Making a Home

A practical guide to creating a home and moving to the community

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Please note this is a working document and will be periodically reviewed and updated.

We would welcome any comments and feedback on this document and in particular any suggestions as to additional topics, current research or resources to be included in future versions.

Any enquiries or comments can be emailed directly to timetomoveon@hse.ie

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WHY 'MAKING A HOME'

This document has been developed as a resource for service providers and other stakeholders who are supporting people with disabilities to move to their own homes in the community. Mapping the practical steps that may need to be navigated from the time a home is selected through to when the person moves in, essentially the process of *"making a home".* It is not intended to be prescriptive, but designed to be used as a guide and reference tool.

This document is divided into sections that each focus on specific areas that may need to be considered when supporting a person to move into a new home.

Section 1: **Housing, Health & Safety**	• **Housing & Housing Support** • **Building Regulations** • **Fire Safety**
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Each section provides an overview of the key topics to be outlined. There are links provided to the relevant regulations, best practice resources, policies, guidance documents and other useful information and websites.

In the last section, *Additional Resources,* there are a number of checklists which has been developed as a "ready reckoner" to support services to consider and address all the key topics and actions needed when each person is moving. There is also a full reference list and a set of appendices that provide further information and links on topics covered in the document.

Guiding Principles

The person with a disability is at the heart of all decision making and the development of this document is underpinned by three guiding principles:

- o People will be supported to live "ordinary lives in ordinary places"
- o People will be consulted and actively involved in any decisions about their home using a **fully person centred approach**[1]
- o There will be meaningful engagement and communication.

Policy Background

UN Convention on the Rights of People with Disabilities

Ireland has recently ratified the UN Convention on the Rights of People with Disabilities.

Article 19 (a) Living independently and being included in the community, states that:

Parties to the present Convention recognize the equal right of all persons with disabilities to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community, including by ensuring that:

a) Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement;

People with disabilities now have an equal right to access housing and to receive the supports necessary to enable them to live in their own home in the community. A person with a disability may choose to live alone or choose from a variety of arrangements such as sharing with family, host families, friends and/or others who may or may not have a disability.

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[1] The National Framework for Person-Centred Planning in Services for Persons with a Disability: *Person-centred planning supports and enables a person to make informed choices about how they want to live their life, now and in the future. It supports the person to identify their dreams, wishes and goals, and what is required to make those possible.*

Time to Move On from Congregated Settings

The Expert Working Group report *Time to Move On from Congregated Settings: A Strategy for Community Inclusion* was published in 2011 and adopted as policy in 2012. The report defined congregated settings as, *"where ten or more people reside in a single living unit or are campus based".*

The report found that notwithstanding the commitment and initiative of dedicated staff and management, that there were a significant number of people still experiencing institutional living conditions where they lacked basic privacy and dignity, and lived their lives apart from any community and family.

The report recommended a seven year timeframe for the implementation of the policy and made 31 recommendations covering a wide range of issues and identifying a diverse group of stakeholders and responsible bodies. It was envisaged that delivering on the recommended actions could bring about the necessary wide reaching changes to support and drive the implementation of the report findings would enable individuals in congregated settings to transition to homes in the community and live meaningful lives of their choice.

Under the Transforming Lives Programme there is a *Time to Move on* Subgroup with responsibility for:

> *Implementing the initiatives which underpin and enable a new model for residential support in the mainstream community, where people with disabilities are supported to live ordinary lives in ordinary places.*

To date a number of other resources have been developed to help supports the transition of people from congregated settings to new homes in their own community and these include:

- An Easy Read version of the Time to Move On report
- Information sheets on the policy for Families, Staff, Public Representatives, Senior Managers & Board Directors
- Communication Key Messages
- Communication Stakeholder Mapping tool
- **Community Living Transition Planning Toolkit** guides service providers through the process of supporting each person to develop their plan to move into the community.
- **Project Action Plan tool** provides a template for service providers to planning the decongregation of a location and development of a community service
- **Supporting People with Disabilities to Access Appropriate Housing in the Community Guidance document** provides an overview of the process of determining a person's housing preferences , outlines social housing support options and information on the current mechanisms available for securing and accessing accommodation .

All of these resources are available on the Time to Move on webpage www.hse.ie/timetomoveon

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Section 1:
Housing, Health & Safety

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Housing, Health & Safety

In this section an overview of the housing sector is provided. An outline is given of the role of the statutory and voluntary bodies who are working to support or provide housing for people with disabilities. This section also identifies the building and fire safety regulations that apply in different housing arrangements.

Housing and Housing Support

There are many ways a person with a disability moving from a congregated setting can access housing. The *Time To Move On* document, *Supporting People with Disabilities to Access Appropriate Housing in the Community* provides information on the current options, processes and mechanisms associated with securing accommodation that might be relevant for people transitioning from a congregated setting. It includes information on determining a person's housing preference and the various social housing support options that are available.

Housing options include private rented, social housing schemes, local authority housing, and purchased or new build housing. It is important that the individuals who are directly supporting people with disabilities are also working together with those responsible for the provision of housing, in order to achieve the best outcome for the person.

Supporting People with Disabilities to Access Appropriate Housing in The Community
https://www.hse.ie/eng/services/list/4/disability/congregatedsettings/guidancedoconhousingoptions.pdf

THINGS TO CONSIDER:
The type of home arrangement a person has will have an impact on their financial and legal affairs. For example, will the person pay rent or a long stay residential charge? Will the person hold a **tenancy**, **home-share** with others or be a **resident** in a registered home? The implications of each type of arrangement are discussed in Sections 4, 5 & 6.

There are a number of agencies that provide housing or housing and housing support. The role of each of these is detailed briefly below.

THE HOUSING AGENCY

The Housing Agency is the government which leads and project manages the implementation of the National Housing Strategy for People with Disabilities. The Housing Agency supports the following organisations in their housing functions:

- Local Authorities
- Approved Housing Bodies
- Department of Housing, Planning, and Local Government.

The Housing Agency has developed a number of resources which provide useful information on housing options, many of which are available in plain English or easy read format. These include:

- A Guide to Housing Options available through local authorities
- A Guide to completing a Social Housing Support application form
- National Guidelines for the Assessment and Allocation Process for Housing Provision for People with a Disability (for use by the local authorities).

All of these documents can be accessed on the webpage. https://www.housingagency.ie/our-services/housing-supply-services/national-housing-strategy-for-people-with-a-disabi/guides.aspx

DEPARTMENT OF HOUSING, PLANNING AND LOCAL GOVERNMENT (DHPLG)

The DHPLG is responsible for ensuring there is good quality housing for the population in sustainable communities.

The DHPLG work to enable local authorities and developers to plan and build better houses for people to live in. The DHPLG work in collaboration with other public, private and voluntary bodies to:

- Provide social housing supports for people who cannot afford to provide a home for themselves.
- Ensure that the building of dwellings is to the highest standards and is built in areas where it is needed.
- Improve the quality of rented housing and strengthening tenant and landlord protection.
- Provide housing support for vulnerable people.

LOCAL AUTHORITIES

Local Authorities also referred to and known as County and City Councils, are responsible for the provision of social housing in their geographical area in their designated role as a housing authority. All Local Authorities have application criteria for social housing and maintain waiting lists. Further information and contact details for the local authorities are available at

https://www.housing.gov.ie/local-government/administration/local-authorities/local-authorities

APPROVED HOUSING BODIES (AHBS)

Approved Housing Bodies are independent, not-for-profit organisations that provide affordable rented housing for people who are eligible for social housing. The AHBs, which are also called housing associations or voluntary housing associations, work closely with local authorities to meet the housing needs of people on the social housing waiting list.

In 2016, AHBs were brought under the remit of the Residential Tenancies Board (RTB). AHBs now have the same rights and obligations as private landlords and their tenants have the same rights and obligations as private tenants, with some exceptions. All AHB tenancies must now be registered with the RTB.

Some AHBs work in a number of local authority areas and support people with a range of different support needs, whilst others focus on supporting particular groups such as older people and/or operate only in specific geographical areas.

For more information see:

Approved Housing Bodies Register: https://www.housing.gov.ie/housing/social-housing/voluntary-and-cooperative-housing/register-housing-bodies-approved-status

THE IRISH COUNCIL FOR SOCIAL HOUSING (ICSH)

The ICSH is a national organisation representing over 270 of the Housing Associations that operate across Ireland. The ICSH encourages and assists in the development of a range of social housing services. This complements the role of the Local Housing Authorities and meets the different and changing needs of various groups of the population such as the elderly, homeless, people with disabilities or families on low incomes.

As a representative organisation, the ICSH works with statutory and other voluntary organisations to identify and streamline mechanisms to promote social housing in relieving housing need in Ireland through policy development and analysis. The ICSH holds a register of approved voluntary housing bodies they represent which can be viewed at the following link:

https://www.icsh.ie/ and https://www.housing.gov.ie/housing/social-housing/voluntary-and-cooperative-housing/register-housing-bodies-approved-status

HEALTH SERVICE EXECUTIVE (HSE)

THE HSE is responsible for the providing healthcare and social supports for people with a disability. The responsibility for the planning and housing primarily rests with the Department of Housing (DHPLG). However in 2016, €100 million was allocated to the HSE over a number of years, to provide housing to support the transition of residents from congregated settings.   This approach recognised that the HSE and service providers have significant expertise in supporting people with disabilities and are well placed to focus on meeting the housing needs of some of the people moving from the congregated settings.

To date, the disability capital funding has been allocated to enable residents to transition from a number of priority sites. These are specific locations where there is an urgent need to decongregate, as they are unsuitable as residential homes.

PRIVATE RENTAL OR PURCHASE

Private rental or the purchase of a home may be an option for some people. Property websites, auctioneers and estate agents are the main ways of finding property for sale and for rent. There is a public register of auctioneers and estate agents on the website of the Property Services Regulatory Authority. Further information is available at:

http://www.psr.ie/website/npsra/npsraweb.nsf/page/publicregister-en

The Institute of Professional Auctioneers and Valuers (IPAV) is a representative body for auctioneers, valuers and estate agents in Ireland. They can provide information on the individuals and companies operating in a particular area.

 Institute of Professional Auctioneers and Valuers: https://www.ipav.ie/

THINGS TO CONSIDER:
It can be useful to develop a rapport with the local estate agents who will be able to advise on existing properties and provide information on emerging developments and new properties coming to the market.

NURSING HOMES

In some cases, in line with personal choice, it may be appropriate that a person is supported to move to a Nursing Home.   In order to avail of "state support", where the state pays a contribution towards the person's cost of care in a nursing home, an application must be made under the Nursing Home Support Scheme (NHSS).

Further information on the Nursing Home Support Scheme and guidance on choosing a Nursing Homes are given in Appendix 1. See also www.hse.ie/nhss

Building Regulations

The Building Regulations[2] are the legal requirements governing the design and construction of new buildings, extensions and material alterations to, and certain changes of use of, existing buildings. All new dwellings must be designed to and comply with the Building Regulations, as they apply.

Compliance is not required retrospectively in properties developed or built before any change in the regulations. However where a property being considered for purchase will require building works or permission for a change of use, service providers and those involved in the acquisition of the house will need to ensure this is achieved in compliance with the Building Regulations.

PART M OF THE BUILDING REGULATIONS

Part M of the building regulations deals with Access and Use and provides technical guidance on the minimum level of provision to comply with the regulations. The minimum requirement states that dwellings are suitable for visiting , but not fully accessible, for people with disabilities. Therefore, while a property may comply with the Regulations it is not a guarantee that a dwelling will be suitable as a home for a person with a particular disability or that the dwelling will meet the changing needs of someone as they age.

Part M also states that: 'those involved in the design and construction of buildings should also have regard to the design philosophy of Universal Design and consider making additional provisions where practicable and appropriate'. The principals of universal design are outlined in more detail in Section 2, Planning and Design.

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[2] The design and construction of buildings is regulated under the Building Control Acts 1990 to 2014, in order to ensure the safety of people within the built environment- Department of Housing, Planning and Local Government

Fire Safety

Fire safety is critical in any home and the key regulations and code of practice that specifically relate to the design, equipping and fire safety. The requirements are different depending on whether it is a rental property, ordinary domestic home, a residential community home or a residential setting classified as an institutional building are detailed below. More general information is provided in relation to day to day fire safety practice In *Section 6: House to Home*.

FIRE SAFETY IN DESIGNATED CENTRES

Any residential home registered and inspected by HIQA as a designated centre[3] must be compliant with *Regulation 28 (Fire Precautions) of the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations, 2013*. Regulation 28 covers all aspects of fire safety management including equipment, precautions, training and fire drills.

As the fire safety measures prescribed in the Regulations will be applicable in most community homes, service providers are advised to work closely with HIQA to ensure the accommodation will meet the necessary standards.

FIRE SAFETY IN COMMUNITY DWELLING HOUSES: CODE OF PRACTICE FOR FIRE SAFETY IN NEW AND EXISTING COMMUNITY DWELLING HOUSES

In 2017, a new Code of Practice for Fire Safety in Community Dwellings was introduced. This included a new classification of building referred to as a Community Dwelling, which is defined as:

> *A dwelling house with a maximum of 8 bedrooms which may have no more than one storey, the floor level of which is more than 4.5m above ground level occupied as a group home, under the management of a statutory or voluntary organization providing supported living and residential services.*

HIQA have worked closely with the DHPLG and the HSE on the Code of Practice for Fire Safety in Community Dwellings, to ensure there is no conflict between this Code and the Regulation.

See Appendix 2 for more information.

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[3] Some homes have private rental arrangements with a long term lease between the landlord and the service provider. The leases secure the homes for at least 3 years, which enables the properties to be registered as designated centres.

FIRE SAFETY IN RENTED ACCOMMODATION

It is the responsibility of all landlords, public or private, to ensure their properties meet the standards and regulations for fire safety in rental properties. It is the responsibility of local authorities to ensure rental properties are compliant with the minimum fire safety standards, through the inspection of premises.

Where a private rental property is registered as a designated centre, the regulations applicable for designated centres as noted in the section above *Fire Safety in Designated Centres,* will apply. In most cases this will require fire safety measures within the accommodation to be upgraded. Service providers are advised to work closely with HIQA to ensure the accommodation meets the necessary standards for registration.

Section 2 Home Design and Home Planning	• Home Design • Fit out, fixtures & fittings • Assistive Technology for the Home • Smart phone, tablet/pc and software apps

Home Design and Home Planning

This section examines the design of homes for people moving from congregated settings, covering design principles and other key considerations when exploring the suitability of housing options.

Home Design

Universal Design

The Centre for Excellence in Universal Design (CEUD) was established by the National Disability Authority (NDA) in 2007. The Centre is dedicated to promoting the principle of universal access, enabling people in Ireland to participate in a society that takes account of human difference and to interact with their environment to the best of their ability.

> *Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people, regardless of their age, size or disability. This includes public places in the built environment such as buildings, streets or spaces that the public have access to; products and services provided in those places; and systems that are available including information and communications technology (ICT). (Disability Act, 2005)*

CEUD have produced '*Universal Design Guidelines for Homes in Ireland*', to guide design decisions that will help ensure spaces are easier for everyone to use and support changing needs:

The guidelines are not intended to be overly prescriptive, but provide a flexible framework for designers to apply the guidelines creatively to all new home types through incremental steps described as **UD Homes** and **UD Homes ⊕**. Although the guidelines enhance quality of life for everyone in their homes, they would not necessarily meet every need to accommodate an individual's personal factors, circumstance or choice. Therefore **UD Home ⊕ ⊕** Guidance and design tips are also provided to raise awareness and assist in person-centred design.

For people transitioning from congregated settings, features of Universal Design can be considered when assessing properties as potential homes include:

- Space near entrances for accessible car-parking and a drop-off space for a person in a wheelchair, an older person or a person with visual difficulties
- Level thresholds at doorways for simple, easy movement and ease of cleaning and maintenance
- Wide front door and internal doors for ease of movement for all
- More spacious entrances and hallways for multipurpose uses and ease of movement within the home
- Reinforced walls and ceilings as 'hard-spots' around the toilet, shower and bath to support the easy installation of handrail and drop down supports as required
- A toilet at entrance floor level that can adapt to a shower room
- Enough space in a bedroom for easy manoeuvring and access to an adjacent bathroom
- Sockets, light switches and window sills at levels that are within each reach and view for everyone.

Universal Design: House Design Templates

There are a number of house design templates available for viewing to inform the development and design of homes. The templates demonstrate how different design and configuration options can meet the fire safety, building and disability residential regulations and also ensure the person can live well in an ordinary community home both now and into the future.

The principles of Universal Design support planning in terms of layout and spatial considerations. In section 5 of the 'Universal Design Guidelines for Homes in Ireland' there are examples of floor plans for different types of housing, including two-storey semi-detached homes, detached homes, bungalows and apartments.

These plans demonstrate how the universal design guidelines can be applied at basic UD level, UD + and UD ++ levels and different versions outline how a change in the UD level will impact on the house design.

http://universaldesign.ie/Web-Content-/Section-3-Spaces-for-Living.pdf

http://universaldesign.ie/Web-Content-/Section-5-Universal-Design-Home-Types-Floor-Plan-Examples.pdf

THINGS TO CONSIDER:

Universal design principles provide a good baseline for reviewing potential properties. Any property that does not meet the guidelines or have certain features may require adaptations that will significantly add to the overall cost of the property.

Person-Centred Design

When a home is being designed or adapted to meet a person's particular needs and choices, ideally the person will be involved at all stages of the decision making process. Taking a person-centred approach to housing will ensure that people are being listened to and are kept at the heart of all decision-making.

Further information on person-centred design and details on a number of projects that have used this approach are included in Appendix 4.

Specialised Design Requirements

When a person has particular support needs and/or physical requirements they may benefit from having specific features in their home that are additional to those identified in the general universal design principles. The CEUD has developed further guidance on designing homes for people with specific support needs including:

- Dementia Specific
- People with a Disability and Sight Loss
- Low Sensory Environments
- Adults with Autism
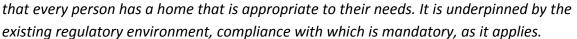- Future Proofing /Changing Needs
- People with mobility aids.

Links to all of these CEUD guides and further information on design solutions for specific support needs from a number of other sources are available in Appendix 4.

Home Design Guidelines

There are a number of resources available that provide advice on house layout, internal and external design and equipping.

Housing for All: The Housing Agency has developed a website which provides key information on designing housing to meet the needs of all people.   The aim of the website is to provide a "roadmap" which:

provides a pathway towards the information required to make informed decisions about better design, and to enable you to easily understand and access, in a structured way, the standards and guidance required to ensure that every person has a home that is appropriate to their needs. It is underpinned by the existing regulatory environment, compliance with which is mandatory, as it applies.

Every housing design project is unique with its own context and requirements. Some homes are designed to meet the needs of a specific client whilst others are designed as part of larger developments where the final occupant is unknown. .... The ideas, concepts and guidance on how to design homes that can be best used and enjoyed by their occupants have developed over time and include a regulatory framework and wide range of terms, concepts and guidance that is both general and specifically aimed at individuals with specific needs.

The website includes a number of links and resources including:

- *Guidance on adapting … or designing a new home for a person with a disability*
- *Guidance on designing homes to Universal Design standards*
- *Design guidance that addresses specific needs, including guidance on designing:*
  - *wheelchair accessible housing*
  - *housing to suit older people*
  - *for people with dementia*
  - *for people who have a sensory impairment*
  - *for people with a mental health condition*
  - *for people who have autism*
- *Guidance on the use of assistive technology*
- *Commonly used design terms and concepts*
- *Links to additional information, guidance and case studies .*

The full roadmap can be downloaded from the website: http://housingforall.ie/wp-content/uploads/2018/10/Designing-Housing-to-meet-the-needs-of-all-October-2018-Web.pdf

The CEUD's report **Universal Design Guidelines for Homes in Ireland** provides guidance on specific rooms in the house/apartment with a view to ensuring that there is enough clear, unobstructed space for movement and activity. There are also useful tips in relation to the fit out of rooms, safety features and ease of use. In particular, Section Three provides guidance on:

- Kitchen layout, safety and ease of use
- Kitchen furniture and fittings
- Bathroom fittings and fixtures
- Lighting heating and storage and utility spaces.

For more information please see:

http://universaldesign.ie/Web-Content-/Section-2-Entering-and-Moving-Around.pdf

HSE resources on home design & development

In order to provide some guidance to the disability sector, the HSE Estates Department have developed a template for a community house that will accommodate four adults with a disability.

