Disability Centres 2025

Health Information and Quality Authority

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Please view the 'Resident Forums in Disability Centres 2025' video located here

Regulation of Disability Centres - Children

Responding to a changing disability landscape – National Children Disability Team - 2026

- The Chief Inspector's decision to establish a National Disability Children's Team in March 2026 is a commitment to all children with disabilities to ensure consistency of regulatory approach to ultimately drive safer, better quality care for children using disability services.

- The National Disability Children's Team is responsible for registering, regulating, monitoring and improving services provided to children with disabilities, nationally.

- The National Disability Children's Team will ensure compliance with the Health Act (2007) as well as driving quality improvement and consistency in all other relevant children's and child protection legislation, children's standards, promoting the highest quality of child protection, Children's First, child welfare and child-centred support in designated centres for children with disabilities.



Statutory Role and Remit

Legislation

- Health Act 2007 (as amended)
- Child Care Act, 1991
- Child Care (Amendment) Act 2015
- Child Care (Amendment) Act 2011 (as amended)
- Child and Family Agency Act, 2013
- Children Act, 2001
- National Vetting Bureau Act 2012 to 2016
- Children First Act, 2015
- Protected Disclosures Act 2014



National Guidance

- Children First: National Guidance for the Protection and Welfare of Children (2017) Regulations
- Child Care (Placement of Children in Residential Care) Regulations,1995

HIQA National Standards

- Overarching National Standards for Care and Support of Children using Health and Social Care Services (2025)
- National Standards for Residential Services for Children and Adults with Disabilities (2013).
- The National Standards for Child Protection and Welfare (2012)
- National Standards for Children's Residential Centres (2018).

Putting Children First: An enhanced child-centred regulatory approach

- Assessment-Judgment Framework for designated centres for people with disabilities (Updated 2026)

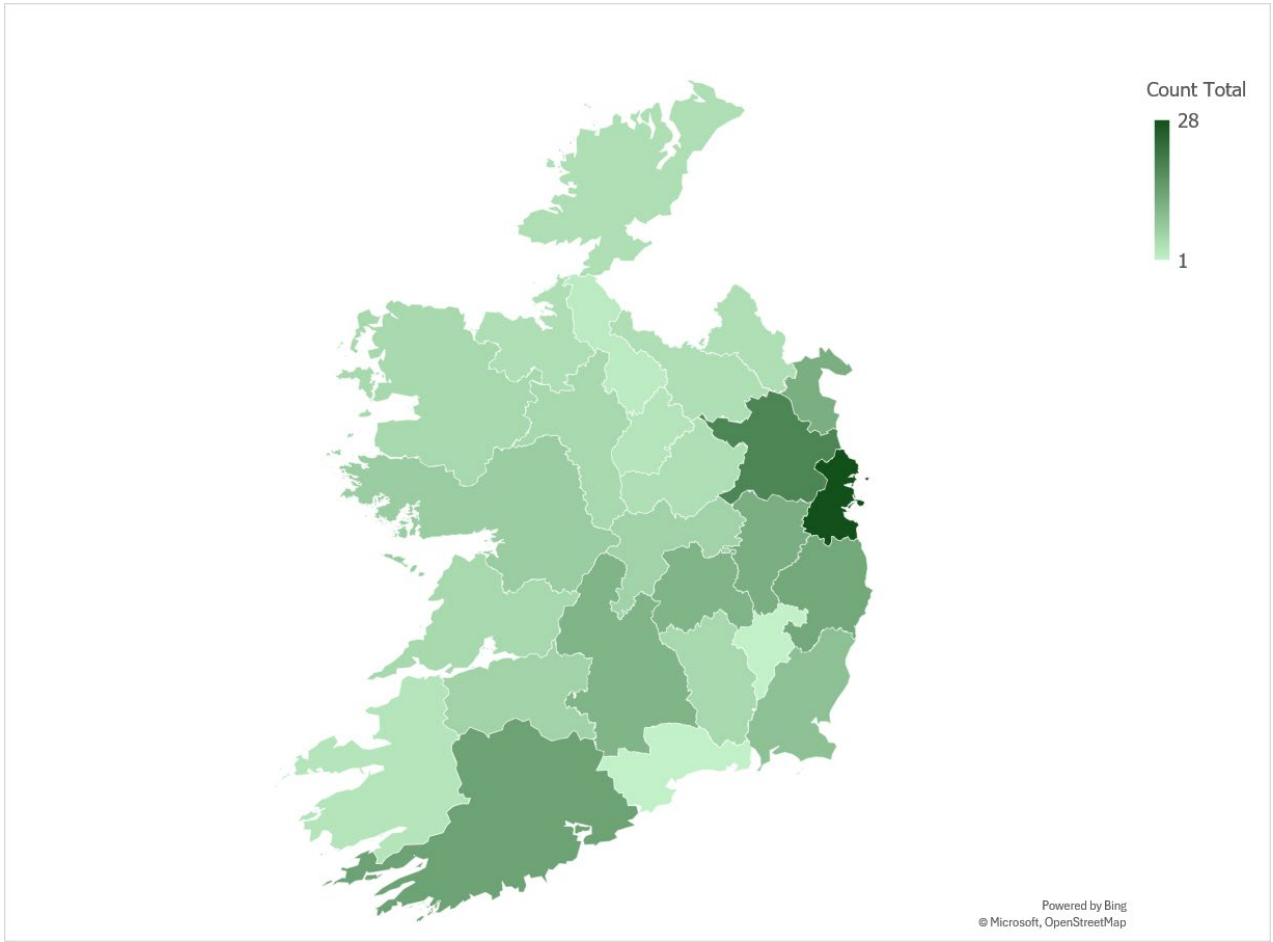
- Guidance for the assessment of designated centres for people with disabilities (Updated 2026) https://www.hiqa.ie/guidance-providers/disability-services/guidance

*The Disability AJF & Guidance Document Sets have been updated to ensure a clearer and more child centred regulatory focus is in place for the regulation of the diverse range of disability centres providing care and support to children and young people, including children in state care.



