



Newsletter

Newsletter June 2018 Volume 1

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Welcome

Welcome to the 1st edition of the National Quality Improvement Office, Disability Services newsletter. This newsletter will be our way of communicating with you to hear your preferences, and learn from your expertise as well as share the work that is being developed by our team, in collaboration with colleagues. We will provide links to documents, which we will be placing on the [Change Hub HSELand](#) in the interim, until we have a new section for Disabilities on the HSE public website. We hope that this newsletter will be of assistance to you as you continue to provide services to people with disabilities. We will also give you our contact details and are actively encouraging you to tell us if there are other resources and tools that would be of help to you.

Focus of this initial Newsletter

As this is our inaugural newsletter, we would like to draw your attention to the articles that are most important to read due to upcoming events.

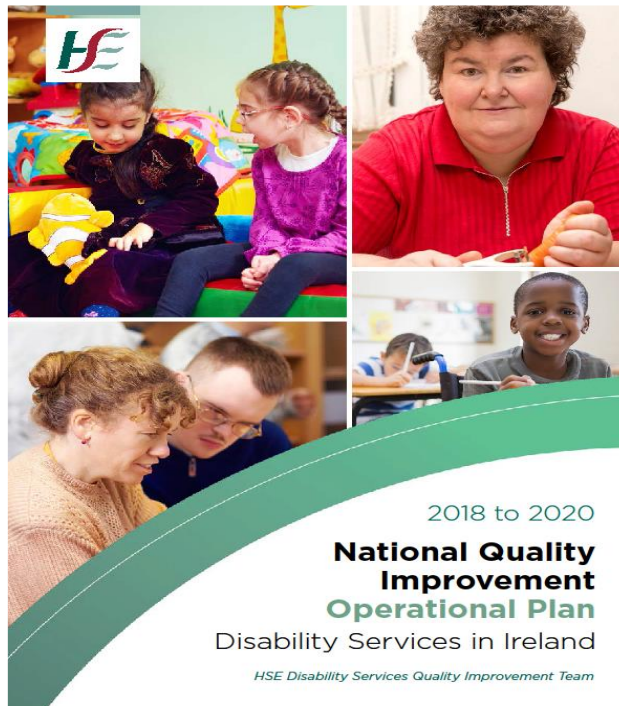
1. There are a series of regional workshops in October 2018 and some preparatory work is needed prior to participating in these October workshops, i.e.
 - Completion of the self-assessment tool for the HIQA Assessment and Judgement Framework under **Documents Available on the Change Hub on HSELand** on page 5.
2. The dates, venues and content of workshops can be found under **Workshops on the HIQA Assessment and Judgement Framework** on page 5.

How to find us on [Change Hub HSEland](#) on the web for the first time

- 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](#)'

Three-Year National Quality Improvement Operational Plan

This three year plan was developed following a wide consultation with both service users and services throughout the country. International and national research also informed the plan. Our team have developed a 2018 Action Plan arising from this 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.



Meet the Team

Our team is small but dynamic! We also work very closely with Quality Improvement colleagues in the CHOs both in our voluntary agencies and HSE. We would like to take this opportunity to introduce ourselves to you.



Marie Kehoe-O'Sullivan - I am from Co. Kerry and have worked in the field of quality improvement in health and social care for the past 25 prior years. I was the Regional Quality and Safety Manager in the South prior to joining HIQA in 2012 as the first Director of Standards and Quality Improvement. My team developed standards in both health and social services (including disability) and then supported services to meet those standards. I returned to the HSE in July 2017 to lead the Quality Improvement Team in Disability Services. I am really looking forward to working with you to support people to live lives of their choosing. I can be contacted at 087-1523454 or mariet.kehoe@hse.ie



Ann Sheehan - I have worked in disability sector in Ireland since 2000. I worked for a number of voluntary service providers before joining HSE in 2007. I trained as a Master Trainer in Personal Outcome Measures. I was a Disability manager in Kerry for 8 years before joining National Operations team and then Quality Improvement team— great opportunity to work together as we constantly strive to support people to achieve better outcomes in life. I can be contacted on 087 931 8822 or ann.sheehan2@hse.ie



Joanne FitzPatrick

I am a native of Listowel, Co Kerry.