It is a detached property, with all accommodation at ground floor level, full wheelchair accessibility and a level of specification that provides reasonable "future-proofing" for changing need in relation to bathroom, electrical and mechanical requirements. Fully costed and meeting all current building and regulatory regulations, the template is available to inform and guide the design process, but is not meant to be prescriptive.

It is a useful tool to benchmark new project costs, specifications, room and property sizes and to assess the suitability of potential properties. A copy of the most up-to-date version of the template is available from your local HSE Estates Office or through the time To Move On project team by email timetomoveon@hse.ie

HSE Housing Specification Checklist

HSE Estates have developed a checklist tool that can be used by the staff that view and assess potential properties, to help them streamline the selection process. Identifying a comprehensive list of features that should be reviewed and checked when assessing a property for example drainage, roof construction, fire safety features etc., the checklist can support the team to accurately estimate any additional costs. This is a critical factor in determining the total cost of the project and in making a decision on the viability of the project.

A copy of the most up-to-date version of the template or checklist is available from your local HSE Estates Office or through the time To Move On project team by email timetomoveon@hse.ie

HSE Estates have also number of videos showcasing new home developments for residents:

https://youtu.be/gNj49zM4wNw

https://youtu.be/CrGQ3i9o2Yc

https://youtu.be/Da0zITPoQzw

Fit Out, Fixtures, Fittings

Alongside good home design, careful consideration may be needed when fitting out the property and selecting home appliances, furniture and decor.   It is important that a person-centred approach is taken to involve and support the resident to make decisions about furnishing and the décor of their new home. The importance of this cannot be underestimated as the evidence from service providers is that this contributes significantly to a good transition for the person. Where a person is involved, it supports their sense of ownership of the process and in their home. This level of involvement also helps to reduce anxiety and creates positive anticipation in advance of the move.

Fitting out the Home

Consideration must be given to how the "fit-out" costs of the home will be met.   Depending on the housing and service provider arrangement, certain features in the home will be funded and/or provided by particular parties and others will be the responsibility of the resident.   The responsibility and rights of the resident/tenant and provider/landlord are examined in detail in Section 6: Household and Home, but below the guidelines and regulations applicable to the fit out of housing are outlined

Rented Properties

The Housing (Standards for Rented Houses) Regulations 2017 is the sets out the minimum standards required in rental properties.

The Department of Housing have also produced a guide to the Standards and the obligations of landlords in relation to structural condition, provision of sanitary facilities, food preparation,

storage and laundry, heating, lighting and ventilation, safety of oil, electricity and gas installations, fire safety and refuse facilities.

Regulations: http://www.irishstatutebook.ie/eli/2017/si/17/made/en/pdf

Minimum Standards: https://www.housing.gov.ie/sites/default/files/migrated-files/en/Publications/DevelopmentandHousing/Housing/FileDownLoad%2C33422%2Cen.pdf

These regulations apply to all rental accommodation, but there are also differences in terms of what is required dependant on the type of property, as noted below.

Private Rental

In a private rental arrangement, the property must meet the Housing (Standards for Rented Houses) Regulations 2017 and in terms of fit out/equipping, Regulation 7 requires **private landlords** to provide access to a washing machine and a clothes-dryer if the dwelling does not have a private garden or yard. They must also provide facilities for cooking and for the hygienic storage of food, to include the following:

- 4-ring hob with oven and grill
- Cooker hood or extractor fan
- Fridge and freezer, or a fridge-freezer
- Microwave oven
- Kitchen cupboards that are suitable and adequate for storing food
- Sink with mains water supply, hot water and draining area.

Local Authority or Approved Housing Bodies / Co-operative Housing

When a person is eligible for social housing and on the Local Authority housing waiting list, they may live in a property rented from the local authority or receive social housing support from an Approved Housing Body (AHB). Homes provided by the local authority or an AHB they are required to meet the Housing (Standards for Rented Houses) Regulations 2017 but will not be required to provide for food preparation, storage and laundry purposes including - this includes cooker/microwave/washing machine/fridge /freezer.

HSE Capital Funded Homes

All homes provided by the HSE are fully finished in terms of fixtures, fittings and equipping. Service providers should support residents, so that their personal choices are taken into account, in selecting any personal or occasional furniture and soft furnishings. Person- centred plans will also inform and support decisions around household requirements.

Selecting Home Appliances

Home appliances may include washing machines, dishwashers, microwaves, cookers, kettles, televisions etc. The design of items selected for the home should be carefully considered to ensure they meet the needs of the person with a disability, which might include considering features such as access and controls, noise, visual appearance etc.   Careful planning and research will help identify suitable items for that person's home.

In many cases there will be little or no additional cost implication to this, for example selecting a washing machine/dishwasher that uses symbols/pictures rather than numbers. Options also include controls that are dials, buttons or touchpad /screens and whether an appliance is visible or integrated and "hidden".

Well chosen appliances will optimise a person's independence and safety, support their will and preference and enable them to take on social valued roles.   It is important to   engage with each person in advance of moving in order to inform the selection of appropriate appliances for the home and identify training and support needs .

For example, a person with visual impairment that uses a walking aid may wish to have a role within the home as the house-mate that manages laundry. To faciliate this an appliance that can be top-loaded or front-loaded at eye level and has large button controls may be most appropriate. Some training to support the person to become familiar with the controls using touch, will enable them to confidently take on this role in the home.

For further information on Product User reviews for disabled consumers and advice on choosing and buying general home appliances, see Appendix 5.

Furnishing & Decorating

Each person should be supported to the greatest extent possible to be involved in the decisions about the furnishings and décor in their new home. This can be facilitated by visiting furniture showrooms, fabric shops and department stores that might inspire the person and give them ideas. Looking at library books, catalogues and magazines and on-line resources and discussing the pictures can also give a sense of what a person would like. Family members can provide valuable support in this regard and may also have useful insights into preferences the person showed when they lived at home or in other settings.

It is important to ensure the person is central to the process of making the house their home by encouraging and supporting them to make choices. In some cases, this can be a challenge for someone who has never had the opportunity to make choices of this kind before, but going through this process will provide them with an opportunity to experience making independent choices.

The sense of "home" will increase when the person's home is personally decorated and this enables and supports the shift in mind-set for residents, staff and visitors to see the house as the person's home, where the person with a disability is at the centre of all activity and not living in a care setting in which they have a more passive role as a recipient of a service.

From this the anticipation for the move will build, which will provide an opportunity to revisit the transition plan and address any concerns in advance of moving day.

THINGS TO CONSIDER:
A person's life can be greatly enhanced, when the design, fit out and furnishing of their home meets their needs and supports them in daily life. The work to explore the skills, capabilities and interests of the person should ideally begin at an early stage in the planning process. This will ensure that any requirements in the home are identified and included early on, so that supports can be put in place to maximise the person's capacity to live well in their new environment and may reduce the need/cost of retrofitting.

Further guidance on Furnishings and Fittings is available in Appendix 6

Assistive Technology for the Home

Assistive Technology, Daily Living & Mobility Aids, Software Apps

Assistive Technology refers to practical tools that enhance independence for people with disabilities and older people. Assistive Technology is

..any item, piece of equipment or product system whether acquired commercially, modified or customized that is used to increase, maintain or improve functional capabilities of individuals with disabilities (World Health Organisation & World Bank 2011).

Assistive Technology has the potential to support people across all areas of their lives and can be used to maximise a person's ability to make and communicate their decisions. Assistive technology can support the person but can also be used to enhance the running of the home.

The Disability Federation of Ireland and Enable Ireland have drafted a paper that examines AT for people with Disabilities and Older People. This is available at https://www.enableireland.ie/sites/default/files/publication/AT%20Paper%20final%20version.pdf

Aids & Appliances

There are many physical aids and appliances available to support people with day to day living activities.   These include:

- Equipment to help with memory and safety
- Bathroom equipment and accessories
- Bed and chair accessories
- Equipment for stairs
- Hoist and slings
- Mobility aids
- Eating and drinking equipment
- Clothing and dressing equipment.

Support in choosing Aids & Appliances

There are a number of websites and resources available that provide information to help people select appropriate aids and appliances.

Assistireland.ie provides comprehensive information to helps users in choosing suitable aids and appliances, as well as on providing lists of suppliers for specific categories of products.
This is an online resource (provided by the Citizens Information Board) that aims to help users choose suitable aids and appliances to meet their individual needs. The website provides information on equipment across a wide range of categories and includes supplier contact details. More detail on the range of categories covered on the website is given in Appendix 5.

The **Research Institute for Disabled Consumers (RIDC)** provides consumer information and user reviews to help disabled and older people choose the right products and services to lead an independent life.   All of their work is carried out by a research forum of 700+ disabled and older consumers. As well as mobility guides, the RIDC have developed consumer guides to buying home general home appliances, specialist appliances to help make a home life easier and identify household appliances that are easy to use.   There are guides on everyday household appliances such as cookers, ovens, hobs and microwaves, washing machines and bathing supports. There is also guidance on general aids that can help people with seeing and gripping tasks.

https://www.ridc.org.uk/sites/default/files/documents/pdfs/home-tech/cookers.pdf

The Disabled Living Foundation (DLF) provides impartial advice and information for independent living in the UK. The DLF offer clear, practical advice and information on products and suppliers of daily living equipment in the UK. Their website has various tools such as an online advice tool AskSARA to help you find useful information about products that make daily living easier based on a person's own specific needs. There is also clear, practical, expert advice from healthcare professionals.

https://www.dlf.org.uk/

Smart phones, Tablet PCs and Software Apps

Smart phones, tablet PCs and the development of downloadable Apps are expanding the Assistive Technology (AT) that is available for people with disabilities. There is variation in the accessibility of different smart phones and tablets, but most up to date phones have a range of accessibility functions that make them easier to use.

The range of Apps available is growing all the time. There are already many Apps available that can provide a particular service, allow the user to access and interact with a particular website or enable the use of AT devices in the home through a Smartphone or tablet. Alongside the technology that supports people with physical and sensory disabilities;   AT that supports people with intellectual disabilities is a fast-growing area, significantly helped by advances in voice recognition technology, smart phones /tablets and App development.

Examples of a Software App:

MagnusCards   -This is a free App that combines a proven method of instruction (Social Stories) with elements of game design to help people learn life skills. With Magnus as your guide, you can collect and create digital Card Decks, which provide step-by-step instructions for various social interactions, situations, behaviours, and activities. For example: grocery shopping, doing laundry, and taking the bus.   https://connectability.ca/2016/08/09/magnuscards/

Way2Be   This is a smart watch solution, which allows carers to pre-programme set routes with turn-by-turn directions, which users can follow easily and independently. Way2B also integrates walking instructions with public transport and allows a carer to live track a user's location, heart rate and battery usage.   This is currently under development and has been successfully piloted with a small group of people.

A video demonstrating how Way2Be works and showing the pilot project is available to view on https://vimeo.com/241160325

Further information and guidance on choosing Apps, the range of currently available apps and links to other resources are given in Appendix 7.

Technology and Housing in action

Many service providers, local authorities and approved housing bodies are investing in Assistive Technology that can enable people to live well in their own homes. This includes AT measures that support a person to manage and control equipment and features in their home, such as lights, heating, doors and other AT enabled appliances.

Example of Technology and Housing:

Great Northern Haven is a purpose-built development of sixteen 'smart' apartments built to enable independent living and enhance quality of life.   Agencies worked collaboratively to deliver an innovative, first of a kind development which supports older people to continue to live independently in their own communities. Each apartment is equipped with a combination of sensor and interactive technology.   The technology also supports monitoring of patterns of behaviour over extended periods of time, and more importantly deviations in normal patterns of behaviour that might indicate the onset of illness.

https://www.mco.ie/projects/great-northern-haven

Training in Assistive Technology

Assistive Technology Training Programmes

Enable Ireland's National Assistive Technology Training Service offers a range of accredited and customised training programmes to support users of Assistive Technology to live the lives of their choosing.

Enable deliver AT training online via their e-learning site and offer a wide range of training, workshop and seminar options including:

- Introduction to Assistive Technology - one day course

- Technology for Independent living

- Mounting Assistive Technology – positioning devices in optimal position for use

- Seating Assessment Solutions.

www.enableirelandat.com

Foundations in Assistive Technology Level 6 Course Accredited by Dublin Institute of Technology

This course is aimed at providing a solid foundation in AT for a diverse audience: adults who are AT users, therapists, teachers, IT professionals, families and others. In 2018 the course involved 3 days face-to-face training, plus on-line learning (80 hours) and required a minimum commitment of four full weeks.

https://www.enableireland.ie/events/foundations-assistive-technology-course

Section 3: Supporting the Person	• Autonomy and Advocacy • Person-centred Planning • Safeguarding and Risk • Activities of Daily Living

Supporting the Person

This section examines what measures may be needed to support people in making decisions about their move. This includes the use of advocacy, person centred planning, safeguarding and risk. Supporting people to enhance and optimise their personal skills and independence and undertake Activities of Daily Living is also considered.

Autonomy and Advocacy

Autonomy is defined as *freedom to determine one's own actions and behaviour*. [4] Promoting and supporting autonomy is central in the philosophy of person-centredness. Whilst we should all have the right to control our own lives and to make informed decisions on matters that impact on us, achieving this can be challenging.

To support service providers to enable and protect the autonomy of residents, HIQA have drafted a number of resources:

Supporting people's autonomy: a guidance document (HIQA)
This document is written for providers of social care services and aims to assist them in promoting and supporting individuals' autonomy, choice and decision- making in the care setting.   https://www.hiqa.ie/reports-and-publications/guides/supporting-peoples-autonomy- guidance-document

HIQA have also produced a Service User Leaflet '*My choices: my autonomy'* which is   available on their webpage https://www.hiqa.ie/sites/default/files/2017-01/Autonomy-Service-User-Leaflet.pdf

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[4] Collins English Dictionary

Advocacy

Advocacy can be a key support to enable people to express their preferences and pursue self-determination and there are a number of advocacy models explored below.

Self Advocacy

Where possible people should be given training and supported to self-advocate. Self- advocacy[5] can be defined as:

> *Self-advocacy is understanding your rights*
> *Self-advocacy is speaking up for yourself and others if they cannot speak for themselves*
> *Self-advocacy is taking action*
> *Self-advocacy is taking control of your life.*

Inclusion Ireland have produced an Easy Read *Guide to advocacy* which is available at

http://www.inclusionireland.ie/sites/default/files/documents/guidetoadvocacy2011.pdf

Disability Rights UK a charity run by and for people with lived experience of disability or health conditions, outline the importance of Self-Advocacy as follows:

> *It is important to learn self-advocacy skills because it helps you decide what you want and what is possible for you to expect. When you have good self-advocacy skills you can have more control and make the life decisions that are best for you. Self-advocacy helps to empower you, to speak-up for yourself and make decisions about your life*.

More information and guidance on self advocacy is given in Appendix 8.

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[5] From Inclusion Ireland website http://www.inclusionireland.ie/content/books/saru/936/self-advocacy-toolkits

Representative Advocacy

The **National Advocacy Service (NAS)** provides an independent, confidential and free, representative advocacy service that works exclusively for the person using the service and adheres to the highest professional standards. NAS is funded and supported by the Citizens Information Board (CIB).   NAS operates on the principle that people with disabilities:

- Make decisions about their lives
- Access the supports they need to enable them to live their lives and enjoy meaningful participation in family, work and leisure
- Are listened to and consulted by their families and those who provide their services
- Can enjoy the benefits of participation in and contribution to their communities if they so choose.

For more information about the National Advocacy Service or to find the local office go to the website http://www.citizensinformationboard.ie/en/services/advocacy/

Person Centred Planning

The National Disability Authority define person centred planning as:

"a way of discovering how a person wants to live their life and what is required to make that possible. Person centred planning has its roots in the normalization and independent living movements. It is grounded in a social model of disability and a strengths-based approach......"

The NDA also note that:

" Person centred planning has the potential to be an instrument of real change, by bringing about a greater degree of choice and better standard of living for people with disabilities in Ireland. Actually achieving this potential, depends greatly on the way person centred planning is done,"

The process of supporting each person's transition to their new home should follow the principles of person centred planning and this work in most cases, will commence well in advance of the moving date.   There are many documents, resources and websites   that provide guidance on person-centred planning, based on different approaches and theories.

National Framework for Person-Centred Planning in Services for Persons with a Disability

The National Framework outlines that "*Person-centred planning supports and enables a person to make informed choices about how they want to live their life, now and in the future. It supports the person to identify their dreams, wishes and goals, and what is required to make those possible.*"

The framework for person-centred planning sets out the key stages of the process and what is important at each stage for person-centred planning to be effective and states that the best measure of success is where "*the person has experienced a real change for the better in his or her life, as a result of their person-centred plan being implemented.*"

The Framework is being rolled out on a pilot basis during 2019.

Guidance on the development of a Personal Plan

This document, published in May 2018, has been developed to provide guidance to service providers regarding the development of a Personal Plan for persons with intellectual disabilities living in residential services.   The guidance aims to give '*a clear picture of what good person-centred practise looks like*'.

http://www.hseland.ie/lcdnn/Portals/0/GERALDINE/My%20personal%20Plan%20final.pdf
This document is linked to the National Framework for Person-Centred Planning in Services for Persons with a Disability.

A Quality Framework: Supporting Persons with disabilities to achieve personal outcomes

The focus on outcomes is an essential part of the service delivery framework being progressed in Ireland for people with disabilities. Following research and consultation by the National Disability Authority, the Department of Health and the HSE have approved nine outcome domains for Irish disability services for adults. *A Quality Framework: Supporting Persons with disabilities to achieve personal outcomes* has been developed and captures these domains and identifies the outcome predictors that service providers can use to assess and measure how well they are supporting the achievement of these outcomes.   The outcome predictors identified should inform and guide continuous quality improvement, aimed at providing outcomes-focussed services and supports.

The nine outcome domains are:

The persons who use disability service

1. **Are living in their own home in the community**
2. **Are exercising choice and control in their everyday lives**
3. **Are participating in social and civic life**
4. **Have meaningful personal relationships**
5. **Have opportunities for personal development and fulfilment of aspirations**
6. **Have a job or other valued social roles**
7. **Are enjoying a good quality of life and well being**
8. **Are achieving best possible health**
9. **Are safe, secure and free from abuse**

Safeguarding & Risk

Safeguarding

At times, concerns can be raised around how the person moving to new home in the community will be kept safe. These concerns may be raised by carers, relatives, neighbours, friends or the person themselves.

It is important that all concerns are aired and addressed on an on-going basis as part of the engagement and consultation process.   This will prevent blockages arising and ensure that there is a proactive and agreed plan in place to address safeguarding concerns as part of the overall transition and care planning process.

Within a congregated or institutional setting, safeguarding issues tend to relate to instances of peer to peer abuse and institutional practice.   Within a community setting other concerns can arise:

- Arrangements for people/persons living alone (partially or completely)
- Safeguarding people with disabilities who are vulnerable from abuse* by staff/ family/ friends/visitors in the home
- Anti-social behaviour towards vulnerable persons at home or in the community
- Potential targeting of vulnerable people at home for criminal purposes
- Standalone working arrangements
- Financial Abuse.

 * Abuse may be defined as " any act, or failure to act , which results in a breach of a vulnerable person's human rights, civil liberties, physical and mental integrity, dignity or general wellbeing, whether intended or through negligence, including sexual relationships or financial transactions to which the person does not or cannot validly consent, or which are deliberately exploitative. Abuse may take a variety of forms." [6]

Additional information and resources including an overview of the *HSE Safeguarding Vulnerable Persons at Risk of Abuse – National Policy and Procedures'* are given in Appendix 9.