Geographical Distribution of Designated Centres for Children with Disabilities

County	Count Total
Carlow	1
Cavan	4
Clare	5
Cork	14
Donegal	4
Dublin	28
Galway	7
Kerry	3
Kildare	12
Kilkenny	5
Laois	11
Leitrim	2
Limerick	6
Longford	3
Louth	12
Mayo	5
Meath	19
Monaghan	4
Offaly	6
Roscommon	5
Sligo	4
Tipperary	11
Waterford	1
Westmeath	4
Wexford	9
Wicklow	13



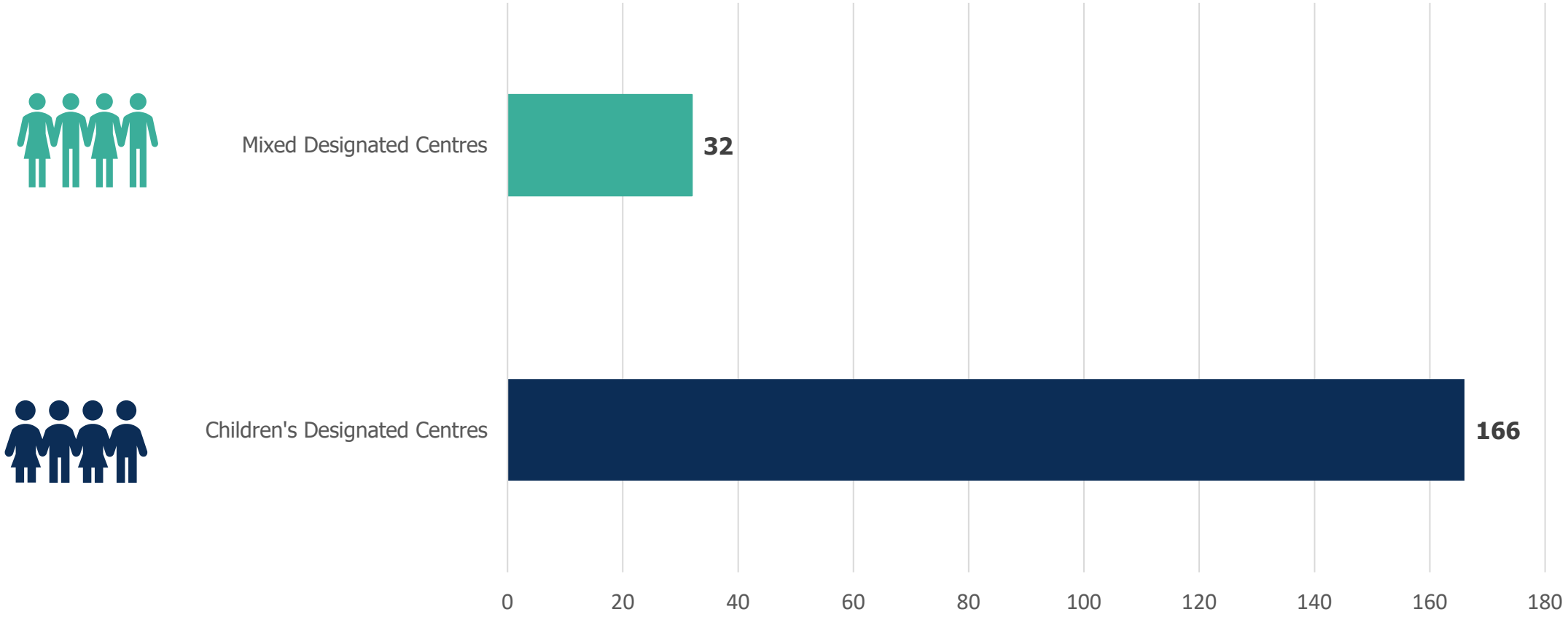


Number of Children/Mixed DCs: **198**

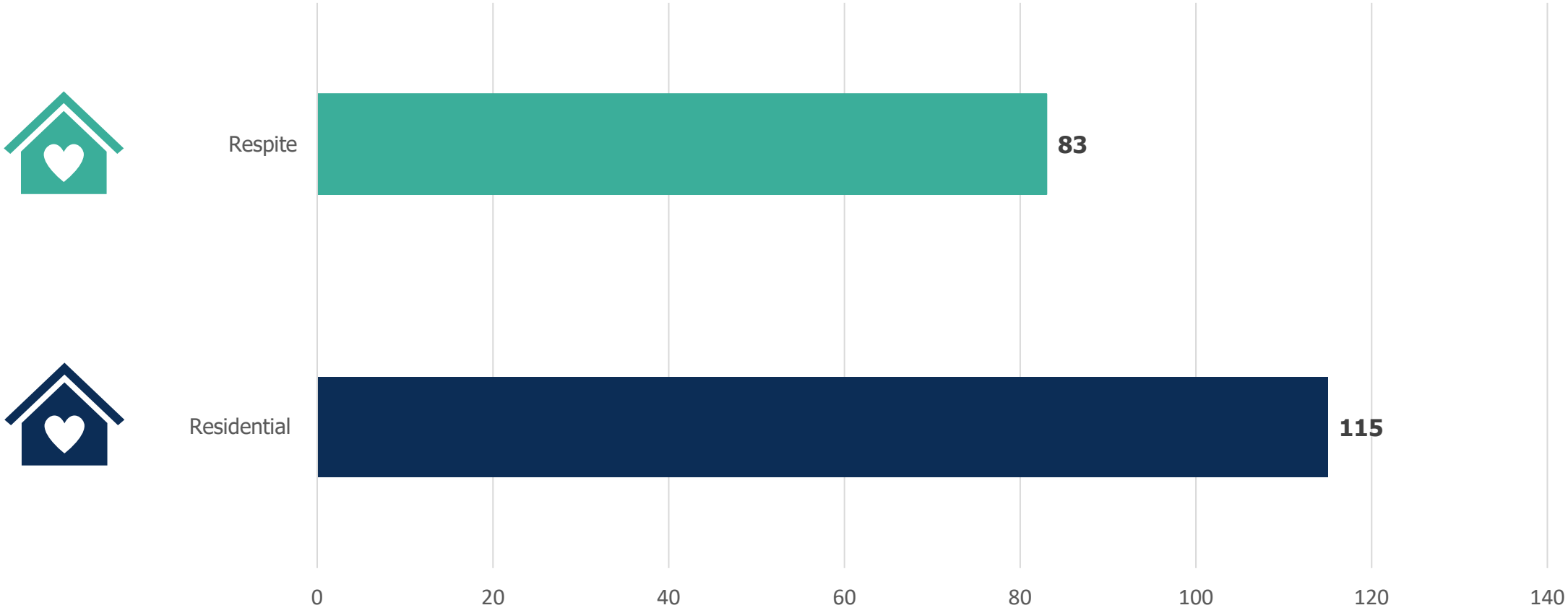
Number of Providers: **48**

Number of New Centres 2026: **25**

Designated centres profile: National Disability Children's Team



Children’s residential and respite profile



Children in Care: Children under care orders placed by Child & Family Agency - Tusla

