

What actions can be taken

If inspectors find that the residential care centre is not safe or the standards are not being met, there are a number of actions that can be taken in the interests of the residents. These include the following:

- refusing to let it open until it complies with the law and shows how it intends to meet the standards,
- making a recommendation for changes to be made and checking that these are carried out,
- prosecuting for offences under the Health Act 2007. For example, failure to comply with a condition of registration is an offence and
- if inspectors come across a situation which poses an urgent risk to residents, which the owner is unwilling or unable to correct urgently, they can take emergency action to close a residential care centre.

Information for Families

Inspection reports will give factual information about the residential care centre, its location, number of places and general facilities.

Reports will comment on all areas, outlining where standards are good as well as where improvements are required and will make recommendations if necessary. Reports will be fair and will, in as far as possible, reflect the service that is being provided.

Viewing Inspection Reports

Inspection reports will be published on the Authority's website, www.hiqa.ie. They will be published shortly after the inspection.



Contact Us

If you would like further information, contact the Health Information and Quality Authority, Social Services Inspectorate, George's Court, George's Lane, Dublin 7.

Email: inspections@hiqa.ie
or tel: 01 814 7400

Your right to know

Guide to the registration and inspection of residential care settings for older people



Our Role

From 1st July 2009, the Social Services Inspectorate of the Health Information and Quality Authority will be legally responsible for the registration and inspection of all residential care centres for older people (including public, private and voluntary nursing homes).

We will inspect residential care centres to see if they are safe and residents are cared for properly. These centres will only be allowed to open if they are registered. They will be inspected regularly to ensure they are well run.

Inspection reports also provide information to residents, their families, and the general public about the standards of care in individual centres.

The aim of inspection is to support and acknowledge those that provide good and excellent care and to make sure that poor centres are not allowed to operate.

Independence

Inspections are totally independent of the Health Service Executive and private and voluntary nursing homes.

Our inspectors are staff within the Health Information and Quality Authority. The findings published in inspection reports will be based on evidence found on inspection and published without fear or favour.



Inspection, Regulations and Standards

Residential care centres have to be registered before they can offer care. The legislation they must comply with is the Health Act 2007. The Department of Health and Children has published regulations, which set out key aspects of care and safety that the residential care centre must meet.

The Health Information and Quality Authority has developed specific standards. These are called the *National Quality Standards for Residential Care Settings for Older People in Ireland*.

They deal with all aspects of living in residential settings such as residents' rights, management and staffing, and the quality of care provided by the service. These standards and an easy-to-read version of them are available on our website, www.hiqa.ie.

How inspections are carried out

Inspectors will talk with managers, staff and interested people and also talk in confidence with residents and their families who wish to speak to them. Inspectors will focus on the experience of the resident living in the residential care centre and what it is like to live there.

Inspectors will also observe routines, quality of accommodation, food, and other aspects of daily life. Inspectors will always check to make sure information and records they receive or read, or what they observe, is an actual reflection of what occurred.

Following an inspection, a report is produced and published on the Authority's website outlining the findings of the inspection and making recommendations where necessary.

All inspectors have professional qualifications in health or social care and relevant professional experience.