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[6] Health Information and Quality Authority (HIQA). The National Standards for Residential Services for Children and Adults with Disabilities. Dublin, 2013

Risk Assessment

The issue of risk can be a complex one. Risk must be evaluated for each person and positive risk-taking should be encouraged. Positive risk-taking has been defined as:

> *"... weighing up the potential benefits and harms of exercising one choice of action over another. It involves identifying the potential risks involved (good risk assessment), and developing plans and actions that reflect the positive potentials and stated priorities of the service user (good risk management)".*[7]

HIQA, in the Guidance *for Designated Centres: Risk Management (GDE2)* document[8] advise:

> *It is important to consider the following during your risk assessment:*
> - *A person-centred approach should be used to identify, assess and manage risk*
> - *The people who use the service, their families and carers have a prominent place in the identification, assessment and management of risk*
> - *When gathering information from people who use services or family carers all staff need to emphasise the importance of information that is both accurate and identifies any concerns or issues that may increase the probability of a damaging event occurring*
> - *There should be a focus on the strengths of people who use services to give a positive base from which to develop plans that will support the management of risk. Consideration should also be given to the person's wider social and family networks, and the diverse support and advocacy services available to them*
> - *In assessing risk, it is common to consider the degree of harm that may result from an action and the likelihood of that harm. Risk assessment should also take account of the benefits of an action in terms of well-being and autonomy for the people who use the service.*

Further information on positive risk assessments and managing risk is available in Appendix 9. This includes links to a number of   resources developed by service providers to promote positive risk taking and risk management processes that will enable staff to support people with disabilities to maximise their choices.

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[7] Morgan, S. Positive risk-taking: a basis for good risk decision-making. Health Care Risk Report, March: 20-21; 2010 quoted in "Supporting people autonomy: a guidance document" HIQA.

[8] See https://www.hiqa.ie/sites/default/files/2017-01/Guidance-on-risk-management.pdf

Activities of Daily Living

It is important that the abilities and support needs of each person moving to a new home are assessed as part of the transition planning process and appropriate plans implemented to ensure each person is supported and up-skilled appropriately. Exploring each person's ability, capacity and preference in relation to the activities of daily living, will be a feature of the person centred plan. This will inform a risk assessment and influence decisions and plans for positive risk taking.

The Activities of Daily Living (ADL) are explored in the NDA report[9] which sought to elicit the views of various stakeholders on independent living, community participation, and quality of life options for people with disabilities Ireland. The NDA found that:

> *…many participants stated that they found routine tasks difficult and that they needed support with a wide range of tasks including cooking, shopping for groceries and clothes, using transport and getting around town, going on holidays, using local facilities, reading and writing, going to the cinema or pub, using technology, managing money, keeping safe and healthy, finding suitable employment, going to the doctor, crossing the road, driving a car, and homework. Transport … Dealing with money …were also identified as areas where people needed support …*

As each person moves to their new home, it is likely there will be new opportunities to participate in activities that previously they would not have been able to undertake, such as cooking. To prepare for this, intentional work should be done to engage with each person to explore their skills, capability and interests across a range of everyday areas including:

- Using assistive technology
- Food preparation and cooking, domestic chores , gardening, shopping for groceries
- Money management
- Accessing public transport
- Fire safety awareness
- Self-advocacy and house meetings.

For further reading and assessment tools on Activities of Daily Living see Appendix 10.

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[9] *Report on Independent and Community Living - the views of people with disabilities families and frontline staff* 2010

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Section 4:
Legal, Financial &
Citizenship

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• Making Decisions & Citizenship
• Personal Finances
• Residential status of the person in their new home

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Legal, Financial & Citizenship

This section examines decision making and the available supports to aid decision-making. The legal and financial implications of moving to a new home are outlined, including tenant/resident rights and responsibilities. Personal finance options and citizenship issues are also outlined.

Making Decisions & Citizenship

Decision Making & Circles of Support

In most cases the person with a disability moving to the community will be making their own decisions and where necessary this will be achieved with appropriate support. Current best practice is to support each person to make their own decisions through the process of person centred planning. This approach recognises the role of each person's circle of support, which will include family and close friends. A circle of support around each person, established in line with their wishes, provides a mechanism through which the person can be supported to make decisions. However, it is important to note that no other person has any legal standing to make a decision for the person.

For more information on Circles of Support see the HSE Community Living Transition Planning toolkit

https://www.hse.ie/eng/services/list/4/disability/congregatedsettings/community-living-transition-planning-toolkit-nov-2018.pdf

HSE National Consent Policy

The HSE National Consent Policy examines the issue of consent for health and social care services. The policy states that when a health or social care professional recommends any treatment or care for a person, that person's consent is required. A challenge for many social and health care workers and families is that under the Consent Policy a person's next of kin have no legal standing

and on this basis, decisions on behalf of the person should not rest with the next of kin. How these principles are applied, such as the amount of information provided and the degree of discussion needed to obtain valid consent, will vary with the particular situation.

National consent documentation: https://www.hse.ie/eng/about/who/qid/other-quality-improvement-programmes/consent/consent.html

Assisted Decision-Making (Capacity) Act 2015

The Assisted Decision-Making (Capacity) Act 2015 , once fully enacted, will provide a statutory framework for people who require assistance in making decisions.

Under the Assisted Decision-Making framework everyone is **presumed to be able** to make all decisions unless the contrary is shown. A functional test can be used to assess a person's capacity to make a decision. In practice this means that it is presumed that the person has the ability to understand the nature and consequences of their decisions in the context of the available choices at that time. The information needed to make a decision must be made available in a format that is appropriate and can be easily understood by the person. The best method of communication with the person will have been identified as part of the discovery process.

The ADM Act 2015 provides for three levels of decision-making support and sets out the "rules" governing when and how these will be employed. The three levels are:

- Assisted Decision-Making: A person may appoint a Decision-Making Assistant (for example, a family member or carer) to assist them to access information or to understand, make or express decisions about their welfare and property and affairs
- Co-Decision-Making: A person may appoint someone else to jointly make with them one or more decisions about their welfare and property and affairs. The Act defines a Co-Decision-Maker as a relative or friend with whom the person has a relationship of trust built up over a period of personal contact and that the Co-Decision-Maker is able to perform the duties of the role. Decisions are made jointly
- Decisions by the court or by a Decision-Making Representative appointed by the court. Where it is believed a person lacks capacity to such an extent that they require decisions to be made on their behalf entirely by someone else, the person can be assisted in the court proceedings by a Court Friend. Where there is no one suitable to act as a Court Friend, the court will ask the Director of the Decision Support Service to appoint a Court Friend from an established panel.

Until the ADM Act is fully enacted, service providers and staff will continue using person-centred planning tools and the National Consent Policy as the basis for their practice with regard to supporting people with disabilities in their decision-making.

However, it is recommended that all staff begin to familiarise themselves with the principles of the Assisted Decision Making legislation as these principles can be incorporated into practice in terms of actively supporting current decision making.

More information on the Assisted Decision Making Act is available on the HSE website:

https://www.hse.ie/eng/about/who/qid/other-quality-improvement-programmes/assisteddecisionmaking/assisted-decision-making.html

Relate (The journal of developments in social services, policy and legislation in Ireland) have produced a general guide to the Assisted Decision Making Act. This is available at: http://www.citizensinformationboard.ie/downloads/relate/relate_2016_04.pdf

https://www.hse.ie/eng/about/who/qid/other-quality-improvement-programmes/assisteddecisionmaking/about-the-assisted-decision-making-act.html

Further information will be made available on this matter as guidelines and training resources are developed.

Inclusion Ireland has a range of resources including videos on Assisted Decision Making at http://www.inclusionireland.ie/capacity

Ward of Court

There are a number of people with disabilities who are Wards of Court. An application can be made to the High Court to have a person made a Ward of Court when they are deemed to be unable to manage their assets due to mental incapacity. A Committee (this may be an individual or a number of individuals) is appointed by the Wards of Court Office to control the person's assets and make decisions on their behalf. Any decisions made about a person's financial affairs or living arrangements will need to be made in conjunction with the persons Committee.

For further information on the Wards of Court office: http://www.citizensinformation.ie/en/health/legal_matters_and_health/wards_of_court.html

Under the Assisted Decision-Making (Capacity) Act 2015 the Wards of Court system is due to be reviewed and replaced within three years. The Decision Support Service established under the ADM Act 2015 will manage this review process and the arrangements that will enable each person who is currently a Ward of Court to be supported to transition to and access decision making supports under the Act, appropriate to their needs.

Capacity

People may require various supports to assist them in making decisions and this should be supported by giving people information in a way that is appropriate to his or her circumstances. This could include using simple language, visual aids or any other means of communication of the persons choosing. The HSE has a number of resources and presentations on building capacity and supporting adults with a disability to make healthcare decisions.

https://www.hse.ie/eng/about/who/qid/other-quality-improvement-programmes/assisteddecisionmaking/admusefulresources.html

Citizenship

Voting

Many people moving from a congregated setting will become more active in their local community and society in general once they move into their new homes. They may wish to be actively involved in voting in elections and referendums. To register to vote a RFA1 form must be completed and sent to the local authority, who is responsible for compiling the Register of Electors.

For people with a significant physical disability or physical illness a Form PVS1 can be completed to register as a Special Voter.   These forms and the Register of Electors are available to download from the website www.checktheregister.ie or can be picked up from any local authority office, post office or public library.

Where a person has moved home they will need to ensure they are registered in the correct electoral district as they may be registered to vote at their original family home address or the residential congregated setting.   Form RFA3 Application for inclusion in the supplement to the Register of Electors-Change of Address is also available at www.checktheregister.ie

Inclusion Ireland has developed guides on voting for people with an intellectual disability. http://www.inclusionireland.ie/sites/default/files/documents/inclusionireland-voting.pdf

http://www.inclusionireland.ie/sites/default/files/attach/basic-page/1378/guide-voting-_easy-read.pdf

Making a Will

As people experience more control over their lives, home and personal finances, they may develop a greater sense of what is important to them from a financial and material perspective. As each person settles into the community their personal relationships, social circles and connections will also change and develop. On foot of this, some people may wish to make a will to identify their wishes in relation to their funeral and the arrangements for their personal belongings and other assets in the event of their death.

Inclusion Ireland support people to make a will as part of the free will consultations project for people with an intellectual disability. The project is a partnership with the Public Interest Law Alliance (PILA), LinkedIn, and Mason, Hayes & Curran Solicitors. Inclusion Ireland can connect people with solicitors who have received training on disability and communication. Further details are available from the Co-ordinator in the Inclusion Ireland Offices.

Personal Finances

When a person moves to a new home, how they choose to manage their financial affairs may change. In this section information is provided on the options for managing personal finances (banking) and budgeting.

As part of the person centred planning process, it will be important to ascertain the wishes and preferences of the person around personal banking. Where a person's choice is to open an account and use the facilities available, support and training may be needed to enable the person to manage this. Ideally, this will be identified as part of the discovery process so that any training and support can take place in advance of the move.

HIQA have produced Guidance *for Designated Centres Residents' Finances* for service providers that provides information on meeting regulations, implementing standards and outlines the principles of good practice. The guidance notes that where possible, people who use residential service providers should be encouraged and supported to make their own arrangements regarding the safekeeping and expenditure of their funds in accordance with their wishes.

The Guidance is available at https://www.hiqa.ie/sites/default/files/2017-01/Guidance-on-residents-finances.pdf

Personal Banking

Where a person wishes to have a personal bank account there are several options available including commercial banks, credit unions and the National Treasury Management Agency - State Savings administered by An Post.   Each of these offers a range of savings services and current accounts and some of these options might be particularly suitable to people with disabilities, such on-line banking, telephone banking, pre-loaded debit or credit cards etc.

Further reading and information available in Appendix 11.

Patient Private Property Accounts (PPPA)

For many people living in congregated settings their financial affairs will have been substantially managed on their behalf by the HSE or Service Provider through the Patient Private Property Account (PPPA) system.

The Patient Private Property Accounts (PPPA) system is a HSE administered 'banking' service operated for the benefit of clients who are in long term residential care, who need support to access and manage their finances. Under the PPPA system, accounts are opened by service providers to enable the person who is in long term residential care to hold and access funds that are the property of the person, on a day to day basis.

The *Patients' Private Property Guidelines*, (and the HSE National Financial Regulations), outline the steps that must be taken to ensure that the resident's interests are protected and provides clear guidance on the use of funds for the benefit of clients, particularly where a client may not have full capacity to manage, or to make decisions around the best use of, their funds. It gives guidance on what patient funds may be used for and what they may not be used for.

The Guidelines are available at https://www.hse.ie/eng/services/list/4/olderpeople/pppaccounts/

Currently, when a person moves from a congregated setting to the community, they can retain their PPPA and continue to access their money using this as a mechanism for personal banking. To ensure that this meets the needs of the person who has moved to the community, the local team should ensure that the day to day administration of the PPPA is responsive to the resident's needs. For example, the local administrator of the PPPA should ensure there is sufficient cash held locally for day to day requirements and that there is a clear schedule of when this can be accessed, effectively the PPPA "opening times" similar   to how a high street bank might operate.

Further information and support on operating a PPPA system is available through the HSE National PPPA office.   Any queries on how to operate the PPPA system locally can be sent to the National PPPA office: pppacentralunit@hse.ie Tel: 057 931 8424 or directed through the Time to Move on Project team by emailing timetomoveon@hse.ie

THINGS TO CONSIDER:
For many of the people who will be moving from a congregated setting, gaining access to their money and having control over their finances will be important to them. Service providers should carefully explore with each person what this means to them and what their wishes and preferences are.

It can be the case that a person expresses a clear wish to access and manage their money independently or with support. However, they may not necessarily be concerned about whether this is done through a bank, post office, credit union or patient property account system.

Budgeting

People who are moving from congregated settings may not have had much experience of managing their own finances. These individuals are likely to need support to budget effectively in order to ensure that they meet their financial commitments and have enough money to live well and support their choices.

There are some useful factsheets on the Money Advice and Budgeting website under publications at www.mabs.ie. For further information see Appendix 11.

Making Decisions about Money – Inclusion Ireland
http://www.inclusionireland.ie/sites/default/files/documents/makingdecisionsaboutmoney.pdf

Insurance – Personal & Private Health

Many people living in a congregated setting will never have held any form of private health insurance.   However, depending on personal means and circumstances, individuals may wish to take out a personal policy.

For individuals who may already currently have Private Health Insurance or personal insurance, arrangements will need to be made to notify providers of change of address and/ or to ensure payment arrangements are in place, if there is any change in banking.

For anyone interested in accessing private health insurance a good introduction to health insurance can be found on the Health Insurance Authority website. The Authority is a statutory regulator of the private health insurance market in Ireland. The Authority also provides information to consumers regarding their rights and health insurance plans and benefits.

 Insurance Brokers can also provide advice and guidance on insurance

 https://www.hia.ie/   and also https://brokersireland.ie/

Residential Status of the Person in their new home

When a person moves, their residential status may change. This will depend on whether the home they are moving to is a registered Designated Centre and on the type of arrangement they will be living in:

- Local authority or a voluntary housing body
- A private rented property
- A home provided by the disability service provider or HSE
- A home share/ host family arrangement
- With family and/ or in a home they own.

 The section below examines the rights and responsibilities of the person as tenant/resident and that of the landlord /service provider for each situation.

Resident in a home provided by a Service Provider or the HSE

A person who lives in a residential home provided and managed by the Service Provider or HSE, which will be a *designated centre* under the Health Amendment Act 2013 (see Appendix 15) , will be classified as a resident and liable for a Residential Support Services Maintenance and Accommodation Contribution (RSSMAC) long stay contribution. Further information on the RSSMAC is given in Section 5. www.hse.ie/longstaycontributions

An Easy Read version on the RRMAC is also available at https://www.hse.ie/eng/services/news/newsfeatures/longstaycontributions/longstaychargeseasyreadversion2.pdf

As a *resident*, the person will have none of the rights or responsibilities that apply to a tenant and will not hold a tenancy. By living in a designated centre, the person is afforded protection from the perspective that the Registered Provider for the designated centre is legally required to ensure the centre is compliant with the national standards for disability residential services and has been registered by the regulatory, HIQA.

It is feasible for a person to hold a tenancy and for the property to be registered as a designated centre. However, this arises where the property is owned by another body (Approved Housing Body, local authority or landlord) and not in circumstances where the home is owned directly by the HSE or service provider.

THINGS TO CONSIDER:

People who move to new homes provided by the HSE or their Section 38 service providers will continue to pay a contribution. However, it will be important to ensure that each person's contribution is reviewed, to ensure they are charged correctly, taking into account other living costs. The finance department for the service provider will advise on this.

Holding a Tenancy

A tenant can be defined as *"a person who occupies a property rented from a landlord"*. Landlords can include private property owners, Local Authorities and Approved Housing Bodies and each is governed by regulations and regulated by the Residential Tenancies Board (RTB). Where a person is considering entering into a rental agreement it may be useful to review some of the information available on the RTB website about what it means to become a tenant.

Role of the Residential Tenancies Board

The Residential Tenancies Board (RTB) is a public body set up to support and develop a well-functioning rental housing sector. Its role is to regulate the rental sector, provide information to inform policy, maintain a national register of tenancies, resolve disputes between landlords and tenants and provide information to the public.

The RTB provides guidance on the rights and responsibilities of the tenant, which can be discussed with the person who is moving. The RTB also details some of the steps that should be taken when a person becomes a tenant and provides useful information and checklists to support the process. These include information on choosing a property, standards, deposits, and moving in checklists.

The RTB also holds a public **register of tenancies, which can be viewed** on their website. It is recommended that this is checked to ensure that any proposed rental arrangement is in a registered property. This will ensure that the tenant has rights and access to mediation in the event of any dispute arising.   All private residential landlords and AHBs, who are not-for-profit housing providers, often referred to as Housing Associations, must register their tenancies.

https://onestopshop.rtb.ie/register-a-tenancy/search-the-register-or-notify-the-rtb-of-an-unregistered-tenancy/ and https://onestopshop.rtb.ie/beginning-a-tenancy/

Further information on the responsibility of the tenant for the home is given in http://www.citizensinformation.ie/en/housing/renting_a_home/repairs_maintenance_and_minimum_physical_standards.html

Further information on the Residential Tenancies Board is available in Appendix 12.

Rights & Responsibilities in Rented Properties

The Housing (Standards for Rented Houses) Regulations 2017 sets out the minimum standards required in rental properties.

The Department of Housing have also produced a guide to the Standards and the obligations of landlords in relation to structural conditions, provision of sanitary facilities, food preparation, storage and laundry, heating, lighting and ventilation, safety of oil, electricity and gas installations, fire safety and refuse facilities. These regulations apply to all rental accommodation, as noted below there are also differences in terms of what is required depending on the type of property.

Private Rental

In a private rental arrangement, the property must meet the Housing (Standards for Rented Houses) Regulations 2017 and the following terms will apply:

- Rent is set by the landlord
- A Housing Assistance Payment[10] can be applied for
- A tenancy agreement will be provided and signed by both parties
- A deposit may be required

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[10] More information on HAP in Section 5

- The tenant pays for gas, electricity, phone and rubbish collection
- The landlord can only enter property with permission (or in the event of an emergency)
- The landlord is responsible for repairs due to normal wear and tear
- The tenancy is liable to rent reviews and termination notices
- There is aaccess to Residential Tenancies Board dispute resolution.

Approved Housing Bodies / Co-operative Housing

When a person is eligible for social housing and on the Local Authority housing waiting list, they may receive social housing support from an Approved Housing Body (AHB). Homes provided by an AHB are required to meet the Housing (Standards for Rented Houses) Regulations 2017. These include:

- A tenancy agreement will be signed provided and signed by both parties
- Each tenant is responsible for normal cleaning, care, repair and decoration of the dwelling
- Repair and replacement if necessary of any damaged fittings or damage to walls, doors gates and fencing, taps or radiators, upkeep of garden(if any)
- The housing body will provide structural repairs to building exterior, electrical wiring, piping boilers etc.,
- Tenants (referred to as members) require their own insurance cover in respect of loss or damage to their household goods and contents
- A ccomplaints procedure is available to tenants.

AHBs also include housing co-operatives, which are housing organisations controlled by their members/tenants who actively participate in setting their policies and making decisions.

Ending a tenancy

Security of tenure can be an issue for people in rental properties and a tenancy arrangement can be ended by the landlord subject to a number of conditions. A tenancy agreement can also be ended by the tenant. There are a number of obligations that arise when ending a tenancy, including notice times and these are outlined in more detail on the RTB website:
https://onestopshop.rtb.ie/ending-a-tenancy/

Rent

The rent and/ or long stay charges that each person will be required to make and the social welfare supports in relation to housing that they may be eligible for, are covered in Section 5: Entitlements, Benefits, Charges & Costs.

It should be noted that private rental properties can be subject to rental reviews with the tenant informed of any review to the rent with at least 90 days' notice in writing of the change in rent. If the landlord is an Approved Housing Body, the timing of a rent review will be set out in the tenancy agreement. If the tenancy agreement does not refer to rent reviews, the rent can only be reviewed once every 12 months. The amount of rent a tenant pays to an Approved Housing Body depends on the tenant's total household income. There is no set notice period, but the law states that you should be given notice "as soon as practicable".