20 **Providers**

70 **Designated Centres**

TUSLA
An Ghníomhaireacht um Leanaí agus an Teaghlach
Child and Family Agency

HSE

Main Themes: Regulating children's designated centres - an enhanced approach

- Overall children with disabilities and their families are being very well supported by designated centres in the majority of residential and respite centres inspected so far under this new approach. The NDCT are engaging extensively with a high volume of children and young people, their parents and or families, guardians, social workers and guardian ad litems to ensure the 'Voice of the Child' is vividly evident in our inspection findings and inspection reports.

- Registered providers are continually opening new centres in response to the very high demand for children's residential placements. This is often happening in a crises or emergency situation. We are seeing that respite centres are often being impacted by these emergency residential admissions.

- Regulatory challenges for registered providers and or children's centres specifically (based on 2026 compliance data so far) are: governance and management, staffing/staff training and development (child/young person-specific), fire safety, risk management, child protection/safeguarding, care planning, positive behavioural support, management of unplanned/emergency admissions, compatibility of children/young people (age/profile), multi-disciplinary access/involvement/review and appropriate educational access/placements.

Questions?

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The Inspection Process

Úna McDermott, Inspector, Disability Services
Alanna Ní Mhíocháin, Inspector, Disability Services
Conan O'Hara, Inspector, Disability Services
Linda Dowling, Inspector, Disability Services

