



New Directions - How is your service doing?



This is an Easy to Read booklet.

New Directions – How is your service doing?



How is your service doing with the Interim Standards for New Directions?



This checklist will support you to have your say in how your service is doing.

It is important that you have a say in any plans for your service in the future.








Read each standard.








Decide if your service is not very good, okay, really good or brilliant at delivering this standard.







Tick the box you think is right for your service.



Theme 1 Individualised Services and Supports







	<p style="text-align: center;">Standards</p>	 <p style="text-align: center;">Not very good</p>	 <p style="text-align: center;">Okay</p>	 <p style="text-align: center;">Really good</p>	 <p style="text-align: center;">Brilliant</p>		<p>The service respects my rights and understands my responsibilities.</p>			
	<p>The service makes sure I get the right information and support to make choices and decisions.</p>									








	<p>The service supports me to find an advocate if I want one.</p>	 <p>Not very good</p>		 <p>Okay</p>		 <p>Really good</p>		 <p>Brilliant</p>	
	<p>The service makes sure I have a personal plan with clear goals and supports. This plan is checked regularly to see how things are going for me.</p>								
	<p>The service makes sure I get the support I need to be part of my community.</p>								








		<p>The service makes sure I can choose the activities I want to do. I can decide on new things that I would like to try.</p>				<p>The service makes sure I have a say if I am moving from one service to another.</p>	<p>The service makes sure I can complain if I am not happy with the supports I get.</p>
	 <p>Not very good</p>			 <p>Okay</p>			
				 <p>Really good</p>			
				 <p>Brilliant</p>			















Theme 2 Effective services and supports

		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The services and supports I get are based on what I want and need.</p>				
	<p>My services and supports can change if my needs change.</p>				

			 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>		<p>My family and I are given information about what the service can offer me. I can understand this information.</p>				
	<p>I get a chance to try a service to see if it is the right one for me.</p>							<p>The service supports me to meet new people and make friends in my community. I can practice skills and communicate with different people.</p>				







		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service supports me to have an important role in my community.</p>				
	<p>The service supports me to be more independent and to manage my own life.</p>				
	<p>The service supports me to stay healthy.</p>				








				 <p>Not very good</p>			
	<p>The service supports me to find out about arts or cultural activities like art, drama, crafts, music, books.</p>	<p>The service supports me to learn new things and get into education and training.</p>	<p>The service gives me the right supports to train for, get and keep a job.</p>	 <p>Okay</p>			
				 <p>Brilliant</p>			
				 <p>Really good</p>			








		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service makes sure I can use all its buildings and facilities.</p>				
	<p>I take part in checking the service to make sure the supports are good quality and person-centred.</p>				



Theme 3 Safe services and supports







		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>I am safe and feel safe when I am using the service.</p>				
	<p>The service listens to me if I have any worries or complaints.</p>				








		 Not very good	 Okay	 Really good	 Brilliant		The service supports me to keep my mind healthy and well.				
	The service has behaviour supports available if I need them. These supports help people understand the things I do and say.						The service supports me to use mental health services if I need to.				







	<p>The service supports everyone to talk about worries about quality or safety.</p>	 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service trains all staff so they know how to keep everyone free from abuse. The service makes sure staff know what to do if someone is being abused.</p>				
	<p>The service learns from its mistakes and makes changes.</p>				



Theme 4 Leadership, governance and management







		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
<p>The service makes sure all staff know how to meet my needs.</p>					
	<p>The service thinks about the supports I need. It has clear plans on how it will give these supports.</p>				








		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service asks me what the service is like for me.</p>				
	<p>The service looks at ways to give me better supports.</p>				
	<p>The service works within the laws, and Irish policies and standards, to keep everyone safe.</p>				







		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service keeps a record of any complaints I make. The service listens to me and takes action quickly to put things right.</p>				
	<p>The service has an agreement with those who pay for services.</p>				



Theme 5 Responsive Workforce

		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service talks to me when they need new staff. I have a say in how staff are picked and do their job.</p>				
	<p>The service checks with the Garda Vetting Unit about staff and volunteers.</p>				







	<p>The service finds good people with the right skills and experience to do the job well.</p>	 <p>Not very good</p>		 <p>Okay</p>		 <p>Really good</p>		 <p>Brilliant</p>			<p>The service makes sure it has enough staff to meet my needs.</p>				
	<p>The service supports staff to do a good job.</p>														

		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service keeps records of staff training. It records how well staff are working and how they are managed and supported.</p>				
	<p>There are good managers and leaders to run the service well.</p>				









Theme 6








Use of resources






		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service makes sure staff and money are managed right.</p>				
	<p>The service makes sure I am happy that it is making the best use of staff and money.</p>				



Theme 7 Use of information

		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>
	<p>The service collects information from me and others to help make its supports better.</p>				
	<p>The service uses the right information to check the supports I get are good and safe.</p>				

					<p>The service has rules so I can see all my personal information if I want to. These rules follow the law.</p>	<p>The service keeps my personal information safe and private.</p>	<p>The service keeps information about me that is right.</p>	 <p>Not very good</p>				 <p>Okay</p>				 <p>Really good</p>				 <p>Brilliant</p>			
--	---	--	---	--	---	--	--	--	--	--	--	---	--	--	--	--	--	--	--	--	--	--	--

		 <p>Not very good</p>	 <p>Okay</p>	 <p>Really good</p>	 <p>Brilliant</p>	
<p>The service keeps my personal information and files up to date.</p>						

Contact details:

www.hse.ie/newdirections