Home Insurance

Designated Centre[11]:

When a person's home is a designated centre under the relevant *Health Act*[12]*,* Regulation 22 stipulates that the registered provider is responsible for providing insurance cover which must be notified to the resident as follows:

 (1) The registered provider shall effect a contract of insurance against injury to residents.

(2) The registered provider may insure against other risks in the designated centre, including loss or damage to property and where such insurance is effected the residents shall be advised accordingly

Tenancy insurance:

Under the Housing (Standards for Rented Houses) Regulations 2017, landlords are required to have home insurance in place, which insures the structure and will likely cover their own property inside the structure, such as carpets, curtains, appliances etc. It is recommended that confirmation should be sought from the landlord that this cover is in place.

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[11] Designated Centres are outlined in more detail in Section 7
[12] HEALTH ACT 2007 (CARE AND SUPPORT OF RESIDENTS IN DESIGNATED CENTRES FOR PERSONS (CHILDREN AND ADULTS) WITH DISABILITIES) REGULATIONS 2013

The landlord's policy <u>will not</u> cover personal items but a person can take out tenant content cover. Otherwise, in the event of fire, theft or other damage, the person could be left out of pocket.

People will need to source their own insurance. Where a person will be living in a shared arrangement, it may be difficult to get individual personal contents insurance.   An insurance broker can compare various product offerings and advise on best service provider, best cover rate from the most suitable provider. A list of brokers can be found at <u>https://brokersireland.ie/</u>

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**Section 5:
Entitlements,
Benefits, Charges &
Costs**

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• Entitlements and Benefits - Social Protection
• Entitlements and Benefits - HSE
• Rental / Maintenance Payments

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Entitlements, Benefits, Charges and Costs

This section examines the entitlements of people moving to new home in the community. This includes Social Protection entitlements and information on accessing health and other community services and schemes. The section also examines the charges and costs that may arise for the person moving to the community.

Entitlements and Benefits – Social Protection

This section outlines the main entitlements and benefits that each person may be eligible for and details the specific eligibility criteria that apply in each instance.

Public Services Card

The Public Services Card (PSC) is issued by the Department of Employment Affairs and Social Protection (DEASP) and helps people to access a range of public services.   The person's identity is fully authenticated when it is issued so the same information does not have to be given to multiple organisations.   When a person is in receipt of a social welfare payment they will be asked to register for a Public Services Card.

https://psc.gov.ie/

Some residents moving from the congregated settings may not have a Public Services Card or any other form of photographic identification. Service providers may need to arrange for residents to obtain a Public Services Card in order to facilitate their application for other benefits.

Disability Allowance

Disability Allowance (DA) is a means-tested payment for people with a specified disability aged from 16 to under 66 years of age. Each person's income and savings is taken into account in calculating any allowance payable. The amount of the payment will be reduced where a person's means exceeds specific thresholds. For many people currently in a congregated setting their allowance is paid into a HSE patient private property account.

There are two methods of payment:

1. For collection at a nominated Post Office by use of a Public Service Card. If this method is chosen the Household Budget facility*13* available through the post office can also be used

2. Direct payment weekly by Electronic Fund Transfer (EFT) into a Bank Account or Building Society Account or to certain Credit Unions

If a person in receipt of the Disability Allowance is moving the DEASP will need to be advised of their new home address. A request to nominate a post office or change the payment method to a direct payment may also be required.   (When a person reaches 66 years of age they will no longer qualify for DA, but should apply for a State pension).

 http://www.welfare.ie/en/Pages/Disability-Allowance.aspx

Public Services Card Free Travel

The Free Travel Scheme allows people to travel for free on most public transport services such as bus, rail, LUAS. The Free travel Scheme also provides free access to the travel services offered by a large number of private operators in various parts of the country.

A person may be eligible to get a Free Travel Companion Card if they are medically assessed as unfit to travel alone. This type of pass allows any one person, aged 16 or over, to accompany the person for free, when travelling.

 For more information on the scheme please see http://www.welfare.ie/en/Pages/Free-Travel---SW-40.aspx

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[13] With the use of a direct debit facility, a fixed payment can be made to any of the following: Local Authorities towards rent/mortgages; ESB; Bord Gáis; Eircom

The impact of a Person's Savings

The DEASP undertake reviews of disability payments and recalculate a person's entitlement based on any income and savings. Service providers should ensure they support residents to declare savings in any application for/ or review of social protection payments and work with the DEASP to secure a disregard where this may be granted.

Some residents may have significant savings as a result of:
- Reimbursement made to them under the National Repayment Scheme for Long Stay Charges
- Other redress schemes relating to their time in institutional care (Magdalene Laundries, Institutional Schools etc.).
- Personal compensation awards
- Inheritance.

It is also acknowledged that some of the people in congregated settings have had little opportunity to spend any of their own money and as they have spent a substantial length of time in these services, the savings accrued can be significant.

Additional Social Welfare Benefits

Information on other Social Protection entitlements / rules which may be applicable are outlined in more detail in Appendix 13. These include:

- State Pension (payable from age 66 and must be applied for)

- Working while on Disability Benefit

- Household Benefits Package

- Blind Pension and Blind Welfare Allowance.

Support to meet the Cost of Furnishing or Equipping the Home – Exceptional Needs Payments

The Exceptional Needs Payments is a single payment to help meet essential, once-off, exceptional expenditure, which a person could not reasonably be expected to meet out of their weekly income. A resident may be able to access a payment to support them to purchase white goods or other

furniture in the home or payment for bedding or cooking utensils for someone setting up a home for the first time.

For more information on Exceptional Needs payments scheme please see: https://www.welfare.ie/en/Pages/SWA---Exceptional-Needs-Payments.aspx

For local points of contact for **DEASP representatives** (formerly known as Community Welfare Officers) , who can facilitate people to apply for the Exceptional Needs payments, please see: https://www.welfare.ie/en/Pages/otheroffice/community-welfare-office-contact.aspx

Entitlements and Benefits – Health Service Executive

Medical Card

A medical card issued by the Health Service Executive (HSE), entitles a person to certain health services free of charge. To qualify for a medical card, weekly income must be below a certain figure and cash income, savings, investments and property (except for your own home) are taken into account in the means test. If awarded a medical card, a person is entitled to:

- Free GP (family doctor) services, including out-of-hours services
- Prescribed drugs and medicines — (some prescription charges apply)
- In-patient public hospital services, out-patient services and medical appliances
- Dental, optical and aural services
- Maternity and infant care services
- Some personal and social care services, for example, public health nursing, social work services and other community care services
- Short-term counselling for mild to moderate psychological difficulties, using the Counselling in Primary Care Service

The person will need to register with a General Practitioner when they move to their new home.

Details of **doctors participating** in the Medical Card Scheme are available here: https://www.hse.ie/eng/cards-schemes/medical-card/find-a-gp/

Full details and application form are available at: https://www.hse.ie/eng/cards-schemes/medical-card/how-to-apply/

GP Visit Card

If a person is not eligible for a medical card they may be eligible for a GP visit card. The GP visit card is available to everyone aged over 70 without an income test. For those aged under 70, eligibility for the GP visit card is means tested.

A GP visit card allows a person to visit a participating family doctor (GP) for free and covers visits to GP out of hour's services. The cost of blood tests to diagnose or monitor a condition is also covered. The GP visit card does not cover hospital charges. Prescribed drugs are not free but may be covered by the Drugs Payment Scheme.

For more information see https://www2.hse.ie/services/gp-visit-cards/gp-visit-cards.html

Long Term illness Scheme

If a person has certain long-term illnesses or disabilities including an intellectual disability they will be entitled to apply to join the Long Term Illness Scheme. The Long-Term Illness (LTI) scheme is a community health scheme, which means that people who are diagnosed with a specified long-term disease or disability can get certain medicines and medical supplies free from the pharmacy. Once approved, a Long-Term Illness book will be issued which lists the type and quantity of the medicines and medical supplies needed for the prescribed illness. It is signed by the doctor and can then be brought to the pharmacy when any of the items are needed.

If the doctor or occupational therapist prescribes a medical or surgical appliance, it will be supplied from the local health office. There is no separate application form for medical/surgical appliances - your doctor lists the type of appliance in the Long Term Illness book and signs it.

https://www.hse.ie/eng/services/list/1/schemes/lti/

Primary Care: Community & Therapy Services

Mainstream primary care community and therapy services include physiotherapy, occupational therapy, speech and language therapy, dietetics, public health nursing and chiropody. These services are organised and delivered by the HSE across the nine Community Health Areas (CHO's) on a geographical basis. The availability of therapy services varies across the country and for information on the services available in a particular geographical area goes to:

https://www.hse.ie/eng/services/list/1/lho/

In general, medical card holders are entitled to the community and therapy services free of charge. However, there can be substantial waiting times for some services and where an Area has prioritisation criteria in place to manage the demand and access to a particular service, a person may be waiting a long time to access services.

Primary Care Support for the person moving to a new home

Occupational Therapy

An Occupational Therapist can carry out an assessment of a person's ability to function in relation to the normal requirements of living – dressing, eating, bathing, etc.   They can also assess a person's home arrangements to determine what is needed in terms of aids and appliances to enable the person to live well and safely at home. For example, a wheelchair, chair lift, grab rail, raised seating etc.

Occupational therapists work in a variety of settings in the community, voluntary organisations and public health services including hospitals, primary care, community, child and family services, disability services, mental health and older people's services. A referral can be made through a GP or local community services.

https://www.hse.ie/eng/health/az/o/occupational-therapy/introduction.html

Similar information is available on Physiotherapy: and Audiology
https://www.hse.ie/eng/health/az/p/physiotherapy/

https://www.hse.ie/eng/services/list/4/audiology/adultaudiology/adultaudiology.html

Aids & Appliances

HSE Community Aids and Appliances Scheme

Prescribed aids and appliances are available free of charge to medical card holders, people on the Long Term Illness Scheme and people who have a Health Amendment Act Card (as a result of contracting Hepatitis C) . There may however be a long waiting list and applications are prioritised according to need. For information on this service in a particular geographical area go to:

https://www.hse.ie/eng/services/list/1/lho/

Private purchase of Aids & Appliances

Where an aid or appliance is purchased by an individual for personal use only, it may be possible for them to reclaim the Value-Added Tax (VAT) on the item.   The tax relief applies to VAT on the purchase of certain aids and appliances designed for and used by the person to carry out daily activities at home or at work. The relief is not allowed on services or on the rental of goods.

Examples of eligible goods are:

- Necessary domestic aids (e.g. drinking and eating aids designed for persons with disabilities)
- Walk-in baths designed for persons with disabilities
- Commode chairs and similar aids
- Lifting seats and specified chairs designed for persons with disabilities
- Hoists and lifters designed for invalids including stair lifts
- Communication aids designed for those unable to speak.

More information on how to reclaim VAT on aids and appliances for people with disabilities can be found on www.revenue.ie

Rental / Maintenance Payments

When a person moves from the congregated setting, the rent or maintenance charge they will need to pay may change depending on where they are moving to.   A rental charge will be made by a landlord, whilst a maintenance charge may be applied by a service provider.

The landlord may be the local authority, an approved voluntary housing body or a private landlord.

In this section, an overview of the different rental and maintenance charges and the responsibilities and regulations governing the various arrangements are detailed. The implications of these for the individual resident are outlined.

Residential Support Services Maintenance & Accommodation Charges (RSSMAC)

The 2017 Scheme sets down the charge that can be levied for long term residential care in certain HSE or HSE funded settings (Section 38 funded organisations[14]). This is an affordable contribution that a person makes towards their maintenance and accommodation costs in certain residential settings. These settings include nursing and non-nursing settings where accommodation is provided and where upkeep costs (for example, food and utility bills) are covered by the charge. **The charge does not go towards the cost of support the person receives.**

Where a person is making a contribution towards rent, utilities or other household expenses this is considered part of the charge and taken into account.

Other infrequent expenses such as building upkeep, refurbishment and decoration and the replacement of furniture, fittings and equipment are the responsibility of the service provider (as outlined in the HSE's National Financial Regulation -22.13.3).

Further information on the Residential Support Services Maintenance and Accommodation Contribution and how it is assessed and applied can be found at the following link

https://www.hse.ie/longstaycontributions/

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[14] The Health Acts empower the HSE to enter into Section 38 arrangements where organisations are funded to provide a defined level of service on behalf of the HSE.

THINGS TO CONSIDER:

People who move to new homes provided by the HSE or their Section 38 service providers will continue to pay a contribution.   However, it will be important to ensure that each person's contribution is reviewed, to ensure they are charged correctly. The   finance department for the service provider will advise on this.

Private Rent and Housing Assistance Payment (HAP)

Where the cost of renting in the private sector is significant, tenants may be able to claim a Housing Assistance Payment (HAP).

HAP is a form of social housing support provided by all local authorities. Under the HAP scheme, local authorities make payments, subject to rent limits, on behalf of the recipient directly to the landlord in respect of rent. The HAP scheme is available for the private rental market only. The HAP recipient then pays a rent contribution directly to the local authority, which is a differential rent – that is, a rent set by the local authority based on a person's income and their ability to pay.

HAP (which is replacing Rent Supplement) allows local authorities to provide housing assistance for those availing of housing in the private sector who qualify for social housing support. HAP recipients are however responsible for finding their own accommodation in the private rented market and there are a number of conditions:

- The landlord must agree to rent their property to a HAP recipient
- To begin with, rent contributions will generally be made through An Post's Household Budget Scheme[15.]
- All HAP financial transactions are made electronically.

More information is available at http://hap.ie/ and http://www.citizensinformation.ie/en/housing/renting_a_home/housing_assistance_payment.html

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[15] With the use of a direct debit facility, a fixed payment can be made to any of the following: Local Authorities towards rent/mortgages; ESB; Bord Gáis; Eircom

Rents in Local Authority and Social Housing

The person will be advised how their rent is calculated during the pre-tenancy process.

Local Authority Housing[16] *rents are based on a system called Differential Rents. Local authority rents are based on a system called 'differential rents'. This means that the amount of rent you pay depends on the amount of your total household income.*

- *If your income is low, your rent payment will reflect this and will be low*

- *If your income increases so will your rent payment*

- *The income of all household members is considered and rent calculations are adjusted accordingly*

- *If your income or the income of anyone in your household changes, you must inform the local authority and rent will be adjusted upwards or downwards in accordance to the change.*

Each local authority operates its own rent scheme and you should contact your local authority to review the rent scheme it operates.

Approved Housing Body rents are calculated using the Economic Rent Scheme which applies to properties funded under the Department of Planning Capital Assistance Scheme (CAS)**.** The rent for the property depends on the size of the property and the cost of maintaining the property but is also set at a rate that is fair, reasonable and justifiable to the tenant.

Rental Arrangements

Tenants should be clear on the rent that will be payable to their landlord and when/how it is due to be paid. This will vary depending on whether it is a private rental arrangement, local authority housing or social housing through an approved housing body. Normally rents are paid one month in advance unless the lease agreement sets out a different rent payment schedule.

Management Fees

If a person is renting a private apartment they may be liable to management fees. Management fees are fees that property owners pay for services provided by their development's Owners'

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[16] https://www.housingagency.ie/housing-information/what-is-social-housing/renting-from-my-local-authority.aspx accessed 20th Mar 2019

Management Company (OMC). There are often annual charges in multi-unit developments to pay for the maintenance, insurance and repair of common areas; for the provision of common services

to unit owners; and to contribute to a sinking fund for non-routine refurbishment and maintenance expenses. The landlord may pass these charges on to the tenant.

Security Deposits

A security deposit is the sum paid when you agree to rent a property. The landlord holds this deposit as security to cover any rent arrears, bills owing or damage beyond normal wear and tear at the end of the tenancy. There are no rules about the amount of the deposit, but it is usually equal to one month's rent.   Tenants are advised to seek clarity on the terms of the security deposit including: what constitutes normal "wear and tear", the inventory of items covered, terms and method of deposit refund.

"House rules"

When you are renting property privately there may be "house rules" applicable to the property or as a result of the home being in a larger development such as an apartment block.   House rules usually include issues such as noise, whether you can keep pets, whether you can hang laundry outside/ from balconies or if you can install a satellite dish. The landlord should outline any house rules by including them in the tenancy agreement and that it is known who is responsible for enforcing any rules and what steps to take if disputes arise.

Section 6: Household & Home	• Planning the Move • Moving Day • Running the Household

Household and Home

This section examines what needs to be done to plan for and make the move. The key issues are considered that will support an easy transition and ensure that the household runs smoothly in the early days.

There are a number of checklists available in Appendix which can be particularly useful in planning and setting up the new home.

Planning the move

The process of supporting each person to transition to their new home will in most cases start well in advance of the actual moving date and be planned carefully in full consultation with the person. The Community Living Transition Planning Toolkit (CLTP) provides guidance on supporting people to develop their plans for moving into the community and outlines the components required to ensure that each person is fully supported and assisted to have a successful and sustainable move into the community.

The CLPT Toolkit supports providers to consider:

- Good practice in transition planning

- Organisation (service provider) influence in the process

- Key stakeholders in the transition process.

For more on the Community Living Transition Planning Toolkit and Transition Planning see Appendix 14.

Getting the Home Ready

The type of home the person is moving into will determine what is supplied as standard and what additional furniture and fittings might be required. It is likely that a range of household goods will be required for example bedding, kitchenware and decorative items.

In HSE funded homes, most of these items can be sourced and purchased through existing supplier contracts, in line with procurement regulations. The local HSE Estates Department will be able to indicate what items are available on contract, the contract and supply arrangements with local merchants, and the process for purchasing items that are not on contract.

For larger items it may be necessary to follow the HSE procurement process, the local Finance or Supplies Office will be able to provide guidance and support with this. Service Providers (Section 38) are also subject the procurement regulations.

In order to support person-centred planning and individualisation of homes, (as outlined previously) the local Estates Department may make arrangements for the local service to access a small budget for the purchase of smaller household items required.

For information on Procurement process see http://ihbs.healthirl.net/Procurement/Governance-Policies-/ and

    http://ihbs.healthirl.net/Procurement/Governance-Policies-/Public-Procurement-Guidelines-for-Goods-and-Services-.pdf

As noted in *Section 5* a resident may be able to access the Exceptional Needs Payment, which is a single payment to help meet essential, once-off, exceptional expenditure, which a person could not reasonably be expected to meet out of their weekly income. This can be used to support them to purchase white goods or other furniture in the home or payment for bedding or cooking utensils for someone setting up a home for the first home.

Preparing to share a home

There are a number of practical issues to consider when a person is going to be sharing their home with other people. Working through these in advance can help ensure a smooth transition and a harmonious home.

As part of each person's transition plan, it is useful to consider what steps will be planned and implemented to address the particular issues associated with sharing a home. This will vary

significantly depending on each person, their capacity, will and preference. There will also need to be close collaboration to co-ordinate the plans and activities to support the steps required for each individual housemate. Matters to consider for each person include:

- Arranging for visits to the home prior to the move
- The extent to which each person will be involved in choosing their support staff and the staff that will be supporting others in their home
- Meeting staff that support other housemates
- Meeting other residents
- Co-ordinating and implementing the Activities of Daily Living Training Programme
- Add pictures to a person's support booklet
- If the person has a visual or sensory impairment introduce an object of reference in new home
- Co-ordinating and managing the input of the different people into the shared living spaces
- Ensuring that the input, involvement and engagement with family and friends is mindful of other residents.

The pacing of all of these steps will also need to be carefully managed to ensure that the person has time to take on board the changing circumstances.

Further reading and information is available in Appendix 14.

THINGS TO CONSIDER:

People may be supported by new staff in their home once they have moved. This should be carefully managed to ensure residents are comfortable with the new staff and the changeover is at a pace that suits the person to the greatest extent possible. An overlap of staffing for a period of time may be particularly useful when an entirely new team is scheduled to support the person. Another consideration is to ensure that each person is introduced appropriately to any staff that may work in their home exclusively with other residents.

Where a number of residents are moving to the same home, some providers have found it worthwhile to intentionally bring the families together to introduce them to one another before the moves. This can be a very positive experience for families, as it supports them to engage with each other and the other residents inside and outside of the home. However, care has to be taken to ensure that this does not create any tension between families, which can arise when individuals advocate strongly on behalf of their own family member.