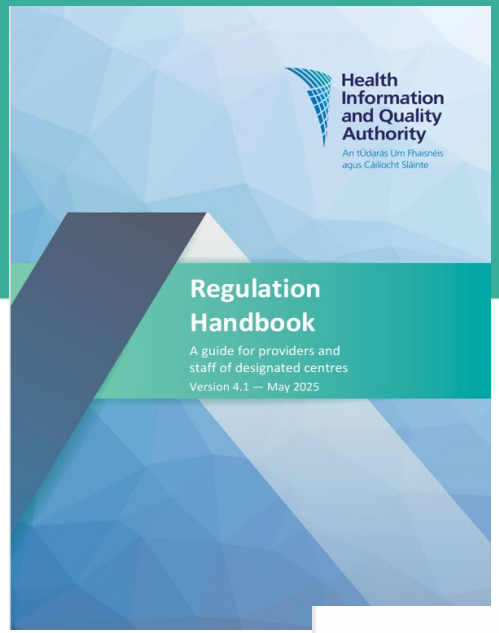


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Introduction

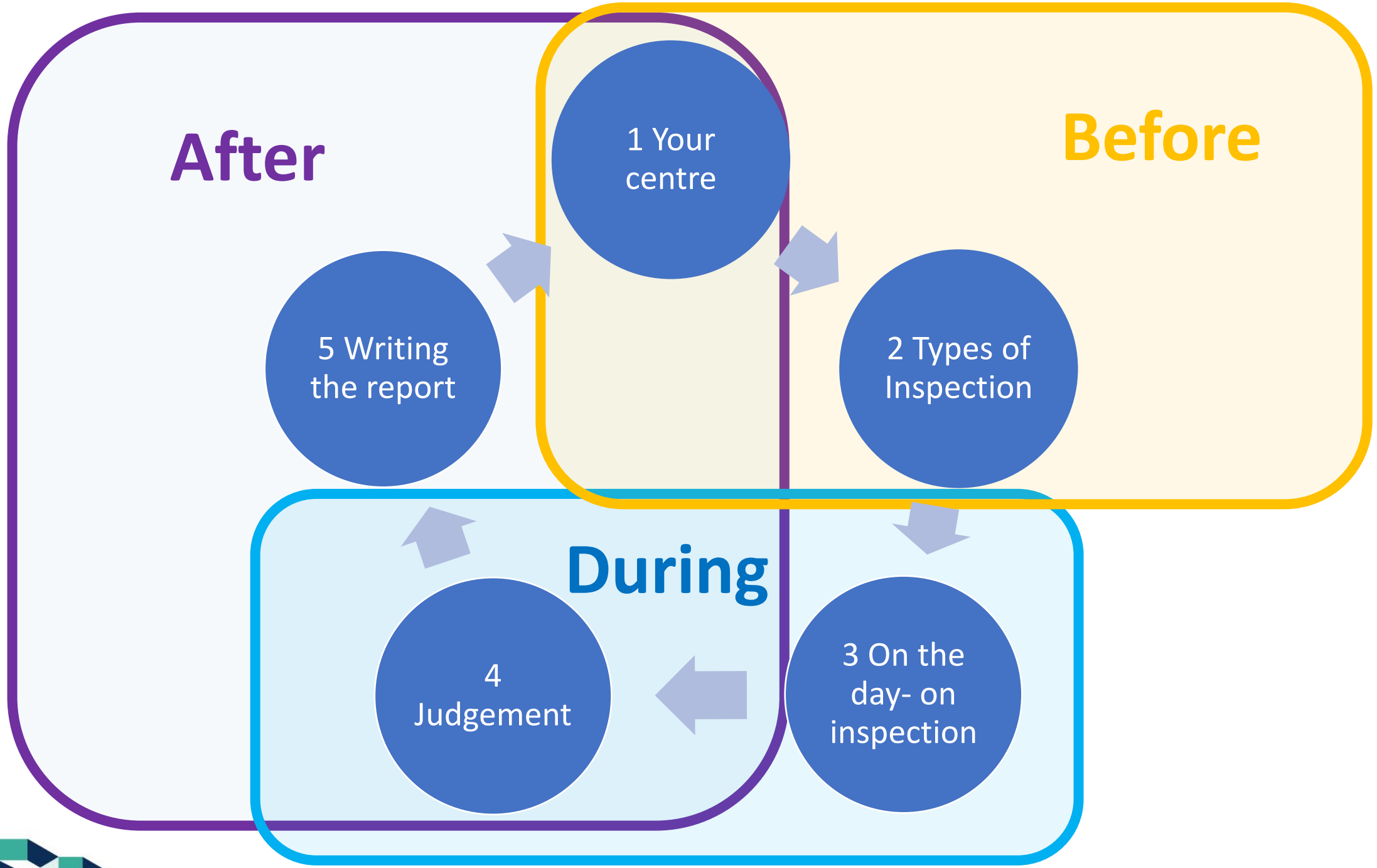
Guidance Documents

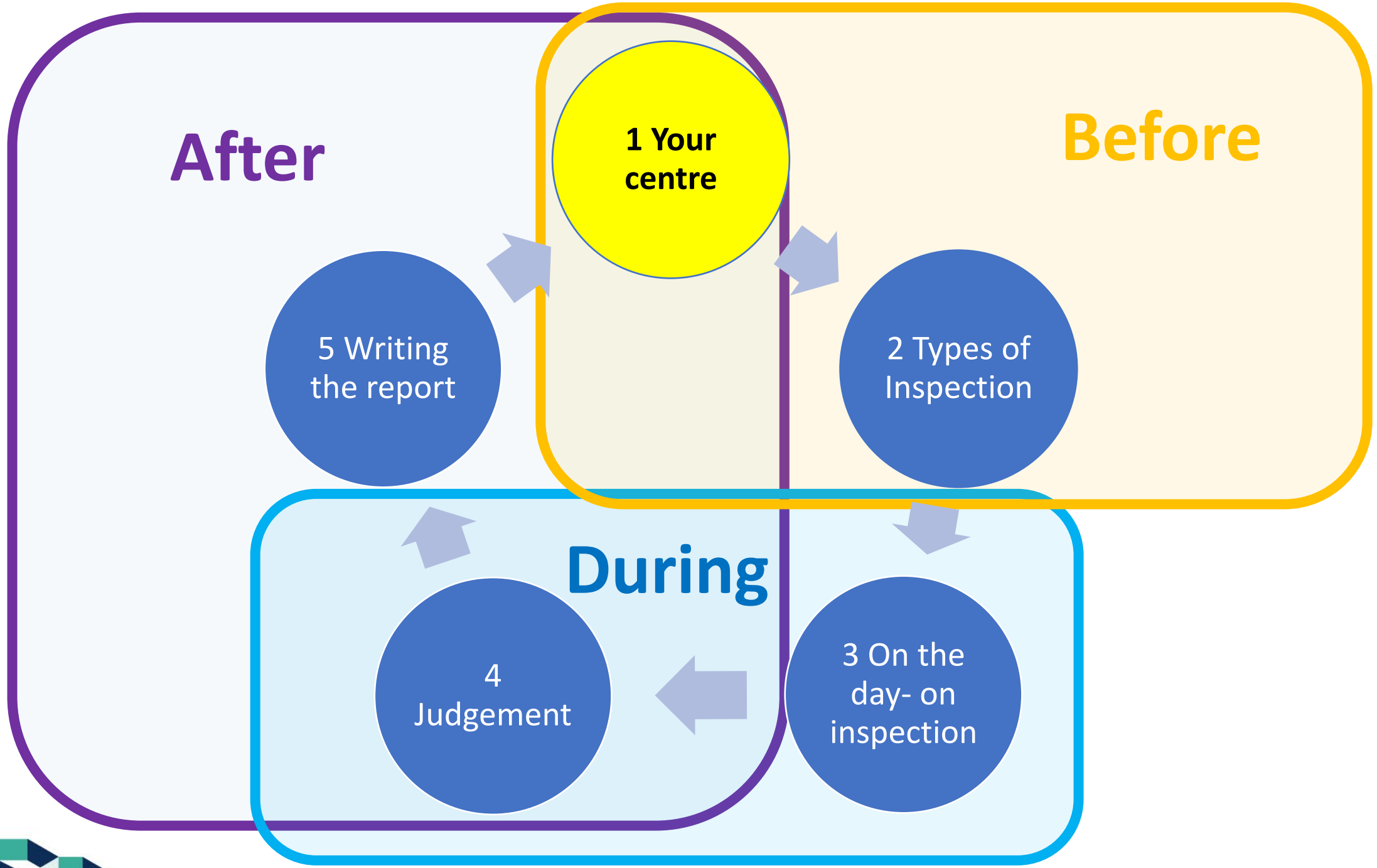
- Regulation Handbook (May 2025)
- Assessment-judgement framework for designated centres for people with disabilities (April 2026)
- Guidance for the assessment of designated centres for people with disabilities (April 2026)








After
Before
During
1 Your centre
2 Types of Inspection
3 On the day- on inspection
4 Judgement
5 Writing the report


After
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Before
5 Writing the report
2 Types of Inspection
During
4 Judgement
3 On the day- on inspection

Your centre

Risk Profile

- Notifications
- UROIs
- Previous Inspections
- Registration renewal documents
- Other



