



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

# Benchmarking Services To Support Implementation of New Directions

## **New Directions**

*Personal Support Services for  
Adults with Disabilities*

Report of the National Working Group for the  
Review of HSE Funded Adult Day Services



## Purpose of Today

- ❑ Launch the Benchmarking Tool.
- ❑ Update - Implementation Targets – Social Care Operational Plan 2015.
- ❑ Update - Prioritisation of other work to support implementation.





# Social Care Operational Plan Targets 2015

## *Expand the implementation of New Directions*

- Develop CHO implementation structure with standardised Terms of Reference.





# Social Care Operational Plan Targets 2015

## *Complete the ratification of the new standards governing New Directions*

- Complete the process of analysis of the consultation submission to finalise the draft interim standards.
- Standards ratified by the HSE
- Develop a process to implement and monitor the new standards.





# Social Care Operational Plan Targets 2015

*Complete benchmarking exercise with all services to support the development of individual agency implementation plans for New Directions*

- Revise the benchmarking tool following the piloting process.
- Arrange for dissemination of finalised tool to all service provider agencies.





# Social Care Operational Plan Targets 2015

*Develop a list of sites demonstrating examples of good practices and arrange for a process of shared learning to support service provider implementation planning*

- Benchmarking tool will collate examples of good practices.
- Arranging a learning event.





## Progress to date:- *Expand the implementation of New Directions*

- Terms of Reference for CHO Implementation Structure drafted.
- Awaiting development of CHO Management Team.
- Projected implementation timeline – before end of June.





## **Progress to date:- *Complete the ratification of the new standards governing New Directions***

- Interim Standards Finalised. March 2015.
- Meeting with HIQA pending.
- Interim Standards to be submitted to HSE for consideration March 31<sup>st</sup> 2015.
- Develop a process to implement and monitor Standards – work to commence April 2015.







# Outcome of Draft Standards Consultation Process

- ❑ 424 Submissions received (238 from people that use services).
- ❑ Approx 50% of submissions related directly to specific comments regarding themes and features of the Draft Interim Standards.
- ❑ Other content mirrored issues raised at Information sessions relating to New Directions implementation including funding, infrastructure, guidance, training etc.





# Process to Finalise Draft Interim Standards

- ❑ University of Limerick – analysis of submissions.
- ❑ NDA developed framework for decision making regarding revisions to Draft Interim Standards.
- ❑ National Working Group completed in depth exercise to finalise Draft Interim Standards.





## Progress to date:- *Complete Benchmarking Tool 2015*

- Benchmarking Tool finalised following pilot process with 3 agencies.
- Launch of Benchmarking Tool today.
- Completion of Benchmarking Tool **by May 20th.**





## **Progress to date:- *Develop a list of sites demonstrating examples of good practices***

- Benchmarking Tool will capture this information.
- VFM Working Group 1 will review.
- Learning event October / November 2015.





## Progress to Date:– *other implementation priorities*

Work commenced on:

- Development of Guidance and Support Tools.
- Cross sectoral discussions with DOH.
- Development of an Independent Guidance Service.
- Family / Service User Involvement on National Group.





## Progress to Date:– *other implementation priorities*

- ❑ Focus on recommendations relating to Rehabilitative Training.
- ❑ Focus on need for accurate up to date data regarding residual number of people involved in work/like work activities.
- ❑ Website update and quarterly Bulletin.



***Benchmarking Services  
to Support  
Implementation of New  
Directions***



# Why Benchmark?

- ❑ Support Service Providers to Take Stock of where the service is at in connection with New Directions - acknowledge positive change and identify practical steps for future focus.
- ❑ Benchmarking will support each provider to develop a realistic reconfiguration plan for delivering New Directions (*Recommendation 2 New Directions*).
- ❑ Benchmarking will highlight issues that the National Implementation Group will need to focus on e.g. Guidance Documents etc.







# What Are We Benchmarking Against?

- ❑ Benchmarking against the Core Values contained in New Directions:-
  - Person Centredness.
  - Community Inclusion & Active Citizenship
  - Quality
  
- ❑ Benchmarking focus is on service that is delivered to Service Users.





# Why not benchmark against Draft Standards?

- Draft Standards are not ratified as yet by HSE.
- Process to implement and monitor Draft Standards has yet to be developed.
- Need to progress Implementation Planning
- More detailed Benchmarking required when process for implementing and monitoring Standards developed.