Putting in place household utility services

In shared and single person arrangements, decisions may also be required in relation to setting up or change-over of any of the following:

- Utilities (gas/electricity/oil /waste) – provider, agreement/contract, connection charge /deposit , the name on the bill, payment method
- Telephone / broadband / TV subscription (including TV Licence). Where one person is accessing a household benefit package, clarity will be needed as to whether this covers the entire property and all licence requirements into the home
- Garden maintenance and general upkeep.

Change of Address

It will be important to ensure that the person's change of address is notified to all the relevant parties for that person.   This may include family and friends, as well as more formal stakeholders such as local banks, subscriptions, legal representatives etc. In relation to family and friends, this can be an opportunity for the person to engage or even re-engage with people they have lost contact with. This can be achieved by sending cards or making calls.

All clinicians and other medical personnel including GP's, dentists, pharmacists etc., should also be informed of change address to help ensure that there are no missed appointments/check-ups.

An Post also provides a redirection service for a small fee. Applications can be made by completing the redirection form available from the local Post Office or on- line at:

http://www.anpost.ie/AnPost/MainContent/Personal+Customers/Managing+Mail/Redirection/

Moving Day

To have a smooth and successful moving day, careful forward planning is essential. This should be co-ordinated by the team working with the person, including the direct support staff, family and friends as appropriate.

In most case service providers will have had the opportunity to prepare the property in advance. However, the experience from service providers is that small issues can be overlooked that can give rise to problems on the day, if they are not addressed in advance. Thought should be given to ensuring that:

- Sufficient time has been allowed for any routines that the person chooses to follow
- A communication plan is in place to update family and friends where appropriate
- Arrangements are in place for the transfer of personal belongings
- Groceries and other domestic/personal supplies (continence wear etc.) are in place
- Plan for meals and /or snacks are in place with a home cooked meal and /or home baking to provide a warm first day welcome
- Arrangements for transfer/storage of any medications with appropriate administration processes in place
- The appropriate people know how to secure the home, use internal devices etc. i.e., hoists, Assistive Technology, domestic appliances etc.
- Utilities and services are working /turned on /connected – Water, Electricity, Gas, Oil, Phone, TV etc. (Arranged for the reading of meters where applicable)
- All the appropriate people supporting the person or involved in the move are aware of the new location and any access issues – directions, parking arrangements, access codes, security measures etc.

All of the people supporting the person after the move will also need to be familiar with the arrangements. This will include staff, family and friends.

THINGS TO CONSIDER:

Staff who have been involved in supporting people to transition have highlighted the importance of communication. The use of a "communication booklet" can be helpful in the early stages of a move, when residents and staff are all getting to grips with the new home. This booklet can be used to record issues that arise, solutions in train/ agreed and any practical changes being made from day to day. This will ensure that when different staff are involved in providing support at various times of the day/night/week, there is a mechanism in place to track and communicate any issues or changes.

Running of the Household

A key change that arises when a person moves to their new home is the way in which their 'home' is now run.   In most cases, when living in a congregated setting, the person would have had little opportunity to participate in activities such as buying food, meal planning, household chores, arranging for utilities and services, managing waste collections or paying household bills.

All of the activities and arrangements that support the running of the household will need to be explored and discussed with the person(s) to help them make informed decisions in their new home.

Managing & Contributing to a Household Budget

The financial contribution that each person makes towards the running of their home will depend on the type of housing arrangement. A resident living in a home where a RSSMAC charge applies (see Section 5) will not be liable for day to day running costs. However when a person or group of housemates choose to manage the grocery shopping and cover the cost from their own personal money, the RSSMAC charge would be reduced to take account of this.

The key factor to be considered in household budgeting plans is the matter of capacity. The *HSE National Financial Regulations: Patient Private Property Guidelines* provide clear guidance on the use of a person's PPP account where a person may not have full capacity to make decisions around how their money is spent. Section 7 of the Guidelines provides clarity on what clients are expected to fund from their own resources and what they can reasonably expect the HSE to provide as part of its care obligation in a residential setting. The guidelines can be accessed at:

> https://www.hse.ie/eng/services/publications/corporate/patients%20private%20property%20guidelines.pdf

Regardless of whether a resident retains a PPP Account or has an alternative personal banking arrangement, it will be important to ensure that any decision made that has a financial impact for them, takes account of capacity and is fully in line with best practice and regulation.

A person moving into a private rented home on their own will be fully responsible for meeting their day to day costs, paying the utility bills and depending on the rental agreement they may also need to meet the cost of furnishing and equipping their home.

Pooling of Household monies and "Kitty" systems

The HSE's National Financial Regulation 22 stipulates the HSE's responsibility where there are doubts around clients' capacity as follows:

22.9.4 (vi) *For the avoidance of any doubt the HSE cannot permit any "pooling" or "general use" of the funds of many clients for the general benefit of some clients – each client's funds can only be used for that specific client's benefit.*

This ensures that a person's money is not being used for others, but only for their own benefit and in a traditional long stay residential setting; it is reasonably straight forward to comply with this regulation.

However, where people sharing with others are living an "ordinary life" in community homes there are practical advantages to sharing costs and operating a small household kitty.   For example , a 'kitty style' arrangement that is used to purchase some basic food and common household items (milk, bread, cleaning products, washing powder), would reduce the need for storage for multiple/ duplicate items and reduce costs/waste. This would need to be agreed by all residents in the home and only include specific shared items. It would be important that any other items purchased outside of the agreed items will be paid for by the individual.

Fire Safety in the Home

It is important to ensure that each person and their support workers are appropriately aware of and take responsibility for fire safety in the home. Factors to consider in this regard would include:

- First Aid kit
- Training in the use of fire safety equipment including fire blankets, extinguishers fire
- Awareness of the location of safety equipment
- Awareness of carbon monoxide alarms and smoke detectors and regular testing
- Having a Fire Evacuation Plan and fire drills
- Training where appropriate for each person and the support staff, particularly in relation to using any specialised equipment to support an evacuation
- Ensuring good practice at home in relation to fire i.e. not overloading sockets, switching off and unplugging appliances, careful use of candles/ open fires/heating appliances, etc.

 Further reading and information is available in Appendix 2.

Meal Planning & Healthy Eating

One of the most significant changes that can happen for a person when they move from a congregated setting to their own home is the opportunity to participate in meal preparation and experience a wider range of food choices.

The HSE has advice on Healthy Eating that can be used to support residents and also care staff working in the community houses to develop an understanding of good eating habits, meal planning and food choices. In some areas, the Local HSE Dietetics Department or Community Health Project run healthy eating and cooking courses within the local community. These training courses can be useful and informative for both the people living in the community and the residential support workers who may have a role in supporting healthy food choices.

For further information please see https://www.hse.ie/eng/health/az/d/diet/
See also *Updated Healthy Eating Guidelines*
https://www.fsai.ie/news_centre/press_releases/healthy_eating_guidelines_28012019.html

Transport

For many people, a determining factor in where they choose to live is reasonable access to local amenities, services and locations outside of the home that are important to them. This can include proximity to work, school or college, and other facilities a person uses such as the swimming pool, church or a sports club. Living near family and friends can also be important. It is important to examine and address how people's transport needs can and will be effectively met in their new community home.

The following will need to be considered:

- Public /community transport options – accessibility, frequency, service capacity, cost etc.
- Service Provider transport- fleet arrangement or designated vehicle arrangements, driver arrangements, booking, fuelling etc.
- Arrangements of drivers- who will drive service provider or any other vehicles being used to support residents, driving policy, rules of the road
- Arrangements for staff using their own vehicles
- Personal Transport – service user owned vehicles, mobility scooters etc.
- Vehicle adaptation, maintenance & management – servicing, checking roadworthiness, fuel,
- Vehicle insurance – indemnity

Laundry

An issue that can arise when people move to the community is the management of laundry in the home. This will be dependent on the care and support needs of people, the facilities available in and outside of the home and the involvement of the individuals in managing the laundry.

Consideration should be given to setting up an account with a local laundry service, which will ensure that there is a mechanism to manage laundry in the event that it cannot be safely completed in the home. Many community homes use a local laundry service for specific items/reasons such as laundering soiled bedding, infection control, avoid/reduce clothes hanging or airing due to personal risk/ preference of residents etc.

Section 7: Administrative Policies	• HIQA Framework for Designated Centres • Home not a Workplace • Administrative Policies

Administrative Policies

This section examines what is required to achieve registration of a home as a designated centre and identifies the key policies and procedures needed for regulatory compliance along with others that may be useful to support good practice locally.

This section also examines the potential impact of a number of organisational issues on the process of "making a home" such as accommodation for staff, record keeping, driving and workers policies. Guidance is given on the need to manage these issues in tandem with the process of delivering person centred supports to people in their own homes.

HIQA Framework for Designated Centres

In September 2017 HIQA published an *Assessment Judgement Framework for Designated Centres for people with disabilities.*   The Framework provides a useful reference point to determine what policies might need to be in place to ensure compliance with the residential standards. From the perspective of a community home that is a designated centre, this would include:

- Individualised assessment and personal plan, healthcare and communication planning

- Residents rights and personal possessions

- Admissions /contract of service

- Safeguarding and complaints procedures

- Visitors and volunteers

- Fire precautions.

Other policies that may impact on and should be tailored to the individual residents include Safe Administration of Medication, Assistive Technology policy and Intimate Care policy.

It is recommended that the full document is reviewed for its relevance to each household:
https://www.hiqa.ie/sites/default/files/2018-02/Assessment-Judgment-Framework-DCD_Guidance.pdf

HIQA currently have <u>no role</u> in relation to inspecting or registering living arrangements where people are:

- Living in their own home,
- Living either alone or sharing with others in a private arrangement (i.e. the family home, a place which is owned outright by the person or rented by the person)
- Where the person holds a clearly defined, lawful, meaningful and written tenancy

For further information on designated centres see Appendix 15.

Home not a Workplace

Care must be taken to ensure that the "administrative" imprint in the home is kept to a minimum and that the "organisation and service provider" aspect of the support being delivered is respectful and discreet in the person's home.   In the sections below, the impact of the provider /organisation in a person's home is considered.

There are a number of recent studies that examine the impact on the person with disabilities of living in a designated centre.   Service providers may wish to review these reports as they provide insights into how the residents feel their home and lives are affected by regulation and the inspection process.

HIQA use the following questionnaire to get feedback from residents on their views on their homes:

https://www.hiqa.ie/sites/default/files/2018-03/HIQA_residents_survey.pdf

The Federation of Voluntary Bodies has produced a VoiceBox film about the lived experience of HIQA inspections which is available at:

http://www.fedvol.ie/National_Federation_launches_first_Voice_Box_Video/Default.2207.html

Accommodating Staff

In choosing and designing a home the focus will be on the needs and choices of the people living in the home, as discussed previously. However, once the people have moved to their homes, it is important that the focus is maintained on it being the person's home and not a workplace.

Where additional room(s) are required for staff sleepovers to support a person, or as an office used by staff, the room(s) should not be prominent, but similar to the spare room or home office arrangement found in many domestic homes.   A separate office space for staff is not necessarily a prerequisite and the appropriate management of records is discussed below.

Where a home has more than one bathroom, this may be effectively the designated bathroom for use by staff members and /or visitors.   There is no requirement for the provision of separate bathroom facilities in every home for exclusive use by staff. However in some very specific homes, designated bathroom facilities for staff may be a pre-requisite in order to support good infection control and personal hygiene requirements.

Administrative Policies and Procedures

Service providers may need to consider what supports stakeholders, including the residents, families and staff will need in order to prepare them to adjust to the new arrangements. Targeted engagement, awareness training and support may be beneficial to address and alleviate any concerns and ensure that all parties are aware of the policies, procedures and safeguards in place.

GDPR

The General Data Protection Regulations (GDPR) were updated across the EU in May 2018. GDPR applies across all sectors of society and specific parts of the regulations refer to data held on individuals accessing health and social care services.

All staff have a legal duty to keep information about the residents confidential and ensure that they manage all personal information relating to the residents and other colleagues in line with these regulations   All staff should be trained and aware of their responsibility under the GDPR to ensure that they handle information appropriately and follow security and confidentiality protocols.

Every service provider is legally required to have a designated Data Protection Officer. This person will be able to provide guidance and information to support the local service and staff with any concerns they have around compliance with GDPR.   They will also be the point of contact for any concerns over data protection breeches. All service providers have policies and procedures in place

to ensure that must be followed to ensure information is stored and held safely and appropriately, whether it is held in paper or electronic format. As an example the HSE procedures can be viewed on the following link:

For more information on GDPR please see https://www.hse.ie/eng/gdpr/hse-data-protection-policy/ and http://gdprandyou.ie/

Lone Workers Policy and Guidelines 2017

Lone workers are those employees who work by themselves without close or direct supervision. The Health and Safety Authority identify lone workers as "*employees who are physically isolated from colleagues and without access to immediate assistance*". (HSA 2011)

With the move from large congregated settings to homes in the community, both residents and staff will be moving from an arrangement where there will have been a number of staff members present or in the immediate vicinity, to new arrangements where it is possible that only one staff member will be present for a considerable period of time.

The Lone Worker's policy sets out responsibilities for line managers to carry out risk assessments in consultation with employees and the responsibility of employees to protect their own safety, health and welfare and that of others. It also provides a framework to support managers in managing lone working activities in consultation with their employees.   The current policy can be accessed through the following link:

https://www.hse.ie/eng/staff/safetywellbeing/healthsafetyand%20wellbeing/policyonloneworking.pdf

It is recommended that service providers develop their own local guidelines and/or Standard Operation Procedures to support the implementation and on-going monitoring of the Lone Worker's policy.

Record–keeping

Standard 8.2 of the National Quality Standards for Disability Residential Services (HIQA 2013) relates to secure record-keeping and file management systems. All records must be maintained and available for inspection. The information must be of up-to-date and accurate at all times.

While the privacy of the records must be maintained and treated with the utmost confidentiality it is not always necessary that records are maintained on site within the home. Once there are accessible for inspection, it is acceptable that some documents and records are kept off site at a central service location, which can reduce the space and storage required within the home for this purpose.

The use of a cupboard or a cabinet that can be secured and locked is acceptable if there is not a separate office or bedroom space.

Safe Driving for Work

Under the Safety, Health and Welfare at Work Act, 2005, employers must ensure that there are appropriate policies and procedures in place in relation to road safety and safe driving for work that protects the employees, the residents, other road users and the service provider.

Driving for work includes any person who drives on a road as part of their own work (not including driving to and from work unless in receipt of travel expenses) either in:

- A service-owned vehicle, or
- Their own private vehicle, receiving travel expenses.

A Safe Driving at Work policy will set out the responsibilities of line managers who are required to carry out risk assessments in consultation with employees and the responsibility of employees to protect their own safety, health and welfare and that of others.

Service providers may need to develop local guidelines and/or Standard Operation Procedures to support the implementation and on-going monitoring of this policy.

As an example, the HSE Safe Driving at Work policy can be viewed through the following link:

https://www.hse.ie/eng/staff/safetywellbeing/healthsafetyand%20wellbeing/safe%20driving%20for%20work%20policy%202018.pdf

THINGS TO CONSIDER:

Where residents will be passengers, local policies will need to reflect this and ensure that appropriate individualised person- centred risk assessments and measures are in place to support the safe transport of residents.

Staffing Costs

All the costs associated with the delivery of care and support for the person in their new home will be met by the service provider. Residents are not liable for any additional costs that arise in relation to their care and support, as a result of their transition to a smaller community based service.

Supporting people to live and engage in their local community may lead to queries around how the expenses and travel costs of support staff are managed. The HSE National Financial Regulation 15 provides specific guidelines on this, clarifying that staff may incur certain expenses in the performance of their duties which can be reclaimed as an allowable expense from the HSE.

Services may need to address how this managed at a local level, to ensure that staff are not significantly "out of pocket" for any period of time. A number of services have established small non-pay "socialisation fund" within the non-pay budget, from which the ad-hoc expenses associated with supporting the person in line with their person centred- plan can be met once they are vouched.

https://www.hse.ie/eng/staff/resources/financial%20regulations/nfrcosts.pdf

APPENDICES

8   Appendices and Additional Resources

8   Appendices and Additional Resources

APPENDIX 1: NURSING HOMES

There are two categories of nursing homes in Ireland. These are public nursing homes, (run by HSE) and approved private nursing homes, which are approved for the purposes of the Nursing Home Support Scheme (NHSS) and all also subject to HIQA regulation.

People can choose care in any of the nursing homes included in the scheme provided that the nursing home can cater for the person's particular needs and that it has a place available for the person.   The nursing home will also assess/meet the person to ensure they can meet their needs.

The HSE has produced a guide to which includes a checklist and the steps to take in deciding on the appropriate nursing home which is available at:

https://www.hse.ie/eng/services/list/4/olderpeople/residentialcare/nursinghomechecklist.pdf

NURSING HOME SUPPORT SCHEME APPLICATION PROCESS

Any person who wishes to avail of financial support to enter a nursing home will need to apply under the Nursing Home Support Scheme. A medical is required to confirm that the applicant requires long term care and a financial assessment is also required as the scheme is means tested. The Scheme provides financial support towards the cost of long-term nursing home care. Under the scheme, people who need nursing home care have their income and assets assessed, and then make a contribution towards the cost of their care based on their assessment.

People moving to a nursing home under the Nursing Home Support Scheme (NHSS) 'Fair Deal' will be charged the agreed client contribution. However it should be noted that may nursing homes charge a variety of additional fees for particular services which would be outlined prior to admission.

RIGHTS AND RESPONSIBILITIES

The client contribution will cover 'bed and board, nursing and personal care appropriate to the level of care needs of the person, laundry service, and basic aids and appliances necessary to assist a person with the activities of daily living'.[17]

There may be additional fees payable for therapies, socialisation expenses etc. and this information will be provided by the individual nursing home.

The registered provider must agree a contract with each resident and the contract must include details of the services to be provided to that resident and the fees to be charged.

Nursing Home Support Scheme 'Fair Deal' https://www.hse.ie/eng/fair-deal-scheme/applying-for-fair-deal/ and https://health.gov.ie/wp-content/uploads/2014/04/Frequently-Asked-Questions.pdf

CHOOSING A NURSING HOME

"Choosing a nursing home is one decision that no-one wants to get wrong. So, our advice is, before even beginning to examine the range of residential care settings available to you, to make a list of the ideal attributes you want from the nursing home. If you are assisting someone about to move into a nursing home, involve them in making the decision as much as possible. If they are not in a position to communicate well, it is extremely important to bear their values and preferences in mind in making this important life decision".

Nursing Homes Ireland have produced a guide to choosing a nursing home which is available at **http://www.nhi.ie/**

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[17] Dept. of Health FAQ Nursing Home Support Scheme

APPENDIX 2: FIRE SAFETY

FIRE SAFETY IN COMMUNITY DWELLING HOUSES CODE OF PRACTICE FOR FIRE SAFETY IN NEW AND EXISTING COMMUNITY DWELLING HOUSES

The Code of Practice states that:

"Residents should be ...capable of living in domestic scale residencies, with or without supervision. It is recommended that residents should be capable of recognising a fire occurrence/ alarm and exiting the dwelling house or have a sufficient level of support to evacuate the dwelling "

The Code of Practice goes on to set out the standards in relation to fire safety in all buildings covered under the Code, which includes:

- Fully protected escape routes i.e. in a standard house configuration this will require a minimum 30 minutes fire resistance with fire resisting door sets to all rooms accessing common escape route i.e. stairs or corridors
- A certified smoke alarm system to the standard specified and certified installation.
- Weekly tests of the installations will be required and these should be documented.
- Servicing of the installations to be carried out by competent person and certification issued in the specified format.
- Emergency Lighting is required in common escape routes.

The Code of Practice will apply in most cases to the new homes being built and/or extended for people transitioning from the congregated settings. The **exception** to this will be particular homes that are developed for individuals with such *significant support* needs that they cannot satisfy the criteria of the scope of the Code and goes on to clarify that:

"High dependency living, for example where bed evacuation or specific evacuation aids are required, is not covered by this code of practice"

In these cases, the buildings will be classed as residential institutional or other residential and be subject to the fire regulation requirements appropriate to large scale buildings. Accordingly homes for residents with significantly higher dependency levels, that cannot be supported to evacuate safely using everyday mobility aids, such as hoists and wheelchairs, will require alternative appropriate fire safety measures to be in place.
https://www.housing.gov.ie/sites/default/files/publications/files/code_of_practice_for_fire_safety_in_community_dwelling_houses_2017_0.pdf

APPENDIX 3: PERSON CENTRED HOUSING DESIGN

Nimble Spaces is a project developed by the Camphill Community in Callan in collaboration with a team of residents, artists, architects, and activists led by Callan Workhouse Union. The Nimble Spaces Enabling Design approach facilitates people to work with artists and architects toward designing "the home that I want to live in."