I have worked in the Health Service for the past 28 years and in Disability since 2004.

It's an immense honour to be working with a team who are full of enthusiasm and committed to improving people's lives.

Contact details: 01 620 1755 or joanne.fitzpatrick@hse.ie (Monday to Wednesday)

Webinars

[Risk Management – Webinar held 15th May 2018](#)

This is an introduction to risk management for use in all disability services. This webinar was conducted by Padraig MacCloone Risk Manager in CHO 1 and PJ Wynne who works in the National Quality and Patient Safety Offices – Social Services.

[Safeguarding – Webinar held 17th May 2018](#)

This webinar discussed the National Safeguarding Policy, in particular how it relates to safeguarding vulnerable people within disability services. The webinar was hosted by Tim Hanly, National Safeguarding Office.

[Personal Planning – Webinar held 18th May 2018](#)

This was an introduction to “Guidance on the development of a Personal Plan (2018)” for use within residential services for people with intellectual disability. This guidance also defines a Personal Plan and provides definitions to language around personal planning. This is closely aligned to the forthcoming publication of the Framework on Person Centred Planning. This webinar was held by Ann Sheehan, National Quality Improvement Office, Disability Services

Evaluation of Webinars - we would appreciate you completing the evaluation tool following participation in any of the webinars so that we can continually improve these webinars. ([link](#))

If you have ideas for topics for future webinars please let us know.

Documents available on Change Hub on [HSELand](#)

1. Governance and Leadership

Through a National Subgroup, a governance framework has been developed for application within the Residential Services for people with intellectual disabilities (easily adapted for use within residential services for people with physical and/ or sensory disabilities). [Governance Structure Framework \(March 2018\)](#)

Additional resources have been developed which includes:

- Terms of Reference for the various groups - all available on [Change Hub HSELand](#)
- [Management Walk Round Guide](#)
- Governance and Leadership [guidance](#) and [checklist](#)
- [A documentation management system](#) are among some of the available resources.

2. Personal Planning

Through a National Subgroup, resources are being developed to support personal planning for use within residential services for people with intellectual disabilities. The first resource to be available is "[Guidance on the development of a Personal Plan \(2018\)](#)" for use within residential services for people with intellectual disability. This guidance also defines a Personal Plan and provides definitions to language around personal planning. This is closely aligned to the forthcoming publication of the Framework on Person Centred Planning.

3. Self-Assessment tools – Residents survey

This tool is for use within Residential services for people with disabilities is now available. A small working group in partnership with the Quality Improvement Division have adapted the HIQA questionnaire for residents (with kind permission of HIQA).

This resource includes:

- a) [Guidance on completing a residents' survey](#)
- b) [A residents questionnaire](#)
- c) [Residential Services – Survey Analysis Tool](#) -

4. Self-Assessment tools – HIQA Assessment and Judgement Framework

This tool was developed by the HSE Quality Improvement Division and provides an Excel self-assessment tool and guidance to using the self-assessment. This will give services an opportunity to assess themselves, identify and gather evidence to support their compliance with HIQA standards and regulations using the new framework that HIQA is using to inspect services. This resource includes:

- a) [Guidance on Using Self assessment Tool for HIQA Assessment and Judgement Framework](#)
- b) [Self Assess Tool for designated Centres on HIQA Assess assessment and judgement framework](#)

Workshops on the HIQA Assessment and Judgement Framework

In order to support services to understand the assessment and judgement framework that HIQA is now using to inspect services, the National Quality Improvement Team will conduct four regional workshops during the **first two weeks of October 2018**. A workshop will be held in **Cork on October 2nd**, two workshops will be held in **Dublin, on October 9th and 10th** and we are currently in the process of finalising a date and venue for the West or Midlands. In order to get best value from these workshops, we are encouraging you to

download the self-assessment tool from our site on the Change Hub on HSE LanD and use it to assess your own services prior to the workshops in October. Please bring these completed self-assessments with you. It will give you an opportunity to discuss any challenges you may have encountered when completing your own self-assessment. We will be sending out the dates, venues and times for these workshops in the next few weeks.