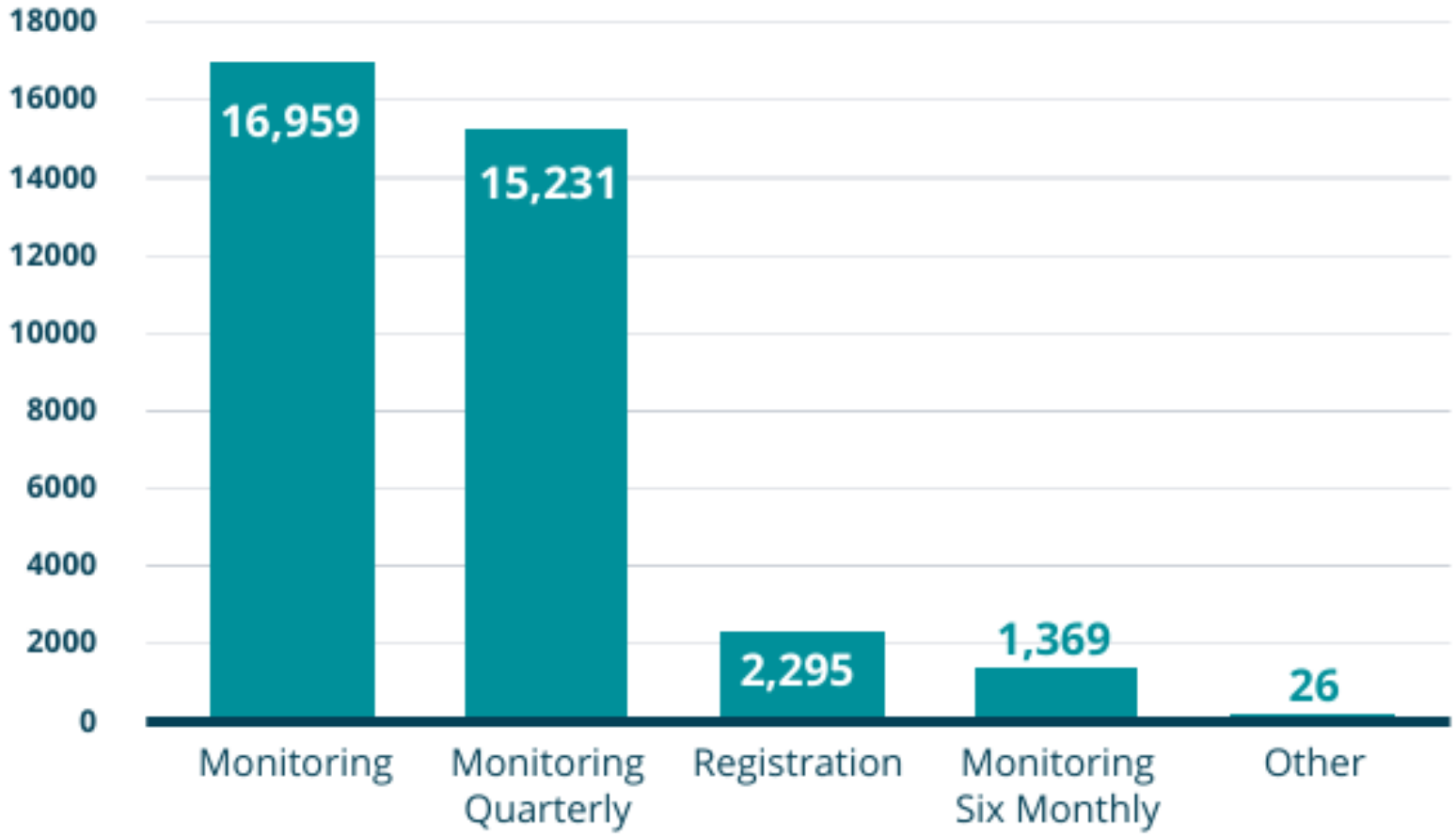
Your centre

Risk Profile

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Figure A6: Regulatory notifications received from services for people with disabilities in 2025 per type



Your centre

Risk Profile

- Notifications
- UROIs
- Previous Inspections
- Registration renewal documents
- Other



Your centre

Risk Profile

- Notifications
- UROIs
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Your centre

Risk Profile

- Notifications
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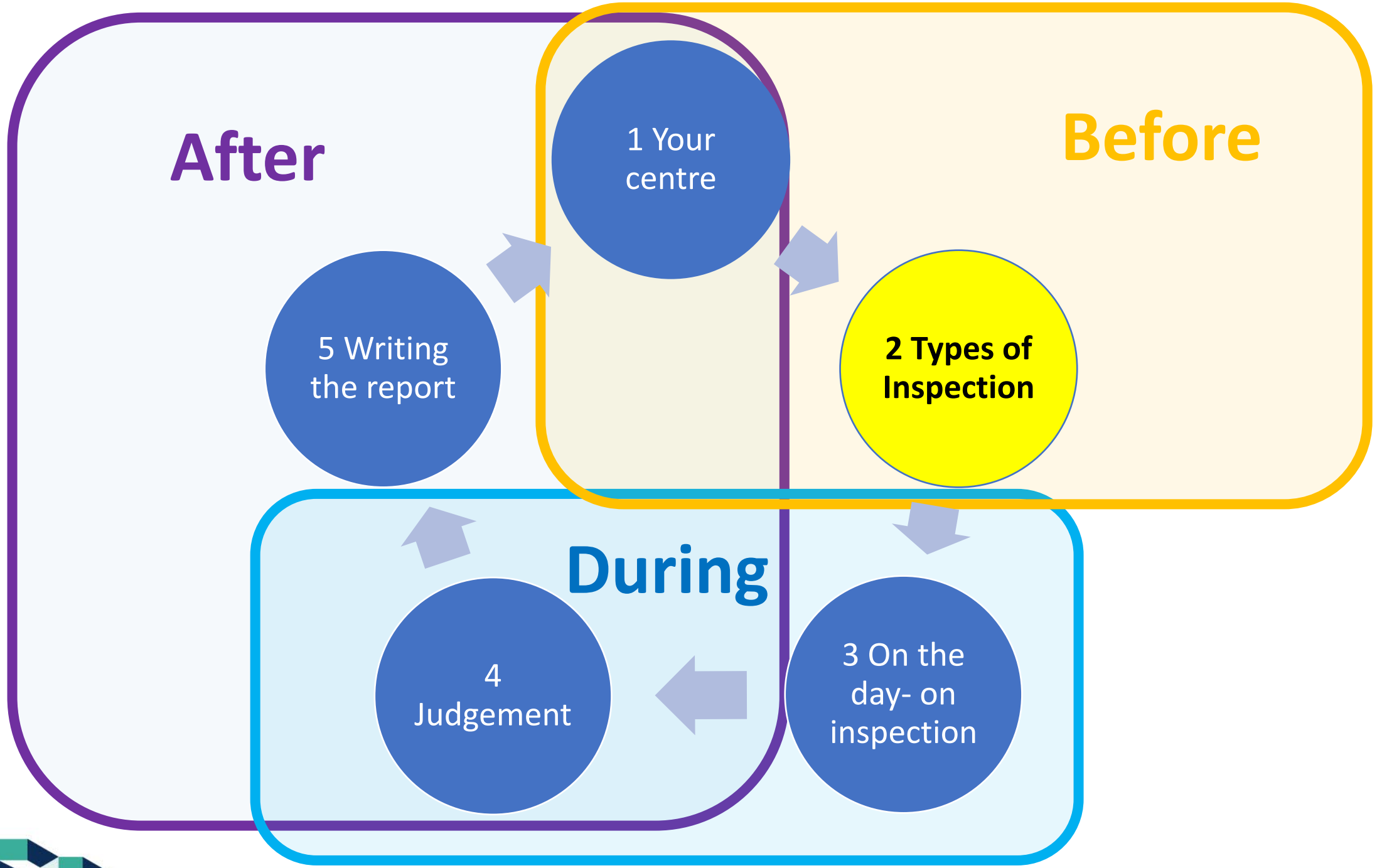