An interesting feature of the Nimble Spaces approach is the intentional work carried out with each person in relation to how home design is linked to and supports each individual's lifestyle choices. For example, it may be important to a person to access outside space, share a communal dining space or have a separate space for quiet time or hobbies.

http://www.nimblespaces.org/enablingdesign

The **Irish Wheelchair Association** have produced a 'Best Practice Access Guidelines – Designing Accessible Environments' on https://www.iwa.ie/downloads/about/iwa-access-guidelines.pdf

SCOTTISH PCP APPROACH

 The Chartered Institute of Housing Scotland - *Housing Health Social Care The Person-Centred Approach* which advocates for a number of actions and outcomes where the person is central to the process. Housing is viewed as facilitating the delivery of the supports and outcomes for the person with:

- A focus on person using the service and the impact of services on the user
- A focus on effectiveness of service in delivering outcomes and on improving effectiveness
- Evidencing the benefit of the service and the results
- The service promotes and supports service user independence and autonomy
- The service users achieve goals they have set themselves

Housing, health, social care: the person-centred approach:

https://lx.iriss.org.uk/content/housing-health-social-care-person-centred-approach

APPENDIX 4: SPECIFIC DESIGN REQUIRMENTS

DEMENTIA SPECIFIC DESIGN

At a Glance - Universal Design Dementia Friendly Dwellings (page 10-11) includes some typical UD Dementia Friendly features and are applicable to new properties but should also be considered when purchasing or undertaking alterations to existing properties. A number of designs are included. http://universaldesign.ie/Built-Environment/Housing/Dementia-Friendly-Dwellings/

A. Ensure good acoustic conditions by orientating spaces away from sources of noise or by providing high levels of acoustic insulation such as triple glazing.

B. Create a distinct entrance by planting particular shrubs or by providing distinct colours to the entrance area or front gate.

C. Provide level entry front and back doors.

D. Provide a brightly painted front door to make it distinct and recognisable.

E. Consider fitting a curtain to disguise the inside of the door to discourage a person with dementia from leaving the house at unsuitable times if necessary.

F. Ensure window dressing, such as curtains or blinds, do not obscure natural light and that it provides maximum views to the outside, or key external features.

G. Avoid strong patterns for floor finishes and provide plain coloured, matt finishes which reduce glare or shine in brightly lit conditions.

H. Provide a continuous floor finish with as little change in material as possible. Where a change in material must occur, ensure there is minimum colour contrast, particularly at door thresholds.

I. Use a contrasting door colour to ensure that the door is easily distinguished from the surrounding walls.

J. Use contrasting colours on the skirting boards to provide a visual break between the walls and the floors to ensure greater visual contrast.

K. Ensure window location, window sill height and window dressing facilitate visual access to safe external areas or objects, such as a dustbin area or clothes line.

L. Consider using glazed kitchen units or cupboards to provide visual access to the contents.

M. Ensure easy, and where possible, level access to safe and accessible outdoor space to encourage a person to spend time outside or engage with outdoor activities.

N. Provide key objects such as recycling bins or clothes lines within view and easy reach to maximise independence and encourage typical daily household activities.

O. Provide a distinctive colour to the entry doors of key rooms such as the bathroom.

P. Ensure proper artificial lighting is provided in circulation areas, especially those leading to toilets and bathrooms that may be used at night.

Q. Provide colour contrast between the floor and the steps to highlight the presence of the stairs. Ensure that the handrail clearly stands out from the wall, for example by painting it a different colour.

R. Provide visual access to the wardrobe, and where appropriate consider a glazed section to the wardrobe to enable a person to see their clothes hanging inside to facilitate with dressing.

HIQA GUIDANCE ON DEMENTIA DESIGN FEATURES

HIQA have also developed a resource *" Guidance on Dementia Care for Designated Centres for Older People"* which recommends design features that should be incorporated in a facility, and should include all the rooms (including bedrooms) and areas that form part of the residential service to provide quality accommodation for people living with dementia including:

- *small size, in terms of the numbers of people …in a dementia specific unit*

- *familiar building style, that is, domestic and home like*

- *plenty of scope for ordinary activities (unit kitchens, washing lines, garden sheds)*

- *unobtrusive inclusion of safety features*

- *rooms for different functions that are equipped with furniture and fittings familiar to the age and generation of the residents*

- *a safe outside space*

- *single rooms - big enough for a reasonable amount of personal belongings*

- *good signage and multiple cues where possible, e.g. sight, smell, sound*

- *use of objects rather than colour for orientation*

- *enhancement of visual access*

- *control of stimuli, especially noise.*

The document highlights that sometimes quite small changes can have a major impact on improving accessibility for people with dementia.

Guidance on Dementia Care for Designated Centres for Older People

   https://www.hiqa.ie/system/files/Dementia_Care-Guidance.pdf

FOR PEOPLE WITH AN INTELLECTUAL DISABILITY AND SIGHT LOSS

A number of resources are available that provide guidance on how to design and improve a home for a person with sight loss.

This guidance from **RNIB Cymru** (Wales' largest sight loss organisation) has been designed to help housing providers meet the needs of people with sight loss and learning disabilities both now and in the future. **Housing For People with Sight Loss** - A practical guide to improving existing homes. This publication provides good practice guidance on improving the homes of people with sight loss. It aims to support planned maintenance, replacements and refurbishment of the homes of people with sight loss and one-off adaptations in response to individual needs.

https://www.housinglin.org.uk/Topics/type/Homes-for-people-with-learning-disabilities-and-sight-loss/

https://pocklington-trust.org.uk/wp-content/uploads/2015/05/Housing-for-People-with-Sight-Loss.pdf

LOW SENSORY ENVIRONMENTS

People with autism can have sensory issues that can affect one or more of the senses. Their senses can be either over-developed (hypersensitive) or under-developed (hyposensitive). In both cases, this can have an impact on how people experience different environments.

For example, some people with autism may find certain background sounds, which other people ignore or block out, unbearably loud or distracting. This can cause anxiety or even physical pain. You can create a non-distracting and functional area by thinking about the physical structure of a particular room or environment. Furniture, soft furnishings and flooring can all be used to create a calm space.

People who are over responsive to sensory input require a low stimulation environment. This can be achieved by reducing the overall stimuli in the home.

National Autistic Society https://www.autism.org.uk/environment

FUTURE PROOFING / CHANGING NEEDS

Universal Design Guidelines for Homes in Ireland provide also guidance on what they identify as UD Home++, providing for greater accommodation of people's changing needs over time, through incremental steps. Examples include:

- Height adjustable basins/ shower seats
- Separate oven and hob
- Lighting in deep drawers
- Clear knee space below worktops, beside ovens, washing machines fridges and freezers
- Installation of assisted living technologies at the outset
- Second handrail for people of different heights
- Heat detectors rather than smoke alarms.

Similar to the Universal Design Principles **Livable Housing Australia** is a partnership between community, business and government that has produced guidelines that ensure a home is "liveable", whilst being inexpensive to incorporate into home design. A number of further core design elements are detailed to support people with higher mobility needs.   See http://optimaltherapy.com.au/future-proofing/   for more information and Livable Housing Design Third Edition http://www.livablehousingaustralia.org.au/library/SLLHA_GuidelinesJuly2015-3.pdf

APPENDIX 5: HOME APPLICANCES DAILY LIVING AND MOBILITY AIDS

PRODUCTS AND USER REVIEWS ON CHOOSING HOME APPLIANCES FOR DISABLED CONSUMERS

assistireland.ie is an online resource (provided by the Citizens Information Board) which provides information on daily living aids, mobility aids and assistive technology, and provides lists of suppliers of such equipment in Ireland. Focussing on information intended to help users choose suitable aids and appliances to meet their individual needs, the website provides contact details of suppliers for specific categories of products, for example, suppliers of dementia care products, suppliers of lifts and stair lifts and suppliers of ramps. They provide information across the following categories:

Personal alarm systems and telecare Personal alarm and telecare providers, Suppliers of dementia care products...	**Equipment for the heavier person** Suppliers of daily living aids, Suppliers of mobility aids, Equipment hire companies...	**Beds and bed accessories** Equipment hire companies, Suppliers of daily living aids...
Equipment to help with memory and safety Suppliers of dementia care products, Personal alarm and telecare providers...	**Pressure relief equipment** Equipment hire companies, Suppliers of daily living aids...	**Mobility scooters** Suppliers of mobility aids, Suppliers of ramps...
Equipment for communication and vision Apps for people with disabilities and older people, Suppliers of special needs technology...	**Grab rails** Suppliers of daily living aids, Suppliers of mobility aids...	**Eating and drinking equipment** Suppliers of daily living aids, Suppliers of mobility aids...
Equipment for hearing loss, speech and speech replacement Apps for people with disabilities and older people, Suppliers of special needs technology...	**Equipment for showering** Suppliers of daily living aids, Suppliers of walk-in baths, adjustable-height baths and level-access shower trays...	**Toilet equipment and accessories** Suppliers of daily living aids, Suppliers of mobility aids...
Walking equipment Suppliers of mobility aids, Equipment hire companies, Suppliers of ramps, Suppliers of lifts and stairlifts...	**Equipment for bathing** Suppliers of daily living aids, Suppliers of walk-in baths, adjustable-height baths and level-access shower trays...	**Clothing and dressing equipment** Suppliers of mastectomy Products, Suppliers of continence products, Suppliers of daily living aids, Suppliers of adapted clothing...
Manual wheelchairs Suppliers of mobility aids, Equipment hire companies, Suppliers of ramps, Suppliers of lifts and stairlifts...	**Equipment to get up and down stairs** Suppliers of lifts and stairlifts, Suppliers of ramps, Equipment hire companies...	**Footwear and dressing equipment** Suppliers of footwear products, Suppliers of daily living aids...
Powered wheelchairs Suppliers of mobility aids, Equipment hire companies, Suppliers of ramps, Suppliers of lifts and stairlifts...	**Children's daily living equipment** Suppliers of children's equipment, Suppliers of continence products, Suppliers of sensory equipment, Suppliers of special needs technology...	**Hoists and slings for lifting people** Suppliers of mobility aids, Equipment hire companies...
Chairs and chair accessories Suppliers of daily living aids, Equipment hire companies...	**General information** Apps for people with disabilities and older people, Equipment hire companies, Relevant grants and supports, Vehicle adaptation and driving...	**Other resources** This section has links to resources including assistive technology guides and factsheets to help you make the most of equipment and technology available to assist you in your daily living.

The **Research Institute for Disabled Consumers** in the UK is a leading expert in user-centred research involving disabled and older consumers. The focus of the organisation is on providing consumer information and user reviews to help disabled and older people choose the right products and services to lead an independent life.

All of their work is carried out by a research forum of 700+ disabled and older consumers. As well as mobility guides, the RIDC have developed consumer guides to buying home general home appliances, specialist appliances to help make a home life easier and identify household appliances that are easy to use. The guides provide guidance on everyday household appliances such as cookers, ovens, hobs and microwaves, washing machines and bathing supports. There is also guidance on general aids that can help people with seeing and gripping tasks.

https://www.ridc.org.uk/sites/default/files/documents/pdfs/home-tech/cookers.pdf

DLF (Disabled Living Foundation) is a national charity providing impartial advice and information for independent living in the UK. It offers clear, practical advice and information on products and suppliers of daily living equipment in the UK. It has various tools such as an online advice tool AskSARA to help you find useful information about products that make daily living easier based on a person's own specific needs. There is also clear, practical, expert advice written by DLF's team of healthcare professionals to help you make the right choice.

https://www.dlf.org.uk/

APPENDIX 6: TIPS FOR FURNISHING AND DECORATING.

Practical Considerations: *for each person-*

Specific assistive aids may be required. Consider:

- Technology / apps to support independent living / and contribution to household

- Lighting arrangements,

- Blinds and curtains,

- Height, size , weight and design of furniture for example easy chairs,

- Type of handles on doors/drawers

- Importance and positioning of a TV and/ or music system

- Flooring/rugs in terms of safety , comfort and ease of access

Personal Choices: *for each person-*

- Provide support to picking a colour scheme

- A person's interests, hobby, for example animals or sport, can be a source of inspiration.

- Choice of fabrics, wallpaper, paint, bedding, pillows, pictures, photographs, plants and towels should all be considered

- Good sources of furnishing ideas include magazines and websites

- Paint shops will have colour cards/magazines and test pots

- Local library will have decorating books

- Curtain and fabric shops will give samples and advise

- Use walls to hang family pictures, posters,

- Self-adhesive film can decorate plain furniture

- Consider magnet boards / picture frames / plants

- Make sure shelving/tables if necessary for particular interests

Don't forget to get the person's view on communal areas and the garden, even outside the front door.

APPENDIX 7: SMARTPHONE APPLICATIONS (APPS)

BEFORE YOU PURCHASE OR DOWNLOAD AN APP

Though smartphones and tablets have some integrated accessibility functions, it is the apps (applications) you download that can transform them into a personalised AT device to help people live more independently. However apps need to be chosen with . Some apps are subscription based, cannot be edited or customised and voice and picture quality can vary.

 A Speech and Language Therapist or an Occupational Therapist (OT) may be able to advise on choosing apps. Specific organisations, like the National Council for the Blind of Ireland (NCBI), DeafHear or Enable Ireland may be able to recommend specific apps based on your needs. Assist Ireland (see appendix 7) has links to a number of websites, blogs and guides that advise and review disability-related apps. Some apps that might be useful include:

APPS FOR SPECIFIC DIFFICULTIES

- People with Hearing impairments
    - Texting Apps, Video Calling Apps, Amplification Apps
- People with Alzheimer's or Dementia
    - Pill Reminders, Fall Detection Apps, Wander Apps, Reminder Apps
- People with autism and other related disorders
    - Behavioural Apps, Listening and Attention Apps, Cause and Effect Apps
- People with mobility difficulties
    - Home Automation

ComReg is the statutory body responsible for the regulation of the electronic communications sector and the postal sector. All service providers are required to publish an Accessibility Statement on their websites setting out how the service provider ensures that information regarding their products and services is accessible for disabled end-users. For example service providers must provide an accessible means to contact customer services in order to lodge a complaint and/or make an enquiry.

If a person is unable to use the phone book because of vision impairment and/or have difficulty reading the phone book contact their Service Provider will offer the use of a directory enquiry service free of charge. To avail of the service you will need to get your doctor to provide a certification that confirms your medical condition. Service Providers must offer the ability to nominate a third party to deal with complaints and/or enquiries on behalf of the customer. https://www.comreg.ie/consumer-information/consumer-care/consumers-with-disabilities/

FURTHER INFORMATION & TRAINING

- Enable Ireland have produced a document on Selecting Assistive Technology https://www.enableireland.ie/sites/default/files/publication/Guide%20to%20selecting%20Assistive%20Technology.pdf   https://www.enableireland.ie/services/assistive-technology

- The National Council for the Blind (NCBI) have information on types of assistive technology and technology tutorials http://www.ncbi.ie/types-of-assistive-technology/

- The National Federation of Voluntary Bodies held a Next Steps Tech Steps event in May 2018. The presentations made on the day, on various supporting technologies, are now available on their website. These include presentations by service users and self-advocates and some links to videos of service users using various technologies.

- WaytoB a smartphone and smart watch platform to help its users navigate independently. http://www.fedvol.ie/_fileupload/Next%20Steps/Assistive%20Technology%20Next%20Steps%20Tech%20Steps/6_WaytoB%20App.pdf

- This video showcases how some of the men and women of all abilities in St. John of God Menni Services are using iPads for Communication, Sensory, Education and Entertainment https://vimeo.com/112701587

APPENDIX 8: AUTONOMY AND ADVOCACY

SELF-ADVOCACY

Start listening to us Report on Self Advocates Groups What people said about the national consultation paper "Building Confidence, Improving Lives, Delivering Change". This report is based on meetings throughout Ireland with groups of people with intellectual disability.

https://www.hse.ie/eng/services/publications/disability/easyreadlisteningtous.pdf

Disability Rights UK is the leading charity of its kind in the UK run by and for people with lived experience of disability or health conditions. They outline the importance of Self-Advocacy:

It is important to learn self-advocacy skills because it helps you decide what you want and what is possible for you to expect. When you have good self-advocacy skills you can have more control and make the life decisions that are best for you. Self-advocacy helps to empower you, to speak-up for yourself and make decisions about your life.

For guidance on how to self-advocate and examples of self-advocacy in practise see their website https://www.disabilityrightsuk.org/self-advocacy

APPENDIX 9: SAFEGUARDING & POSITIVE RISK

SAFEGUARDING VULNERABLE ADULTS – HSE

The "Safeguarding Vulnerable Persons at Risk of Abuse - National Policy and Procedures", applies to all HSE and HSE funded services, outlines a number of principles to promote the welfare of vulnerable people and safeguard them from abuse. All service providers must have a publicly declared "**No Tolerance**" approach to any form of abuse. The policy states that:

All adults have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances. It is the responsibility of all service providers, statutory and non-statutory, to ensure that, service users are treated with respect and dignity, have their welfare promoted and receive support in an environment in which every effort is made to promote welfare and to prevent abuse." '

The HSE have identified a number of types of abuse:

- Physical, Sexual Abuse or Psychological Abuse
- Financial or Material Abuse
- Institutional Abuse
- Neglect and Acts of Omission
- Discriminatory Abuse

If anyone has a concern about abuse or neglect of a vulnerable person in a HSE or HSE funded residential facility, they should report it to a health care professional or to the Safeguarding and Protection Teams (SPTs) in each of its nine Community Healthcare Organisations (CHOs).

The HSE has produced an easy read version for service users and a FAQ document about the policy https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/safeguradch01.pdf

DRAFT NATIONAL STANDARDS FOR ADULT SAFEGUARDING

HIQA and the Mental Health Commission published draft national standards for adult safeguarding in August 2018 to help health and social care services reduce the risk of harm, promote people's rights, health and wellbeing, and to empower people to protect themselves. https://www.hiqa.ie/reports-and-publications/consultation/draft-national-standards-adult-safeguarding

CONFIDENTIAL RECIPIENT

The HSE has also appointed Ms. Leigh Gath as a confidential recipient who will receive and report concerns of abuse or neglect in complete confidence.   leigh.gath@crhealth.ie 1890 1000 14. https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/safeguardingvuladts.html

OTHER RESOURCES

Bullying Information Guide: An easy read guide developed by the National Anti-Bullying Advocacy Group (NAAG) in partnership with the National Institute for Intellectual Disability (NIID), Trinity College Dublin https://www.tcd.ie/tcpid/assets/docs/Anti%20Bullying%20Guide%20%20-%20final%20review.pdf

General safety issues: Easy read leaflets and newsletters about more general safety issues, keeping safe at home and when out and about http://adultsocialcare.newham.gov.uk/Pages/Easy-Read-Leaflets.aspx

Keeping Safe at Home: Easy read produced by Metropolitan Police http://adultsocialcare.newham.gov.uk/Documents/Safeguarding%20Adults/Easy%20read%20leaflets/keeping_safe_at_home_FINAL.pdf

POSITIVE RISK TAKING

COPE Foundation   Positive Risk Management and People with Severe / Profound Intellectual Disability, Olive Moynihan & Liza Fitzgerald

http://www.fedvol.ie/_fileupload/Research/Master%20Class%20Series/MasterClass%203/Positive%20Risk%20Presentation%20COPE.pdf

St. Michael's House developed a Hub service which is an individualised community based service that supports young adults in becoming active members of their local communities, through education, employment and recreational activities. A key focus is on positive risk taking to ensure that the integration of people within the life of the community, recognising the ability of service users whilst addressing any challenges relating to safety. Evidence of the very positive outcomes from this development is portrayed in a video:

https://www.hse.ie/eng/services/list/4/disability/newdirections/introducing-positive-risk-taking.html

APPENDIX 10: ACTIVITIES OF DAILY LIVING

There are a range of tools available that can be administered to help identify a person's capability and interest in certain activities of daily living.   These can be useful to gauge the type and volume of supports that a person may need initially and to inform the plans for capacity and skills building training with each resident, to support them to achieve their potential.

