This book is an easy to read guide to the Interim Standards for New Directions.
What is this book about?

This book is about the Interim Standards for New Directions.

New Directions is a report that came out in 2012.

This happened after a review of HSE day services for people with disabilities.

A review finds out what is working well and what is not working well.

New Directions talks about what you do during the day.

It talks about the supports you need to do the things you want to do.
New Directions says that day services and supports should:

be person-centred - set up to suit you and your needs

support you to be part of your community

support you to take up important roles in your community and country, for example voting, being a neighbour, volunteering, being part of community groups

be of good quality.
What are Interim Standards?

A Standard is a goal or aim for a service. Standards tell us good ways of doing things. They can make services and supports better.

Standards help services do what it says in New Directions.

The Interim Standards are for day services for adults with disabilities. They are for day services that get money from the HSE.

Interim means that these are the Standards we will use until HIQA make Standards for day services.
What are the Interim Standards for New Directions about?

The Interim Standards are set out under 7 ideas called themes.

The first 3 themes are about the supports you get. They are about making sure the supports are good quality and are safe.

The last 4 themes are about services and staff. They are about how money is used to give you a good service.
1. Individualised services and supports

This theme is about giving support to one person at a time.
It is about giving you supports based on your needs and wishes.
These Interim Standards are about:

- respecting your rights and understanding your responsibilities
- getting the right information and support to help you make choices and decisions
- supporting you to find an advocate if you want one
having a personal plan with clear goals and supports
making sure this plan is checked regularly to see how things are going for you

being part of your community

choosing the activities you want to do
deciding new things you would like to try

having your say if you are moving from one service to another

making sure you can complain if you are not happy with the supports you get.
2. Effective services and supports

This theme is about having the right services and supports in place so you can live a good life.

These Interim Standards are about:

- making sure services and supports are based on what you want and need
- making sure services and supports can change if your needs change
- giving you and your family information about what a service can offer you
  This should be in a way you can understand
giving you a chance to try a service to see if it is the right one for you

meeting new people and making friends in your community

getting a chance to practice your skills and communicate with different people

supporting you to have an important role in your community, such as a volunteer, advocate or member of a local group

supporting you to be more independent and to manage your own life

supporting you to stay healthy
finding out if you have an interest in the arts or cultural activities like art, drama, crafts, music, books

supporting you to learn new things and get into education and training

giving you the right supports to train for, get and keep a job

making sure you can use all the buildings and facilities you need to in a service

involving you in checking services to make sure they give good quality and person-centred supports.
3. Safe services and supports

This theme is about making sure that each person feels safe. It is about helping you to make decisions about the supports you get and the risks you take.

These Interim Standards are about:

- being safe and feeling safe when you use a service or get support
- being listened to if you have any worries or complaints
- having supports to help you keep your mind healthy and well
having behaviour supports available if you need them
These supports should help people understand the things you do and what you have to say

supporting you to use mental health services if you need to

supporting everyone to talk about any worries they have about quality or safety

training all staff so they know how to keep everyone free from abuse
making sure all staff know what to do if they find out someone is being abused

making sure services learn from mistakes and make changes.
4. Leadership, governance and management

This theme is about making sure that services are managed and run well.

It is about making sure the supports you get are person-centred and of good quality.

These Interim Standards are about services:

- making sure that all staff know how to meet your needs
- thinking about the supports they give you
- having clear plans on how they will give you those supports
- talking to you to find out what the service is like for you
looking at ways to give you a better service

working within the laws and in line with Irish policies and standards to keep everyone safe

keeping a record of any complaints you make, listening to you and taking action quickly to put things right

having an agreement with those who pay for services.
5. Responsive workforce

This theme is about how services organise and manage staff. It is important that staff are supported and get the training they need to do their job well.

These Interim Standards are about services:

- talking with you when they need new staff
  You should have a say in how staff are picked and how they do their job

- checking with the Garda Vetting Unit about the staff and volunteers

- making sure they find good people with the right skills and experience to do the job well
making sure they have enough staff to meet your needs

supporting staff to do a good job

keeping records of staff training, how well staff are working and how they are managed and supported

having good managers and leaders to run the service well.
6. Use of resources

This theme is about well-run services, making the best use of money and staff.

Services should look at ways to give you better supports and to improve your life.

These Interim Standards are about services:

- making sure that staff and money are managed right

- making sure that you are happy that the service is making the best use of its staff and money.
7. Use of information

Information helps services to give you good supports.

The best information is up to date, right, can be read, can be trusted, has clear facts.

When services have good ways to manage information, it is kept safely, privately and in line with the law.

These Interim Standards are about services:

- collecting information from you and others to help make services and supports better

- using the right information to check if the supports you get are good and safe
having rules that follow the law so you can see all your personal information if you want to

keeping your personal information safe and private

keeping information about you that is right

keeping your personal information and files up to date.
More information

There is a bigger copy of the Interim Standards for New Directions. It has more information in it.

You can get it on our website www.hse.ie/newdirections

You can also get a copy by emailing us at newdirections@hse.ie

If you do not have the internet and you need help with the Interim Standards, you can contact us at this address:

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