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1. Welcome

Welcome to the 4th edition of the National Quality Improvement Office, Disability Services newsletter.

In order to access as many people as possible, we are requesting that you send this on to all of your colleagues who would have an interest.

2. National Sharing Day

On Thursday 25th September, almost 300 people (service users and providers) attended our inaugural National Sharing Day in the Rotunda Hospital, Dublin. The presenters were mostly service users who spoke about their experience using our services. The feedback was extremely positive and we hope to host our second National Sharing Day in a larger venue in Dublin next year. The collated evaluations for the Sharing Day can be viewed at <http://bit.ly/33grS8m>



3. New work commencing

People with disabilities are at greater risk of falling than those in the general population. Falls have a significant impact on the health and well-being, confidence and independence of people. They are responsible for further significant disability, reduced physical function and poorer quality of life. They are costly and complex and many are preventable. The National Quality Improvement team in HSE Disabilities is undertaking a project to develop and implement a framework which will develop sustained good health, prevent falls and related injuries, and improve bone health to give people with a disability a better quality of life. This programme will be aligned to the AFFINITY programme in Older Persons Services and the Strategy to Prevent Falls and Fractures in Ireland's Ageing Population (2008). We are currently developing a working group to commence this project and hope to complete in by the end of 2021.

4. Work under development

I. Guiding Principles

It is hoped to have these completed in Q4 of this year:

1. Visitors
2. Provisions of Behaviour Supports
3. Restrictive Practices

It is hoped to have these completed in Q1 of next year:

4. Individualised Risk Assessments
5. Fire Safety

II. National Framework for Medicines Management in Disability Services

This framework is intended to provide support to services in developing local PPGs in Medicines Management. It will be an overall framework based on international best practice encompassing:

1. Guidance on education to be provided to non-nurses administering medicines (this will be for any CNME or private provider who is involved in the Safe Medicines Administration (SAMs) training and will be pitched at a QQI Level 5)
2. Guidance on Governance Framework that needs to be in place at local level
3. An Assessment Tool to identify an individual's support needs
4. Guidance on Prescriptions and Prescribing

A major consultation was undertaken in the summer of this year and that consultation is nearing completion on this document and it is hoped to have it completed by Q4 of this year. HIQA has clarified that while implementing this framework will be seen as "good practice" that it will not be inspecting against it as a regulatory requirement.

We would like to ask services to share any tools (Easy Read, videos etc) you use when communicating your local Restrictive Practices and Provisions of Behaviour Support policies to service users.

Email:

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5. Completed Work



This document also aligns closely with the **Health Passport** which has been developed in CHO 1. The **Health Passport** is brought to the hospital or GP by the individual with a disability and it holds key relevant information that should be read by the staff treating the individual. This document can also be found on our website on HSELand <http://bit.ly/3217XiG>

My Health Check:

This document is a head to toe assessment tool that can be used by services conducting their yearly health check with service users. The intention is that the My Health Check would be completed by the person who knows the individual being supported best, and would then be used to “flag” any areas of concern with the individual’s GP during the annual visit. It is intended to support the “Personalised Care and Support Plans” component of the individual’s Personal Plan.

The assessment tool is accompanied with a Guidance Document that will signpost staff conducting the assessment to resources to help them complete the tool. This includes contact details and standards around issues such as health screening programmes etc.

This document is very much aligned with the *National Framework for Person-Centred Planning in Disability Services* that is being piloted this year by the HSE Strategy and Planning team in Disability Services. The document can be found on our website on HSELand <http://bit.ly/2Bz8cQT>



6. Template for post-inspection meeting with the Regulator

This feedback sheet has been developed for services to record the discussion at the post-inspection feedback meeting with HIQA inspectors. It aims to get clarity from the inspector regarding the initial findings of the inspection and identify areas that the inspectors has concerns with. It can be found on our website on HSEland at <http://bit.ly/2JNhVYi>

7. Quality Forum

The aim of this group, the National Quality Forum for Disability Services (the Quality Forum) is to develop a network of people working in Disability Services across Ireland to identify and share learning, best practice, and challenges & barriers to implementation of good practice initiatives, with each other. It is chaired by Marie Kehoe-O'Sullivan.

The remit of the Quality Forum covers all areas of Disability Services: Day Services, Community and Home Supports, People with both Physical & Sensory and/or Intellectual Disabilities, Residential Services etc.

We meet in Dublin four times per year to share our experiences and support each other.

Next meeting will be held on 11th December 2019, in Boardroom 2, Dargan Building, Unit 4A, Heuston South Quarter, Military Road, Dublin 8, D08 DT85 from 2pm to 4pm. If you wish to attend, please email Joanne at email address below. Dargan Security require a list of meeting attendees in advance.

This is a very informal group – for further information or to join our email list, please contact Joanne at disabilitiesqi@hse.ie



8. Updates from the Regulator

1. *Regulatory Risk*

At a recent HIQA Provider Forum meeting, the Deputy Chief Inspector (Disability Services) informed the group that the National Safeguarding Standards would be signed off by the Minister in “the very near future”.

HIQA is currently reviewing all of the documents on their website, including their Guidance on Risk Management, and will be updating them as required.

As of October 1st, there were 13,000 registered designated centres for persons with disabilities comprising 9,000 residents. There have been 959 inspections to date in disability services.

HIQA has been engaging with the Department of Health regarding the draft provisions to amend the Health Act to provide Emergency Placements.

2. *Clarification on “fulltime PIC”*

The PIC must work whatever is the norm for each organisation, 35 or 39 hours. There can be more than one person in the role – but each person is then the designated person on that day, not “covering” for each other.

HIQA needs the names of the persons in PIC role.

3. *Draft Guidance on a Human Rights Based Approach*

HIQA published a draft document and has conducted regional workshops during September and October on a human rights based approach using the FREDA principles, fairness, respect, equality, dignity and autonomy. HIQA received 76 submissions to the consultation on this document which was undertaken during June and July 2019.

This document is available on the HIQA website at <http://bit.ly/2P9qQXL>

4. *Thematic Inspections on Restrictive Practice*

HIQA plans to conduct 9 thematic inspections in each of the 6 regions by the end of the year. To date 13 have been completed . The next set of inspections will begin to look for Quality Improvement Plans developed on foot of the self-assessments that providers conduct in their services. They plan to publish the first batch of inspection reports by the end of the year.



9. Next Steps

If you have any ideas on issues that you would like us to focus on, resources or tools that you would find helpful or if you are aware of best practice and resources that you are willing to share, please feel free to contact us at mariet.kehoe@hse.ie

We welcome your feedback in regards to information you would like to see or topics covered in this newsletter. If you have any feedback please email disabilitiesqi@hse.ie

Marie, Nicole and Joanne