A number of approaches are noted below:

STEPS TO INDEPENDENCE

STEPS To Independence is a guidebook that provides an opportunity for individuals with an intellectual disability to determine how prepared they are for semi-independent living. It provides a holistic tool to prepare someone for semi-independent living by identifying current skills, determining skill areas for improvement (where more learning can happen) and next steps to focus on. **https://connectability.ca/Garage/wp-content/uploads/2014/04/STEPS-To-Independence.pdf**

INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADL)

The Activities of Daily Living can be explored with the person as part of the transition planning and the work to determine preferences and choices. An occupational therapy assessment may also be required, to inform this process and ensure that appropriate supports and training can be provided to the person to develop specific personal skills and enhance their roles as a tenant/ housemate/ friend/neighbour etc.

The need for educational and training support is likely to go beyond the transition phase. It should continue to be reflected in the on-going person centred plan for the person, to ensure that they are given the opportunity to reach their chosen potential and live a meaningful life.

An example of IADL functional assessment questions is given below.

Assessing Function in the Elderly: Katz ADL and Lawton IADL - Tracey Fisher Masters of Health Informatics Dalhousie University June 2008

Ability to Telephone
1. Operates telephone on own initiative: looks up and dials number, etc.
2. Answers telephone and dials a few well-known numbers.
3. Answers telephone but does not dial.
4. Does not use telephone at all.

Shopping
1. Takes care of all shopping needs independently.
2. Shops independently for small purchases.
3. Needs to be accompanied on any shopping trip.
4. Completely unable to shop.

Food Preparation
1. Plans, prepares, and serves adequate meals independently.
2. Prepares adequate meals if supplied with ingredients.
3. Heats and serves prepared meals, or prepares meals but does not maintain adequate diet.
4. Needs to have meals prepared and served.

Housekeeping
1. Maintains house alone or with occasional assistance (e.g. heavy work done by domestic help).
2. Performs light daily tasks such as dishwashing and bed making.
3. Performs light daily tasks but cannot maintain acceptable level of cleanliness.
4. Needs help with all home maintenance tasks.
5. Does not participate in any housekeeping tasks.

Laundry
1. Does personal laundry completely
2. Launders small items; rinses socks, stockings, and so on.
3. All laundry must be done by others.

Mode of Transportation
1. Travels independently on public transportation, or drives own car.
2. Arranges own travel via taxi, but does not otherwise use public transportation.
3. Travels on public transportation when assisted or accompanied by another
4. Travel limited to taxi, automobile, or ambulette, with assistance.
5. Does not travel at all.

Responsibility for Own Medication
1. Is responsible for taking medication in correct dosages at correct time.
2. Takes responsibility if medication is prepared in advance, in separated dosages.
3. Is not capable of dispensing own medication.

Ability to Handle Finances
1. Manages financial matters independently (budgets, writes checks, pays rent and bills, goes to bank); collects and keeps track of income.
2. Manages day-to-day purchases but need help with banking, major purchases, controlled spending, and so on.
3. Incapable of handling money.

SUPPORTS INTENSITY SCALE®

The function of AAIDD's <u>Supports Intensity Scale (SIS)</u>® is to reliably and validly measure the individual needs of those who require tailored supports. SIS measures the individual's support needs in personal, work-related, and social activities in order to identify and describe the types and intensity of the supports an individual requires. SIS was designed to be part of person-centred planning processes that help all individuals identify their unique preferences, skills, and life goals.

The supports approach also recognizes that individual needs change over time, and that supports must change as well. They must be developed and delivered in age-appropriate settings, with the understanding that, regardless of intellectual abilities or limitations, people should have the opportunity engage in activities and life experiences just like any other person.

The current adult version of the Supports Intensity Scale has 85 items in the areas of medical, behavioural, and life activities, and is applicable to students ages 16 and above. Life activities cover the areas of home living, community living, life-long learning, employment, health and safety, and social activities, whereas exceptional medical and behavioural support needs contain 15 medical conditions and 13 problem behaviours commonly associated with intellectual disabilities. Further, the Scale contains a supplemental protection and advocacy scale of 8 items. All items on the Scale have to be ranked by frequency, type, and duration of support required such that the tool identifies exactly what supports are required on a daily basis to enable the person live as independently as possible within a community. Further information is available on the AAIDD website: https://aaidd.org/home

APPENDIX 11: PERSONAL BANKING

BANKING

The **Competition and Consumer Protection Commission** (CCPC) has a specific remit with regard to personal finance information and education to provide personal finance information and education to consumers and has a significant amount of free and impartial advice about various types of accounts and savings.

https://www.ccpc.ie/consumers/financial-comparisons/

Once a person has decided on the type of account they want and choose a provider an application form will need to be completed. Under anti-money laundering law, people need to supply documents to prove their identity and their address even if you already have an account with the provider. The same documents cannot be used to prove both identity and address.

At a minimum a person will need documents issued by Government departments showing their name. This could include a Public Services Card. In order for the documents issued by Government departments to be accepted for opening an account, they must be verified by a statement from a person in a position of responsibility. The CCPC advises that you ask your provider who they will accept as a person in a position of responsibility. Usually it can be a solicitor, accountant, doctor, or social worker. That person must go with the person wishing to open the account with proof of their own identity.

A person will also need a document proving where they live. This could include

- A current utility bill (such as a gas, electricity, telephone or TV bill)
- A document issued by a Government Department that shows your address
- A list of your tax credits issued by Revenue
- A social insurance document that shows your address
- If you open an account that pays interest on your money, you also need to supply your PPS (personal public service number).

https://www.ccpc.ie/consumers/money/banking/opening-account/

BUDGETING

People for the first time may be making decisions about how they spend or save their money. There are some useful factsheets on the **Money Advice and Budgeting** website under publications at www.mabs.ie

Money Counts is a website which is collaboration between Saint John of God Carmona Services and MABS (Money Advice and Budgeting Service). The site provides a tool to facilitate learning of practical and sensible money management skills supporting personal safety and independence. http://www.moneycounts.ie/

Easy Reads

Inclusion Ireland Making Decision about Money – http://www.inclusionireland.ie/sites/default/files/documents/makingdecisionsaboutmoney.pdf

Help looking after your money http://webarchive.nationalarchives.gov.uk/20120215114506/http://www.justice.gov.uk/downloads/guidance/protecting-the-vulnerable/mca/managing-money-easy-read-guide.pdf

APPENDIX 12: RESIDENTIAL TENANCIES BOARD

The RTB has also developed guidance documentation for tenants on their website.   There is guidance on choosing a property, checklists and information on the rights and responsibilities of both tenants and landlords and tips for a successful tenancy.

https://onestopshop.rtb.ie/beginning-a-tenancy/rights-and-responsibilities/

https://onestopshop.rtb.ie/beginning-a-tenancy/choosing-a-property/

The RTB operate a national tenancy registration system and has replaced the courts in dealing with the majority of landlord and tenant disputes through their dispute resolution service. This service is available to all tenants and all registered landlords.

A tenant of a Housing Association can avail of the services provided by the RTB and are afforded the same rights, obligations and protections as tenants in the private sector.

Guide for Approved Housing Bodies on Minimum Standards for Rented Residential Accommodation

WHAT IS SECURITY OF TENURE?

Part four of the Residential Tenancies Act contains the security of tenure measure for tenants whereby tenancies that have lasted more than six months (starting on 7th April 2016 for tenancies in place up to that date) become 'Part four tenancies'. For tenancies that commenced before 24th December 2016, a Part four tenancy runs for 4 years. For tenancies that commenced after 24th December 2016 (including a further Part four tenancy that came into existence after 24th December 2016), the tenancy runs for 6 years.

Once a tenant has acquired a Part four tenancy the landlord can only terminate the tenancy in certain circumstances (using the appropriate grounds listed in section 34 of the Act). If the tenant wants to leave during the Part four tenancy and there is no fixed-term tenancy agreement in place, they must give the correct period of notice in writing as required under the Act.

At the end of the 4/6-year period, a new tenancy can come into being where the dwelling continues to be let to the same tenant(s). This new tenancy is known as a 'further Part four tenancy' and may only be terminated using one of the grounds in section 34 of the Act.

Each tenancy must be registered with the RTB. Once registered, the RTB will send out written confirmation of the registration to both the tenant and landlord.

It must be noted however that the tenant has obligations under their tenancy. If tenant has not complied with their responsibilities, despite being notified of this in writing by the landlord and being given reasonable time to remedy the matter(s) the landlord has rights to terminate the tenancy by appropriate notice. Please refer to the tenancy agreement for tenant obligations which can include rent arrears, breech of tenant responsibilities or anti-social behaviour

NOTICE PERIODS:

Going forward both the landlord and the tenant has a legal obligation to ensure sufficient notice periods are given should one party wish to end the tenancy. The required notice periods differ depending on the tenant's length of occupation. Information on required notice periods are listed on the RTB website.

In order to terminate a tenancy a landlord / tenant must serve a valid notice of termination on the tenant / landlord. If the tenant does not vacate upon the expiration of a valid notice of termination or if a landlord / tenant does not believe that the Notice of Termination is valid they can submit a dispute to the RTB for resolution.

The RTB website provides information for both the landlords and tenants and a number of useful resources including a guide to "Being a Good Tenant" https://onestopshop.rtb.ie/

Where renting is the chosen option **Threshold** (registered charity whose aim is to secure a right to housing, particularly for households experiencing the problems of poverty and exclusion) have developed a guide to the private rented market, guidance on dealing with Letting Agents, and a guide to questions you should ask prior to letting a property.

https://www.threshold.ie/advice/seeking-private-rented-accommodation/letting-agents/ and https://www.threshold.ie/download/pdf/thresholdseekingoct2017.pdf

GUIDE FOR APPROVED HOUSING BODIES ON MINIMUM STANDARDS FOR RENTED RESIDENTIAL ACCOMMODATION

In 2017 new Housing Regulations were issued that set out revised standards for rental properties. These regulations are applicable for all home rental arrangements including those with local authorities, approved housing bodies and private landlords. The new regulations include a number of additional requirements to improve the safety of rental accommodation: which includes guidance on

- Window height and safety restrictors, in order to prevent falls
- Heaters in each bathroom/shower with properly ventilated and maintained
- Carbon monoxide detectors and alarms, which must be suitably located
- Efforts must be made to prevent the infestation of vermin and pests
- In multi-unit buildings fire detection and an alarm system, an emergency evacuation plan and emergency lighting in common areas, with fire safety equipment maintained and serviced regularly
- Information must be provided to tenants on the property, building services, appliances and their maintenance requirements.

Housing Standards Housing (Standards for Rented Houses) Regulations 2017 https://onestopshop.rtb.ie/images/uploads/general/AHB_Minimum_standards.pdf

APPENDIX 13: ENTITLEMENTS AND BENEFITS

STATE PENSION

When a person reaches 66 years of age they no longer qualify for DA, and an application for the state pension must be made. This should be made in advance of the person reaching 66 years old. https://www.welfare.ie/en/Pages/248_State-Pension-Non-Contributory.aspx

WORKING WHILE ON DISABILITY BENEFIT

If a person is in paid employment this can affect their Disability Allowance as it is means tested. If the person you are supporting to move is hoping to take up employment you may need to advise the Department of Social Protection. More information is available on the Citizens Information website at

http://www.citizensinformation.ie/en/social_welfare/social_welfare_payments/social_welfare_payments_and_work/disability_payments_and_work.html

The Department of Employment Affairs and Social Protection (DEASP) has produced a **Benefit of Work Estimator tool** on welfare.ie for people getting Disability Allowance, Blind Pension, Invalidity Pension or Illness Benefit. This can help you to assess the financial consequences of taking up work or claiming Partial Capacity Benefit. https://m.welfare.ie/en/Pages/Benefit-of-Work-Estimator.aspx

HOUSEHOLD BENEFITS PACKAGE

The Household Benefits Package is a package of allowances which will help with the costs of running a household. Persons in receipt of the Disability Allowance are eligible and can apply to the Department of Employment Affairs and Social Protection for the benefit. Only one person in a household can qualify for the package at any time. Proof must be supplied that a person is a registered consumer at the address for which you are applying for the Household Benefits Package, for example, by providing a utility bill.

If a person is renting their home, the landlord must provide written confirmation that the tenancy (including the MPRN or GPRN of the address) and confirm that the person is paying their own energy bills. https://www.welfare.ie/en/Pages/Household-Benefits.aspx

LIVING ALONE INCREASE

The Living Alone Increase is an extra payment for people on social welfare payments who are living alone. To get the increase in payment normally the person must live completely alone, but there are some exceptions. People who live in sheltered accommodation may qualify if they are regarded as living independently. However people will not qualify **not** qualify if they have round-the clock support or nursing care. http://www.welfare.ie/en/Pages/Living-Alone-Increase.aspx

BLIND PENSION

The Blind Pension is a means-tested payment paid to blind and visually impaired people. The payment is made by the Department of Employment Affairs and Social Protection. To qualify a person must supply an eye test from an ophthalmic surgeon to verify the visual impairment and the Pension is a taxable source of income. http://www.welfare.ie/en/Pages/Blind-Pension.aspx

BLIND WELFARE ALLOWANCE

A person is awarded a Blind Pension; they may also qualify for the Blind Welfare Allowance paid by the **HSE**. The Blind Welfare Allowance is a means-tested payment to people who are blind or visually impaired and is paid to eligible people from 18 years of age. https://www.hse.ie/eng/services/list/1/schemes/bwa/

APPENDIX 14: TRANSITION PLANNING

COMMUNITY LIVING TRANSITION PLANNING TOOLKIT

The Community Living Transition Planning (CLPT) Toolkit aims to guide service providers through the process of supporting each person to develop their plan to move into the community. It will equip service providers with an understanding of what is required to support people to transition successfully to their new homes but will not be prescriptive.
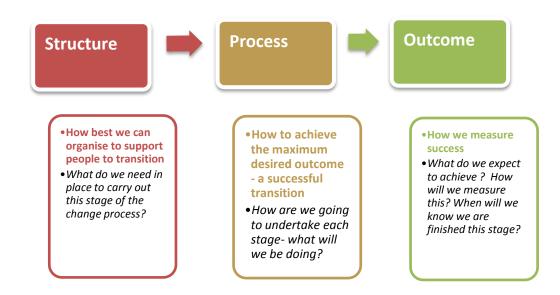
The CLPT Toolkit will support providers to consider:
- Good practice in transition planning
- The influence of the organisation (service provider) in the process
- Who the key stakeholders are in the transition process
- The components required in the transition planning process to ensure that each person is fully supported and assisted to have a successful and sustainable move into the community

The CLTP toolkit identifies that planning the move should comprise of 4 distinct phases:

- STAGE 1: Engagement and Consultation
- STAGE 2: Plan and Design the Transition Plan
- STAGE 3: Implementing the plan
- STAGE 4: Sustaining the transition

Structure → **Process** → **Outcome**

Structure	Process	Outcome
• How best we can organise to support people to transition • What do we need in place to carry out this stage of the change process?	• How to achieve the maximum desired outcome - a successful transition • How are we going to undertake each stage- what will we be doing?	• How we measure success • What do we expect to achieve ? How will we measure this? When will we know we are finished this stage?

The *Community Living Transition Planning Toolkit* is available at www.hse.ie/timetomoveon/

PERSON CENTRED PLANNING APPROACHES & THEORY

It will be a matter for each service to determine and agree which theory/ approach informs the practice in their area. It is strongly recommended that the transition planning process in each service is underpinned by a recognised approach to person centred planning and that staff are adequately trained and supported in the approach being followed. There are many different tools and approaches available, such as:

- PATH – Planning Alternative Tomorrows with Hope*

- All About Me- Person Centred Plan (PATH based approach)

- MAPS MacGill Action Planning System: Making Action Plans*

- Personal Futures Planning*

- Essential Lifestyle planning (ELP)*

- Person Centred Thinking Tools*

- Community Circles*

- Personal Outcome Measures

- Social Role Valorisation (SRV: Theory of Practice)*

- The Discovery Process (SRV based approach)*

- Supported Self Directed Living (SRV based approach)

All of the approaches and tools above marked * are discussed in more detail in the National Framework for Person Centred Planning
https://www.hse.ie/eng/services/list/4/disability/newdirections/

https://www.hse.ie/eng/services/list/4/disability/newdirections/a%20national%20framework%20for%20person-centred%20planning%20in%20services%20for%20persons%20with%20a%20disability.pdf.

Links to other PCP approaches, theories and associated tools are also available in the Appendices of the CLTP Toolkit.

https://www.hse.ie/eng/services/list/4/disability/congregatedsettings/community-living-transition-planning-toolkit-nov-2018.pdf
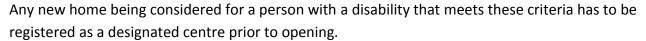
OTHER TRANSITION PLANNING RESOURCES:

There are many other papers and documents available that offer advice and approaches on how to support people to develop and implement transitions plans.   One is *Discharge Toolkit - Helping people with learning disabilities move out of inpatient units towards independence in the community* is an accessible pack includes the Discharge Planner which helps people with learning disabilities to make their own decisions and plan for leaving hospital/living in the community. https://www.changepeople.org/Change/media/Change-Media-library/Free%20Resources/Discharge-Toolkit-TABS-new-buttons.pdf

APPENDIX 15: HIQA - REGULATION & REGISTRATION OF HOMES

DESIGNATED CENTRES

Under the Health Amendment Act 2007 a residential home for people with a disability is a **designated centre** if:

- it provides residential services to dependent persons in relation to their dependencies, and
- the provider is the HSE, or
- the provider provides health or personal social services on behalf of the HSE; or provides a service similar or ancillary to the HSE and receives assistance from the HSE

Any new home being considered for a person with a disability that meets these criteria has to be registered as a designated centre prior to opening.

HIQA have published a guidance document on what constitutes a designated centre and gives guidance on whether a tenancy is meaningful and states that "*In summary, where residents own their own home or where they have substantial control over their living arrangements, and have a lawful tenancy agreement, the living arrangements do not constitute a designated centre. Where this is not the case, the residential service is a designated centre, regardless of ownership of the property and the provider is the person or organisation providing the care/support services*".

https://www.hiqa.ie/reports-and-publications/guides/what-constitutes-designated-centre-people-disabilities

If a home is a designated centre no person will be able to move into the home until HIQA have approved its registration. This will have implications for any proposed moving day and must be taken into account when planning. Engagement with HIQA through the development of the property can help ensure that the property meets the required standard.

HIQA have produced an Easy Read guide to the National Standards for all residential services for people with a disability, which can be discussed with residents and is available at: https://www.hiqa.ie/sites/default/files/2017-01/Standards-Res-Disabilities-Adults-Guide.pdf

STATEMENT OF PURPOSE

When a home meets the definition as a designated centre and is to be registered as such, a Statement of Purpose is required   The Statement of Purpose provides useful information that can be shared and discussed with the residents and their families and representative <u>when a service is</u> supporting a person to move to a home that will be a designated centre. It will be particularly useful, where there are concerns being raised about the support, safety and governance arrangements that will be in place in the new home once the resident leaves the congregated setting.

A home may be registered with other locations collectively as one designated centre, or it may be a stand-alone centre. This can be discussed and agreed with HIQA and will be clearly articulated in the Statement of Purpose which sets out the aims and objectives of that centre, as follows:

- Describe care and support needs that the service intends to meet
- Set out the range of services and supporting facilities to be provided to meet the care and support needs
- Define the admission criteria to the designated centre
- Describe the management and staffing arrangements in place to meet the residents care and support needs
- Ensure that people who use the service, prospective residents and other key stakeholders understand:
    - the range of services being provided and
    - how these are delivered to meet the residents' requirements.

As per HIQA regulations, the statement of purpose should be readily available in an 'easy to read and understandable' format for "residents and their representatives".

APPENDIX 16: CHECKLISTS

These checklists provide support the planning process and can be used throughout the "moving" process from inception to the moving day and in some cases afterwards. It can be used by the Planning team as a reference document to ensure that all of the phases are included and followed up. Where a team is involved it can it can be used to assign tasks to individuals. It can also be used as a tool to confirm completion of assigned tasks.   The lists can be utilised at any stage in the process to review and update the individuals plan. It is not a full checklist more a grouping of actions current status and to provide a status update at a point in time.

CHECKLIST BY SECTIONS

The Making a Home Document includes 7 Sections. This Checklist follows the same format with a checklist for each section, and is colour coded to reflect the relevant section where more information is available.   Each section checklist will print on a single page for ease of use during the process. Note: Not all actions will be relevant or required for each person.

