



Oifig an Stiúrthóir Cúnta Náisiúnta,
Foireann Míchumais Náisiúnta, An Chéad
Urlár - Oifigí 13, 14, 15, Áras Phlásóg na Rós,
Coimpléasc Gnó na hOllscoile, Páirc
Náisiúnta Teicneolaíochta, Caladh an
Treoigh, Luimneach

Office of the Assistant National
Director, National Disability Team,
First Floor- Offices 13, 14, 15,
Roselawn House, University Business
Complex, National Technology Park,
Castletroy, Limerick.

7th July 2025

Deputy Paul Donnelly,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.
E-mail: paul.donnelly@oireachtas.ie

PQ: 29167/25

To ask the Minister for Children; Disability and Equality her plans for the improvement and expansion of disability day services.

Dear Deputy Donnelly,

Thank you for your Parliamentary Question referenced above, which has been forwarded to me for direct reply.

Day Services are a key component of support services that enable people to live within the community. The New Directions Policy, which was published in 2013, outlines the manner in which adults with disabilities receive disability day services. This policy is underpinned by the values of person centredness, community inclusion, active citizenship and quality.

This policy is in line with the UN Convention on the Rights of People with Disabilities which articulate the rights of people with disabilities to avail of the whole range of public services that are available to all citizens of the state. The guiding principle for HSE funded day services is that supports will be tailored to individual need and will be flexible, responsive and person-centred.

There are now 19,524 individuals with a disability in receipt of day services, together with a further 2,046 in Rehabilitative Training services. These services are provided at 1,091 locations around the country by 97 service provider agencies.

Day services expand every year to meet the needs of over 2,000 people leaving school or rehabilitative training that are referred to the HSE Day Opportunities teams each year. The Day Opportunities teams are currently working with people referred and providers to ensure placements are available from September, in line with the person's support needs and within the funding resources available.

Improvement of disability day services

With regard to the improvement of day services, the New Directions Policy is implemented using a Continuous Quality Improvement approach.

Through the structure of the New Directions Implementation Groups (NDIG), the New Directions Interim Standards were developed and published in 2015. An implementation plan to implement the Interim Standards was developed in conjunction with the day service sector (and discussions with HIQA).

Implementing the Interim Standards has two phases;

- Phase 1: Develop a process of continuous quality improvement for day services in line with the Interim Standards.



Evaluation, Action and Service Improvement (EASI)

EASI is a Self Evaluation process by each service location provider and is a fundamental part of continuous quality improvement process and key to the delivery of the New Directions policy. The aim of the EASI process is to produce a constructive report which will help each service location provider to maintain and improve the quality of its services and supports under New Directions.

In 2021, there was a number of webinars developed to support service providers to continue to implement the EASI continuous quality improvement process, these are available on HSeLanD.

Throughout 2024 HSE staff met with providers within their CHO and supported them in working through the EASI process and attaining CQI objectives set in line with New Directions Policy and UNCPRD. 1,062 provider locations completed the EASI process in 2024.

Person Centred Planning:

To ensure the quality and standard of planning with each person are consistent across the country, the HSE developed a suite of resources to support the implementation of the National Framework for Person-Centred Planning in Services for Persons with a Disability. The resources were launched and made available to people with a disability, their families and service providers across adult disability services on 29th May '25. 4,071 people had completed the e-learning PCP module by the end of 2024.

- Phase 2: Develop a monitoring system that provides a mechanism for assurance, quality, and safety of day services.

The HSE in partnership with the National Disability Authority, persons using Adult Day Services and the disability umbrella bodies are developing an outcomes-focused monitoring system for Adult Day Services. As it is essential to incorporate the insights and perspectives of key stakeholders when developing a monitoring system that can efficiently and effectively support the quality improvement of Adult Day Services, a comprehensive nationwide consultation was undertaken with persons using Adult Day Services, family members, interim standards organisational leads and direct support staff. During the consultations participants were asked for their valuable feedback on the proposed monitoring approach prior to a trial of the monitoring system. This included a survey for families that generated over 1,800 responses which were most instructive in the development of the monitoring system. The full report published in November 2024, can be viewed at:

<https://www.hse.ie/eng/services/list/4/disability/newdirections/day-service-monitoring-consultation-summary-report.pdf>

The aim of the trials being conducted during 2025 and early 2026, is to test the monitoring approach in a range of Adult Day Service locations and continue consultation with stakeholders throughout. In addition, please see:

<https://www.hse.ie/eng/services/list/4/disability/newdirections/outcomes-focused-monitoring-system-for-the-new-directions-interim-standards.pdf>

This paper has been drafted by the National Disability Authority and the HSE Adult Day Services Office to provide an overview of the work that is underway to put in place an outcomes-focused monitoring system to assess funded Adult Day Services against the Interim Standards for New Directions.

Yours Sincerely,

Gerry Tully,
Assistant National Director, Adult Disability Services, Access & Integration