Work under Development

Medication Management working group

Chaired by Gerry Clerkin, Head of Quality & Safety, Social Care Division. The purpose of group is to develop a Framework for medication management across all disability services. The group will consider all aspects of medication management including dispensing and administration. This group has a broad representation of key stakeholders including voluntary sector representatives. This work will be underpinned by a comprehensive literature review carried out by Trinity College Dublin. Expected completion date, year-end 2018.

Risk Management National working group

This is chaired by Pdraig McCloone Risk and Incident Compliance Officer I National Social Care Division. Purpose of group to develop a framework on individualised risk management in disability services. Underlying principles will be around positive risk taking and supporting autonomy. This group has broad representation of all key stakeholders including voluntary sector reps and third level institute. Guidance will be underpinned by research and any evidence of international best practice. This is expected to be completed by the end of 2018

Personal Planning National Working Group

National Subgroup chaired by Ann Sheehan, Projects Lead, Quality Improvement Team, Disability Services.

This group is currently working on Health Assessment – work is underway in developing a comprehensive health assessment to support residential services for people with disabilities. We have developed key partnerships with voluntary agencies, Office of Nursing and Midwifery professional development and TILDA programme – Trinity College Dublin. It is expected to be completed by year end 2018.

Health Passports for persons with disabilities – this tool has been developed to assist in communication between the person and health care provider. This is currently being tested in CHO1 with the plan to share it nationally in early 2019.

National Guiding Principles working group

This group evolved from the National PPPG working group who were working to develop national policies, procedures, protocols and guidelines (PPPGs). It is chaired by Marie Kehoe-O'Sullivan. The group believed that all services would have developed their own PPPGs by this time as the first registration cycle with HIQA was almost complete. It was felt therefore, that it would be more useful if this group undertook research into each of the policies required under Schedule V of the HIQA Regulations and develop short statements identifying the key essential elements based on that research that needed to be in each policy. The Guiding Principles are therefore, primarily focussed on the policies required under Schedule V of the HIQA Regulations. These Guiding Principles will provide you with the key principles that will help you to align your service's local policies to the most up to date international literature when you are in the process of your revising your policies.

The working groups are currently developing Guiding Principles in the following areas:

- Communication with Residents
- Positive Behaviour Supports and Restrictive Practices (groups running in parallel)
- Provision of Intimate Care
- Diet and Nutrition
- Access to Education, Training and Development
- Visitors
- Provision of Information
- Missing Resident

If you have an interest/experience in any of these topics, please contact Marie at mariet.kehoe@hse.ie for further information. We are always delighted to welcome new members with fresh ideas.

National Quality Improvement 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. This is a very informal group – for further information or to join our email list, please contact Marie at mariet.kehoe@hse.ie. Our next meeting will be held on September 13 from 13:30 – 16:30 in Boardrooms 1&2, The Dargan Building, Dublin (across from Heuston Station)

Next Steps

An important action in the 2018 Action Plan is to agree with our services users and providers a **shared vision** for disability services in Ireland. In order to meet service users, we would like to attend service user fora in as many locations as possible. Please contact us at mariet.kehoe@hse.ie to let us know if we could attend your local forum and the date and venue. We will conduct focus groups on this topic also at the Regional Workshops and other meetings such as the Quality Forum.

This has been our first newsletter and we hope that you find it useful. We are aware that communication can be very challenging and we want to ensure that you are aware of and able to seamlessly access the resources and tools that we are developing with you to support you in your work. Please feel free to distribute to your colleagues. This is continuous quality improvement in action and there may be some “bugs” to be sorted out. If you have any difficulties accessing any of the hyperlinks provided, please let us know and we will send the documents to you via email.

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.

Until next time, enjoy your summer,

Marie, Joanne and Ann

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 joanne.fitzpatrick@hse.ie