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## 1. Welcome

Welcome to the 3rd 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. New team member

Nicole Lam – I joined the team as a Research Officer in January 2019 through the HSE Gradlink programme. I am excited to learn from everyone in the health services as I come from a social sciences background.

I have a BA in Sociology and Social Policy from Trinity College Dublin as well as a MA in Intercultural Communication and Education. I hope to use my research background to co-create accessible resources for everyone.



Feel free to contact me regarding research projects or new ideas: [nicole.lam@hse.ie](mailto:nicole.lam@hse.ie)

## 3. How to find us on HSELand Change Hub

- Please install Google Chrome
- Go to HSELand
- Log on using your HSELand username & password if you already are a HSELand Registered User
- If you are a first time user, select '**Create an Account**' and **follow the relevant steps outlined**
- Once logged in, select the '**Hubs**' tile
- Select Go under the '**Change Hub**' tile
- Under the '**Information and Updates**' listing, select '**[Disability Services Quality Improvement](#)**'

## 4. Quality Improvement Action Plan 2019

Our team have developed a [2019 Action Plan](#) arising from the 2018-2020 National Quality Improvement Operational Plan which we are currently working on and will use this newsletter as one way of communicating this work with you on an ongoing basis.

## 5. Workshops on Governance and Management

In October of last year, we held 4 Regional Workshops in collaboration with colleagues in HIQA to explore examples of “solid evidence” when it came to completing the [Self-Assessment Tool](#) against the HIQA Assessment and Judgement Framework ([click for guidance on how to use](#)). The purpose of these workshops was to emphasise the importance of each designated centre “auditing itself” against the standards in order to improve their services and in preparation for inspections. The [collated evaluations](#) from those workshops are now available.

## 6. Completed Work

### **Guiding Principles:**

The decision was made last year, that rather than developing National Policies, Procedures and Guidelines (PPGs) for the 21 mandatory Schedule V PPGs, that the National Quality Improvement Office would instead develop a suite of Guiding Principles based on the most current international research for each of those PPGs. The process of developing those Guiding Principles is as follows:

Step 1: Identify the Policy to be researched, and set up a working group, under the auspices of the National Guiding Principles Development Group.

Step 2: Meet service users to find out what their views are on the topic.

Step 3: Carry out a Literature review and validate by completing the AGREE tool.

Step 4: Write a one page executive summary of literature review and identify guiding principles from literature.

Step 5: Develop an overarching set of guiding principles taking account of both service users views and evidence in the literature.

Step 6: Develop an Audit Tool for local residential/ day services to use to audit their policy or to use to develop a policy.

A generic Impact Assessment has also been developed which will inform the implementation plan for the revised local PPG aligned to the Guiding Principles for that topic in all locations.

On April 17<sup>th</sup> 2019 the Independent Governance Group chaired by Dr. Philip Crowley signed off on two Guiding Principles:

1. **Communications** [link](#)
2. **Provision of Intimate Care** [link](#)

Each Guiding Principles packet is comprised of

- The Guiding Principles (with references attached)
- Appendix I - The Impact Assessment that services can use when implementing their revised local policy.
- Appendix II - The Audit Tool to support services in aligning their revised policy to the Guiding Principles
- Appendix III - The completed AGREE tool which validated the research

## 7. Work under development

### I. Guiding Principles

It is hoped to have these completed in Q3 of this year:

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

It is hoped to have these completed in Q4 of this 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 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

It is planned to have this document ready for wider consultation in Q2 of this year.

### III. Personal Plan

**My Health Check:** this document will be an assessment tool that can be used by services conducting their yearly health check with service users. It is intended to support the "Personalised Care and Support Plans" component of the individual's Personal Plan.

The assessment tool will be accompanied with a Guidance Document that will signpost staff conducting the assessment to resources to help them complete the tool. This will include 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 will be piloted this year in four organisations by the HSE Strategy and Planning team in Disability Services. It is hoped that this document will be complete by Q2 of this year.



## 8. Quality Forum and National Sharing Day

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 May 22<sup>nd</sup> 2019 in the Chestnut Room, St. Mary's Phoenix Park – Emergency Planning Unit (behind the hospital). This is a very informal group – for further information or to join our email list, please contact Joanne at [disabilitiesqi@hse.ie](mailto:disabilitiesqi@hse.ie).

At our last meeting, it was suggested and agreed that we would hold a **National Sharing Day** in late September, which will be held in the Pillar Room, Rotunda Hospital, Dublin. We will be inviting Minister McGrath to open the conference. (Date to be finalised pending Minister McGrath's availability).



The theme of the conference will be “**supporting people to live lives of their choosing**” and will focus on examples of good practice around the country in meeting the 9 outcome domains from the Quality Framework for outcomes-focused Disability Services. The conference will emphasise Continuous Quality Improvement in our services as opposed to just compliance with Regulations. There are multiple examples of really good practice around the country and this will be an opportunity to showcase those to a wider audience and share the learning across the country. We are hoping that several of the presentations will be by our service users.

### **Call for Submissions for the National Conference.**

We are calling for submissions from designated centres or organisations who believe they have examples of good practice in the delivery of their service – in particular, we would like to hear from centres whose service users would be able to present these practices (we will ensure that there is support for these individuals on the day). Please email [disabilitiesqi@hse.ie](mailto:disabilitiesqi@hse.ie) for a **submission form** and return it completed no later than **Friday 19<sup>th</sup> July** as they will be discussed and decisions made at a special meeting of the Quality Forum meeting in July.

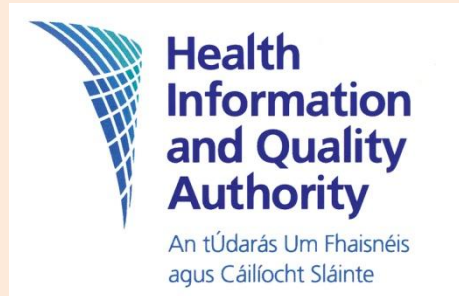
## 9. Updates from the Regulator

### 1. *Regulatory Risk*

At a recent HIQA Provider Forum meeting, the Deputy Chief Inspector (Disability Services) raised a **Regulatory Risk** that he wanted us to bring to the attention of all of services providing residential care for people with disabilities.

Multiple Designated Centres are currently outside of their timeframes for renewal of registration and the concern within HIQA is that **providers are not engaging with HIQA to alert them that they are in trouble and are unable to meet the conditions of registration.** HIQA stated that they realise and accept that the changes will not happen overnight but need the following to happen:

- a. Each resident's individualised risks in terms of fire or other risk needs to be mitigated and those mitigating actions must be documented in the resident's care plan.
- b. There needs to be continuous engagement with HIQA which may include applying to vary the conditions, which can be done if the centres engage early enough and does not wait until the last minute, or on the day of inspection, which has happened at times.
- c. The provider needs to engage with HIQA and send in timed plans identifying actions they are taking to mitigate risks.



### 2. *Thematic Inspections on Restrictive Practice*

HIQA published the following four documents in early March but has been no definitive timeline given for commencement of these inspections:

- Guidance on promoting a care environment that is free from restrictive practice
- Assessment and judgement framework for Restrictive Practice thematic inspections
- Self-assessment tool for Restrictive Practice thematic inspections
- Quality Improvement Plan for Restrictive Practice thematic inspections

These documents are available on the HIQA website [click here](#).

## 10. 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](mailto: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](mailto:disabilitiesqi@hse.ie)

Marie, Nicole and Joanne .