Your centre

Risk Profile

- Notifications
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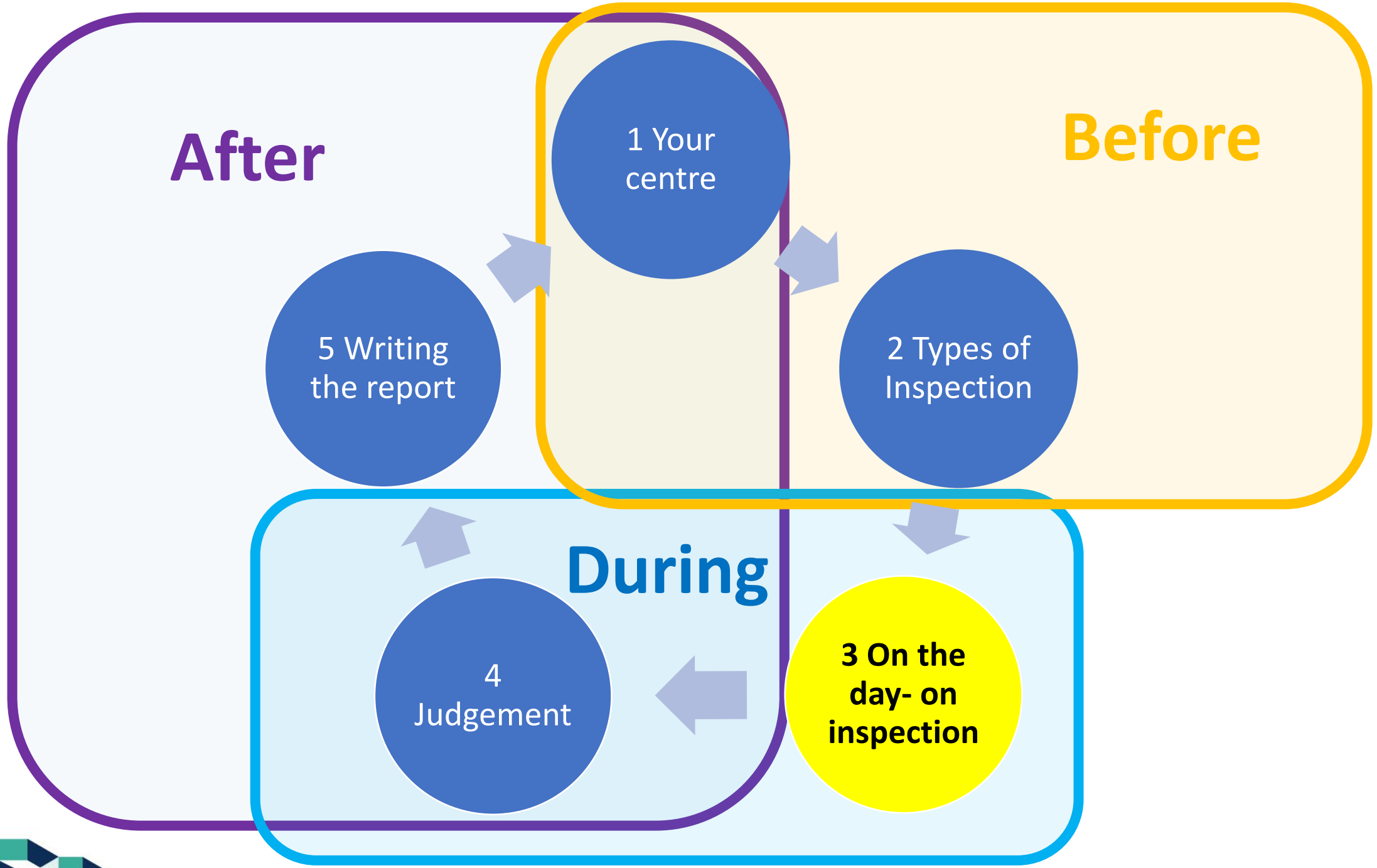



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Types of Inspection:

- Announced
- Unannounced
- Risk
- Adult safeguarding
- Thematic




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During inspection

On the day of inspection, we:



- meet with residents
- hold an opening meeting with the person in charge
- triangulate evidence

- look to see how you are meeting the regulations
- focus on management systems
- look at your centre and how your oversight arrangements work for residents in their home.