RESIDENT'S CHECKLIST

This checklist is written from the perspective of the individual that is moving and focuses on the issues that may apply for each individual.

TRANSITION CO-ORDINATOR CHECKLIST

The second questionnaire is to support those involved in supporting the person to transition and details some of the framework of supports are available to support the person and ensure that the supports are also in place to support staff and safeguard the person. It is recommended that the list be revisited some time after the person transitions. As the person's frame of reference increases they may be better placed to take more steps for example opening a bank account or registering to vote.

HOUSEHOLD CHECKLIST: HOME NAME...RESIDENT/S........................

Section 1: Housing, Health & Safety

Action	Follow up actions	Yes/No	Notes	Date Completed
Social Housing	Make an application for Social Housing			
Sourcing Housing -	HSE Capital Fund			
	CAS Application - Dept. Housing & Local Government			
Nursing Home	Apply for Nursing Home Support "Fair Deal"			
	Review Nursing Homes and apply for admissison			
Private rental	Contact Auctioneers			
	Ensure potential Landlord is registered with the Residential Tenancies Board			
Fire Safety	Fire safety - meeting regulations			
Designated Centre	Commence registration process with HIQA			

HOUSEHOLD CHECKLIST: HOME NAME...RESIDENT/S......................

Section 2: Design and Home Planning

Action	*Follow up actions*	Yes/ No	*Notes*	*Date Completed*
Universal / Person Centred Design and specialised Design requirements e.g. Dementia	Consider a review of the individual requirements for additional supports. Arrange for O/T assessment. Ensure these requirements are factored into design process			
Fit out, fixtures and fittings				
Rented Accommodation	Private rented - ensure it meets minimum Housing Standards for rented Houses			
Home Appliances / Assistive Technology and Mobility Aids	Work with the person to ensure their individual needs are supported when choosing home appliances to maximise independence. Arrange O/T assessment if necessary			
Furnishing & Decorating	Work with the person to endure their preferences are reflected in furnishing their new home			

HOUSEHOLD CHECKLIST: **HOME NAME.. RESIDENT/S...**

Section 3: Supporting the Person				
Action	*Follow up actions*	*Yes/ No*	*Notes*	*Date Completed*
Autonomy & Advocacy	Has the person been supported to self -advocate or access representative advocacy			
Person Centred Planning and Personal Plan	Work with the person at every stage to ensure their will and preference is included			
Activities of Daily Living	Develop programmes to increase the persons skills to support them in their new home/environment. This could be related to household tasks, fire safety, community activities, transport etc.,			
Positive Risk taking	Develop a House Name: positive risk programme with the person			
Safeguarding				

HOUSEHOLD CHECKLIST: HOME NAME... RESIDENT/S...

Section 4: Legal, Financial and Citizenship				
Action	*Follow up actions*	Yes/ No	Notes	Date Completed
Decision making				
Citizenship	Provide support for the person to make a will			
	Provide support for the person to register to vote			
Personal Finances	Provide support for the person in managing finances, banking and budgeting. This may involve up-skilling, supporting access to local financial institutions			
Residential Status	Explain the rights and responsibilities of the persons residential status e.g. rent			
	Be aware of role of Residential Tenancies Board iin any dispute with private landlord			
	Be aware of responsibilities on both parties on ending a tenancy			
	Discuss tenancy insurance			

HOUSEHOLD CHECKLIST: HOME NAME... RESIDENT/S...

Section 5: Entitlements, Benefits, Charges and Costs				
Action	*Follow up actions*	Yes/ No	*Notes*	*Date Completed*
Social Protection Benefits	Review existing social protection entitlements and apply for additional entitlements as eligible. Advise the Department of any change of address			
Health Service Executive	Support the person to apply for and register for community supports as required			
	Apply as required for medical card, long term illness card, aids and appliances			
Residential Support Services Maintenance & Accommodation Charge	Where applicable arrange for a review of the RSSMAC charge to ensure they are paying the correct charge			
	For private rented ensure person is aware of rental and support payment process, security deposits and explain any "house rules"			
Private Rent and Housing Assistance Payment (HAP)	Apply			

HOUSEHOLD CHECKLIST:	HOME NAME.. RESIDENT/S..			

Section 6: Household and Home - Planning the Move, The New Household, Financial running of the home

Action	Follow up actions	Yes/ No	Notes	Date Completed
Planning the move	Review Community Living Transition Toolkit as a support to planning the move			
Communication	Develop (and regularly review) communication plan to ensure all parties are aware of timelines, progress, setbacks			
Pre-move	*When the home is nearing readiness for occupancy prepare a plan to support the person to move in line with their capacity, will and preference.*			
	Arrange for visits to new accommodation			
	Is the person involved in choosing their own staff			
	Arrange for the resident to meet other residents			
	Review any ADL training programme to assess readiness			
	Has a health & safety audit been undertaken			
	Is the person aware of the requirement to contribute to household budget			

HOUSEHOLD CHECKLIST: HOME NAME.. RESIDENT/S..

	Section 6: Household and Home - Planning the Move, The New Household, Financial running of the home			
Action	*Follow up actions*	Yes/ No	*Notes*	*Date Completed*
Moving Day	Has a review been undertaken of access to local transport			
	Has a review of laundry requirements been undertaken			
	Ensure house is key turn ready, with medications, equipment, utilities all in place			
	Ensure house is ready for person - with personal belongings and supplies in place			
	Are the necessary records in place to support individual nutritional/dietary concerns			
	Is there sufficient fire equipment available			
	Have support staff received fire and evacuation training			
	Have residents received fire training and undertaken fire drills			
Post Move	Review regularly			
Running of the Household	Consider meal planning and healthy eating - do support staff have the skills to undertake this role			

HOUSEHOLD CHECKLIST: HOME NAME.. RESIDENT/S..

Administrative Policies				
Action	*Follow up actions*	*Yes/ No*	*Notes*	*Date Completed*
Designated Centre	Has the home been registered as a designate centre with HIQA			
Policies	Are relevant policies in place to support the person			
Home not a workplace	Have arrangements been made to ensure that the "administrative footprint" is kept to a minimum and is not impinging on the home			
Staff accommodation	is this space unobtrusive			
Record keeping and GDPR	Do staff have adequate training in record keeping and GDPR (General Data Protection Guidelines).			
	Are there appropriate arrangements to ensure on site records are securely stored			
Policies and procedures	Are there policies on place to protect workers:			
	Lone Workers Policy			
	Safe driving at work			

PERSON'S CHECKLIST: DO I NEED TO /WANT TO.............				
Name of Resident:				
Financial	Yes / No	**Follow up actions**	**Date completed**
Apply for a Public Services Card			
Notify DEASP re change to Disability Allowance collection / Address			
Apply for an old age pension			
Need to notify DEASP re work			
Apply for Free Travel			
Apply for Household Benefit package			
Apply for a medical card			
Apply for a long term illness card			
Apply for a living alone allowance			
Make a will			
Register to vote			
Open a bank/PO/CU account?			
Transfer money from PPPA			
Applied for HAP			
Has my RSSMAC been reviewed			
Register to vote			
Made a will			
Change of address notified to relevant parties			

PERSON'S CHECKLIST: DO I NEED TO /WANT TO.............

Name of Resident:

My legal standing	Yes/ No	Follow up actions	Date Completed
Am I a ward of court			
If so who is my committee			
Have support to be a self advocate			
Have access to an advocate			
Have access to information on the ADM			
Am I a tenant			
Have I signed a tenancy agreement			
If yes, do I know my rights as a tenant			
Been advised of my residential charges			
Received a contract of care			

PERSON'S CHECKLIST: DO I NEED TO /WANT TO.............

Name of Resident:

My new home - Have I / Do I	Yes/ No	Follow up actions	Date Completed
Key contact list			
Welcome to my Home folder			
Person centred plan and personal plan			
Money record			
Food Diary			
Medicines diary			
Intimate Care Plan			
Hospital Passport			
Risk Assessment for new home			
Risk assessment for new community / day programme			
Been introduced to my key worker			
Been introduced to my support workers			
Any specialised equipment required for ASL			
Any aids to support my daily living e.g. eating/bathroom equipment			
Been given easy read			

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I…………………			
Residents/ House………………………………..			
Transition Project Planning Team Meeting	**Yes/ No**	**Follow up actions**	**Completed Date**
Attend planning meetings			
Agree roles and responsibilities			
Agree timelines		*For more on Transition planning see Community Living Transition Toolkit*	
Identify clients to transition			
Identify PIC for current residence			
Identify Key Worker			
Agree communications strategy for all involved			
If new property identified as a designated centre commence engagement with HIQA			
Plan regular meetings with Planning Team to support project, flag issues arising and ensure all aware of status of transitions			

Planning with the person	Yes/ No	Follow up actions	Completed Date
TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I.....................			
Residents/ House...			
Resident and family engagement			
Established the persons capacity to make decisions			
Started the conversation with the person moving			
Engaged with Circle of Support			
Engage with current PIC and staff supporting person			
Completed the individual assessment for each person			
OT / Multi-D assessment if required			
Complete the discovery process			
Considered housing options			
Researched community / neighbourhood			
Mapped local clubs and amenities based on persons interests and preferences			
Draft Transition Plan with timelines			

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I.....................			
Residents/ House...			

Housing	Yes/ No	Follow up actions	Completed Date
Discussed options with person moving			
Engaged with local auctioneers			
Engaged with local Authority			
Applied for social housing			
Engage with HSE Estates for housing checklist			
Review Universal Design guidelines			
Consider individual requirements of person moving			
If the house is an existing home review for suitability/compatibility - meet with clients, review statement of purpose			

Housing	Yes/ No	Follow up actions	Completed Date
TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I………………….			
Residents/ House…………………………………..			
When housing sourced:			
Review layout against individual mobility needs of person			
Specialist equipment been purchased			
Are adaptations required			
Assessments completed if necessary O/T S&L			
Fire safety equipment & planning			
Does the house need to be registered with HIQA			
Does the house meet HIQA standards			
Meet with Person in Charge (PIC)			

Pre-transition planning with person	Yes/No	Follow up actions	Completed Date
TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I…………………			
Residents/ House…………………………………..			
Arranged for visit to home			
Involvement in choosing support staff			
Meeting support staff			
Meeting other residents			
House Meetings			
Activities of Daily Living Training Programme for client			
Developed a fire training programme			
Developed a first aid programme			
Budgeting / money			
Tenancy arrangement to be agreed			

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I.....................			
Resident.......................................			
Person Planning	**Yes/ No**	**Follow up actions**	**Completed Date**
Name of key worker			
Review of Financial Person checklist			
Review of Legal Person checklist			
Registered with a doctor			
Registered with a dentist			
Other Community Services			
Applied for a bank account			
Considered self-care skills			
Considered dietary requirements			
Considered exercise requirements			
Hairdresser			
Residents meetings policy			
Have a record of the persons personal belongings			
Falls (and other medical risk) review			

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I......................				
Resident...				
Person Planning	**Yes/ No**	**Follow up actions**	**Completed Date**
O/T assessment for new home for equipment and mobility aids			
Notice of on-going medical appointments			
Dietary requirements			
Medicine Record			

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I………………..			
Residents/ House……………………………….			
Housekeeping	**Yes/ No**	**Follow up actions**	**Completed Date**
Directory of residents			
Contract of care for each resident			
Record keeping			
Data protection			
Safeguarding			
HIQA standards			
Dietary requirements			
Medicine Management			
Lone Workers Policy			
Safe Driving for Work Policy			
Meal Planning - Training for Staff			
Kitty			
Infection control policy			

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I......................				
Residents/ House...				
Staffing	**Yes/ No**	**Follow up actions**		**Completed Date**
Organised a staff introduction / induction				
Orientation / Induction for staff				
Staff Rosters and contact details				
Meeting/ introduction with residents				
Training on the use of specialised equipment				
Fire training				
First aid training				
Food preparation training				
Safeguarding training				
Paperwork -				
Training on policies in place				
Infection Control training				
Vehicle - Driving licence / insurance				

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I......................			
Residents/ House..			
New Home	Yes/ No	**Follow up actions**	**Completed Date**
Connections for Utilities/TV/Broadband			
Resident money management policy			
Staff			
Vehicle Policy			
SOP for Home			
Medication Management Policy			
Incident Management Policy			
Cleaning Schedule			
Fire Training/Drills			
Contact numbers for Equipment/ Service/ Maintenance			
Contact number for Alarm Company			
Contact number of Heating service			
Visitors policy			
Risk assessment for property			
Vehicle Policy			

TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I......................			
Residents/ House..			
New Home	**Yes/ No**	**Follow up actions**	**Completed Date**
Vehicle tax and insurance			
Food management policy for kitchen			
Household budget policy			
Templates for records			
Safety notices			
First shop - cleaning products			

Pre /First Month/Post transfer	Yes/ No	Follow up actions	Completed Date
TRANSITION CO-ORDINATOR CHECKLIST: I AM THE TRANSITION CO-ORDINATOR, HAVE I.....................			
Residents/ House...			
Resident & family to visit new home			
Resident to meet new support staff			
Resident to meet other residents			
Resident to personalise his/her own room			
House meeting to be held			
Regular meetings all staff to discuss matters arising			
Resident to continue to visit - agree frequency and duration			
Resident to engage with new day programme			
Ensure all staff are fully aware of persons support plans and preferred communication method			
Ensure persons Health Passport is available			
Regular meeting with person to address any concerns			
Have a fire drill			
Ensure medicines are delivered to new address			

APPENDIX 17: ADDITIONAL RESOURCES

Irish Websites viewed in collating this document

Assistive Equipment/ Technology	http://www.assistireland.ie
Citizens Information	http://www.citizensinformation.ie/en/
Communications Regulator	https://www.comreg.ie/consumer-information/consumer-care/consumers-with-disabilities/
Competition and Consumer Protection Commission	https://www.ccpc.ie/consumers/financial-comparisons/
Confidential Recipient	https://www.hse.ie/eng/about/qavd/complaints/confidentialrecipient/
Department of Employment Affairs and Social Protection	http://www.welfare.ie/en/Pages/Overview%20of%20the%20Department.aspx
Department of Housing, Planning &Local Government	https://www.housing.gov.ie
Electric Ireland	https://electricireland.ie
Enable Ireland	https://www.enableireland.ie
Federation of Voluntary Bodies	https://www.fedvol.ie
HIQA	https://www.hiqa.ie/
Housing Agency	https://www.housingagency.ie/
HSE	https://www.hse.ie/eng/
Inclusion Ireland	https://www.inclusionireland.ie
Institute of Professional Auctioneers and Valuers (IPAV)	https://www.ipav.ie/
Irish Council for Social Housing	https://www.housing.gov.ie
Money Advice and Budgeting	https://www.mabs.ie/en/
Money Counts	http://www.moneycounts.ie/
National Disability Authority	https://www.nda.ie
National Safeguarding Committee	https://www.safeguardingireland.org/
Property Services Regulatory Authority	http://www.psr.ie/
Residential Tenancies Board	https://www.rtb.ie/
Threshold	http://www.threshold.ie
Universal Design	http://universaldesign.ie/What-is-Universal-Design/

APPENDIX 18: FURTHER RESOURCES AND READING

GENERAL

1. HSE Social Care Division /Quality Improvement Division (SCD/QID) Project Toolbox for Residential Services for Adults with Intellectual Disabilities
https://www.hse.ie/eng/about/who/qid/socialcareapplframework/scd-qid-project-toolbox.html

2. Start Listening to us Report on self advocates focus group Áras Attracta Swinford Review Group July 2016 https://www.hse.ie/eng/services/publications/disability/aasrglisteningtous.pdf

3. Independent and Community Living : Focus Group Consultation Report John A. Weafer - Weafer Research Associates, July 2010 http://nda.ie/Publications/Social-Community/Independent-and-Community-Living-Focus-Group-Consultation-Report/

EDUCATION

4. Guidelines on the inclusion of people with intellectual disabilities in adult literacy: NALA https://www.nala.ie/sites/default/files/publications/guidelines_on_the_inclusion_of_people_with_intellectual_disabilities_in_adult_literacy_services.pdf

5. "An institution can never beat a home" Final report of the project   One of the Neighbours – Deinstitutionalisation in Finland 2011-2014 http://www.kvps.fi/images/tiedostot/One-of-the-Neighbours-final-report.pdf

6. The Easyhealth website has links to over 500 easy to read leaflets which have been written by a number of organisations http://www.easyhealth.org.uk/categories/health-leaflets

7. People First's guide to making information available in Easy Read format. This guide will help you write information that is easy to understand. You can also learn how to use words and pictures to make information easier to understand.

8. https://www.odi.govt.nz/guidance-and-resources/a-guide-to-making-easy-read-information/

HOUSING

9. "Leadership in housing services" Taking a person centred approach   Vic Rayner, CEOSitra http://www.easpd.eu/sites/default/files/sites/default/files/Conferences/Oslo/vic_rayner-workshop.pdf

10. Clúid Housing's Design Guide https://www.cluid.ie/wp-content/uploads/2014/08/Clu%CC%81id_Design-Guide_web-1.pdf

11. Chartered Institute of Housing: Homes fit for ageing 2016 Presentations http://www.cih.org/Presentations/hffa2016

12. National Housing Strategy for People with Disabilities – Presentation by Housing Authority https://www.housingagency.ie/Housing/media/Media/Our%20Publications/Events%20HPC%202017/Session-3-Pres-2-Claire-Feeney.pdf

HEALTH & WELLBEING

13. HELP with Behaviours That Challenge Elspeth Bradley, Marika Korossy Journal on Developmental Disabilities Volume 22, Number 2, 2016 http://oadd.org/wp-content/uploads/2016/12/41023-JoDD-22-2-v10f-101-120-Bradley-and-Korossy.pdf

14. The keys to life Improving quality of life for people with learning disabilities – The Scottish Government 2013 http://www.gov.scot/resource/0042/00424389.pdf

15. Aging and Down Syndrome A Health & Well-Being Guidebook – National Down Syndrome Society (USA)
http://www.ndss.org/wp-content/uploads/2017/11/Aging-and-Down-Syndrome.pdf

16. Need2Know Hidden in Plain Sight – Dementia and Learning Disability
https://www.mentalhealth.org.uk/sites/default/files/FPLD%20Need2Know%20Easy%20Read.pdf

17. National Institute for Health and Care Excellence (NICE) - easy read guides on various aspects of health care including information, self-screening and guides to specific illnesses and diseases.
https://www.evidence.nhs.uk/Search?ps=50&q=easy+read&sp=on

18. Welsh Ambulance Services Learning Disability Zone
http://www.ambulance.wales.nhs.uk/Default.aspx?pageId=283&lan=en

19. Happy Bones is an educational resource developed to give you an understanding of the importance of good bone health in children and adults with an intellectual disability.
https://docs.wixstatic.com/ugd/9aca3f_c826946b67a94ca180a29c6769571a05.pdf
https://www.happybones.ie/

20. **Understand Together** is a public support, awareness and information campaign led by HSE, working with The Alzheimer Society of Ireland and Genio http://www.understandtogether.ie/

21. **The Social Care Institute for Excellence (SCIE)** is a leading improvement support agency and an independent charity working with care and support services across the UK. Aiming to improve the lives of people who use care services by sharing knowledge about what works SCIE provide information, guidance, resources and accredited training for anyone supporting people with dementia and all their resources are free to download.

    General website link: https://www.scie.org.uk/   and
    https://www.scie.org.uk/atoz/?f_az_subject_thesaurus_terms_s=learning+disabilities&st=atoz&page=3   Link to Dementia resource: https://www.scie.org.uk/dementia/living-with-dementia/learning-disabilities/

COMMUNITY LIVING

22. Independent and Community Living - the views of people with disabilities families and frontline staff: Focus Group Consultation Report http://nda.ie/Publications/Health/Health-Publications/Independent-and-Community-Living-the-views-of-people-with-disabilities-families-and-frontline-staff-Focus-Group-Consultation-Report.html

23. Activities of daily living and transition to community living for adults with intellectual disabilities https://www.tcd.ie/swsp/assets/pdf/King%20et%20al.%202016.pdf

24. Arch Clubs provide a secure social environment for people with special needs, their siblings and friends to learn, form friendships and above all, have fun.. http://www.archclubs.com/

25. The Ability programme provides funding to local, regional and national projects in the Republic of Ireland that focus on bringing young people with disabilities between the ages of 15 and 29 closer to the labour market. https://www.pobal.ie/programmes/ability-programme/

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