# What will completed Benchmarking Tool be used for?

- Primarily – for use by Provider to inform reconfiguration planning and to acknowledge and learn from work already completed.
- To capture examples of changed / reconfigured services in line with New Directions.
- High Level Analysis will be considered by the National Implementation Group to inform ongoing work.
- CHO Implementation Structure – to support the development and monitoring of reconfiguration planning at CHO level.





# Benchmarking Tool and Guidance Notes



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# Part 1 - Profile of Organisation

New Directions Benchmarking Tool 2015		
Please read the Guidance Notes (including Glossary of Terms) in full before you start to complete the Benchmarking Tool		
Part 1: Profile of Organisation		
Organisation Details	Name of Organisation	
	Address	
	Telephone	
	Name of CEO (or Equivalent Post Holder)	
	Email Address	
	Number of Adult Day Service Locations	
Primary disability of people using day services and supports	<b>Primary Disability</b>	<b>Number of people</b>
	Physical and/or Sensory	
	Intellectual Disability	
	Autistic Spectrum Disorder	
	Other (please specify)	
	<b>TOTAL</b>	
Age profile of people using day services and supports	<b>Age Group</b>	<b>Number of people</b>
	Under 18	
	18 - 25	
	26 - 40	
	41 - 55	
	56 - 65	
	65+	
	<b>TOTAL</b>	





# Part 2 - Benchmarking of Organisation

New Directions Benchmarking Tool 2015				
Please read the Guidance Notes (including Glossary of Terms) in full before you start to complete the Benchmarking Tool				
Part 2: Benchmarking of Organisation				
Section	No.	Statement	Self Evaluation (Drop Down Menu)	Give Details, Comments, Examples in open spaces below where applicable (please note you cannot enter text in the greyed out cells)
Section 1 - Organisational	1	The organisation has a <b>Mission Statement</b> . <i>If the answer is 'No' - please move to Statement No. 2 below.</i>		
	1.1	The organisation has a <b>Mission Statement</b> which reflects the core values in New Directions of Person Centredness, Community Inclusion and Active Citizenship and Quality.		
	2	The organisation has in place <b>Statement/s of Purpose</b> . <i>If the answer is 'No' - please move to Statement No. 3 below.</i>		
	2.1	The organisation has in place <b>Statement/s of Purpose</b> that reflects its aims and objectives in line with New Directions.		
	3	The organisation has a <b>Strategic Plan</b> . <i>If the answer is 'No' - please move to Statement No. 4 below.</i>		
	3.1	The organisations <b>Strategic Plan</b> reflects a commitment to individualised services and supports within the community.		
	4	The organisation ensures people have access to information provided in a <b>format that is accessible</b> to their information and communication needs.  <i>Please comment if required.</i>		
	5	The organisation's approach to <b>risk management</b> supports <b>positive risk taking</b> as a means to enhancing quality of life and independence for people.		
	6	The organisation has an <b>Advocacy Forum/Structure</b> . <i>If 'Yes', please give details.</i>		





# Guidance Notes

**Guidance Notes**  
**for completing the New Directions**  
**Benchmarking Tool 2015**  
**Including Glossary of Terms**  
*(For Non Statutory Service Providers)*



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# Benchmarking Process

- Tool and Guidance Notes distributed to all Service Providers on March 24<sup>th</sup>.
- Queries to New Directions – National Implementation Office 046-9251315
- Returns to [anne.melly@hse.ie](mailto:anne.melly@hse.ie)
- One Benchmarking Tool returned per Provider Organisation.
- Completed Tool returned by May 20<sup>th</sup>.







# Day Service Locations Details Sheet

## Day Service Locations - Details

Name of Organisation: \_\_\_\_\_

Completed by: \_\_\_\_\_

Phone No.: \_\_\_\_\_

Date: \_\_\_\_\_

Please list all HSE Funded Day Service Locations within your Organisation/Agency below with details requested. This should list ALL Day Service Locations including any new Satellite or Hub Developments that have occurred in recent years and the locations at which Rehabilitative Training (RT) is provided.

Day Service Location Name	Day Service Location Address	Manager Responsible for Day Services at this Location	Email Address for Manager Responsible for this Day Service Location	Day Service Location Phone Number	No. of Service Users at this Location	How Long has this Day Service Location been in Operation?