Over to you…

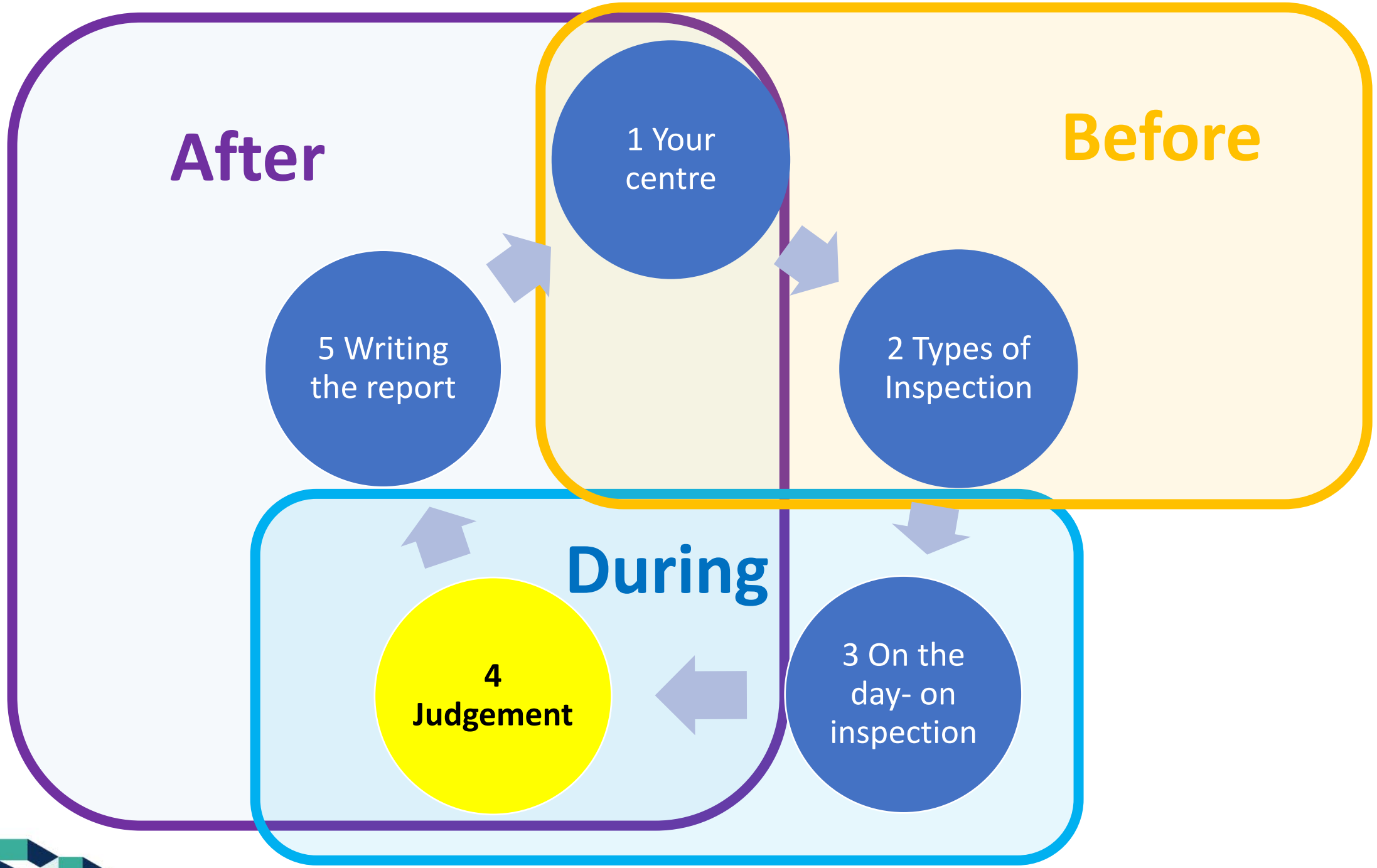
Regulation 23(1)(c):

The registered provider shall ensure that management systems are in place in the designated centre to ensure that the service provided is:

- safe
- appropriate to residents' needs
- consistent
- and effectively monitored



How are you meeting this regulation?

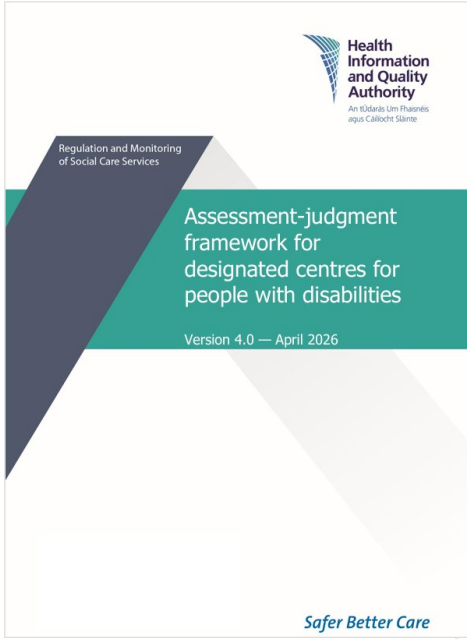

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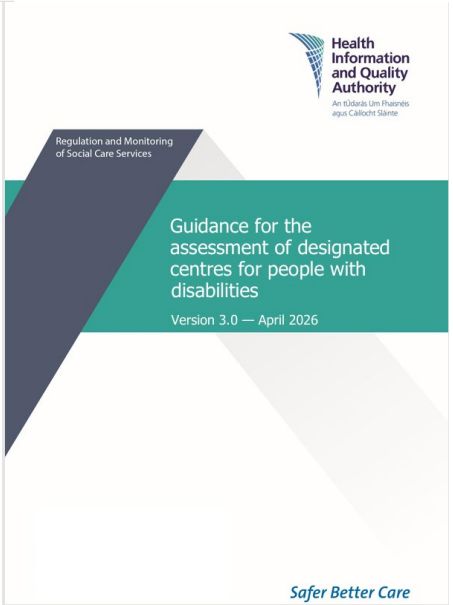
Judgement

We review the evidence gathered

- Assessment-judgement framework for designated centres for people with disabilities (April 2026)

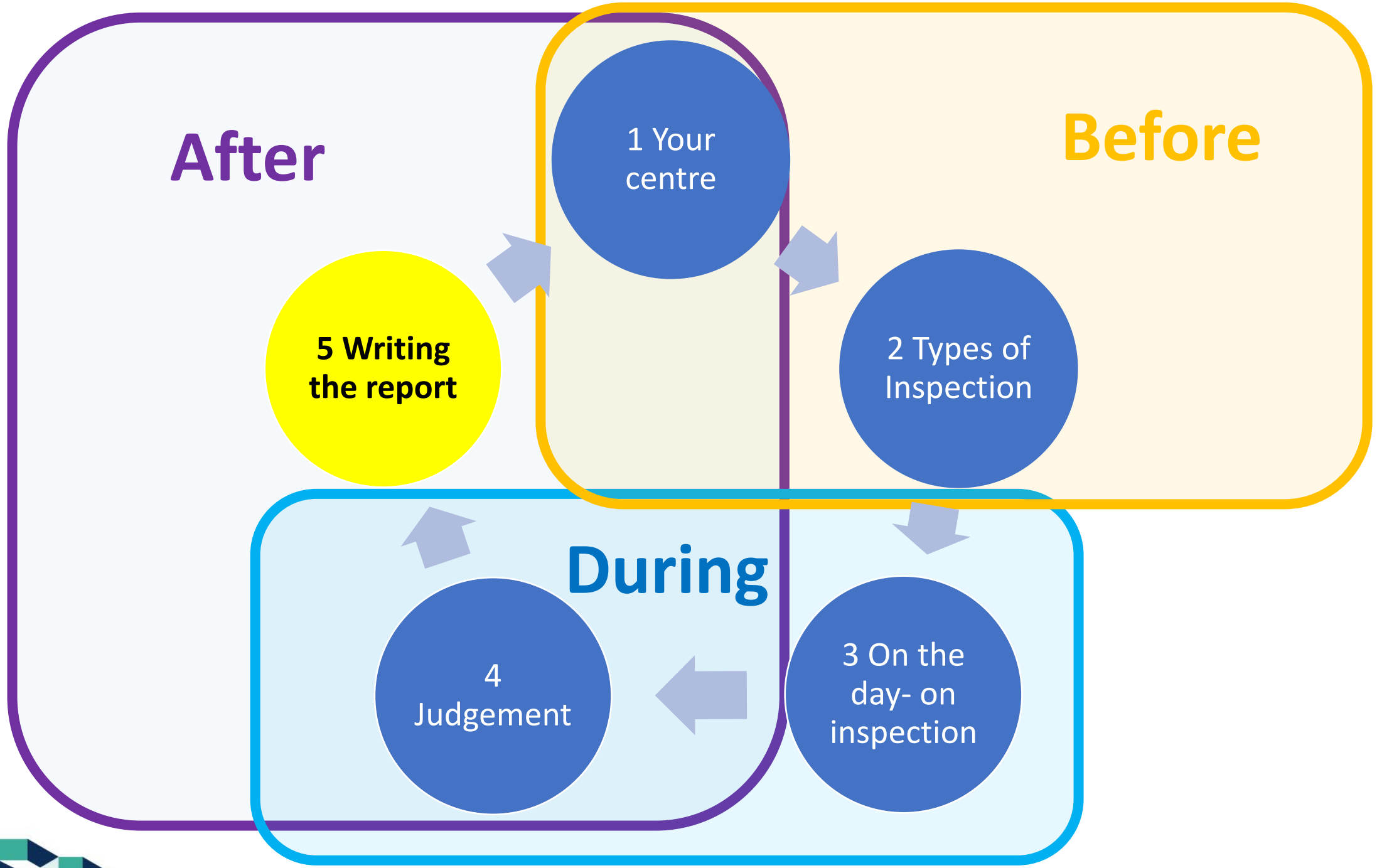
- Guidance for the assessment of designated centres for people with disabilities (April 2026)





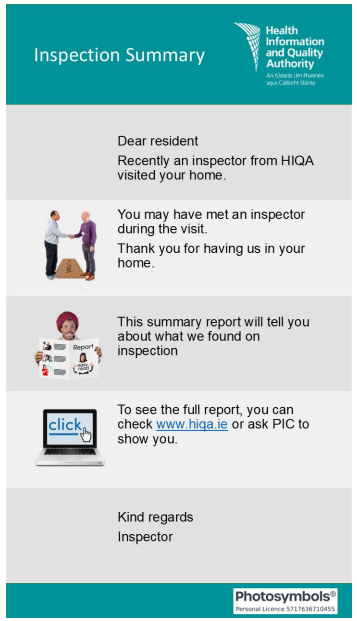


We make proportionate judgements


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The Report

1. Inspector writes the report
2. Quality Check
3. Issued to the provider
4. Feedback
5. Compliance Plan
6. Published / Not Published
7. Easy-to-read report



Inspection Summary

Health Information and Quality Authority

Dear resident

Recently an inspector from HIQA visited your home.

You may have met an inspector during the visit.

Thank you for having us in your home.

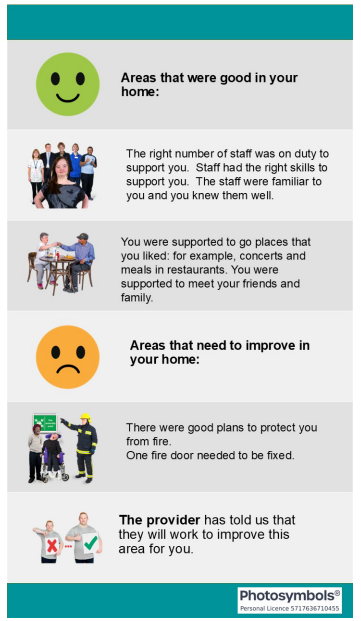
This summary report will tell you about what we found on inspection

To see the full report, you can check www.hiqa.ie or ask PIC to show you.

Kind regards

Inspector

Photosymbols



Areas that were good in your home:

The right number of staff was on duty to support you. Staff had the right skills to support you. The staff were familiar to you and you knew them well.

You were supported to go places that you liked: for example, concerts and meals in restaurants. You were supported to meet your friends and family.

Areas that need to improve in your home:

There were good plans to protect you from fire.
One fire door needed to be fixed.

The provider has told us that they will work to improve this area for you.

Photosymbols

Over to you…

Regulations 9 (2)(e):

The registered provider shall ensure that each resident, in accordance with his or her wishes, age and the nature of his or her disability is:

- consulted, and participates in the organisation of the designated centre.

Regulation 23 (1)(d)(e):

The registered provider shall ensure that:

- there is an annual review of the quality and safety of care and support in the designated centre and that such care and support is in accordance with standards;
- that the review referred to in subparagraph & shall provide for consultation with residents and their representatives

Over to you…

How are you meeting this regulation?

- What is working well in your centre?
- Can you do anything differently?



Questions?

Thank you

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Closing Remarks

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Ciara McShane, Interim Deputy Chief Inspector, Disability Services

