



New Directions Bulletin

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Welcome

The New Directions National Implementation Group was commissioned in July 2014 as part of the overall Value for Money and Policy Review of Disability Services in Ireland project implementation. The immediate focus of work for this group was to continue and complete the work that had commenced in 2012 in regard to the development and ratification of Draft Interim Standards to support the implementation of New Directions. When we held the five Information Sessions across the country in September 2014 to launch the consultation on the Draft Interim Standards we received a lot of feedback telling us that we needed to communicate better with everybody about what was happening to implement New Directions. One way we have agreed to improve on communications is to have four Bulletins in the course of each year and circulate these widely throughout all services.

Membership of New Directions National Implementation Group

Anne Melly (Chair, HSE), Arlette Howell & Martina Lanigan (HSE), Fidelma Murphy & Laura Keane (Not For Profit Business Association), TJ Duggan & Pat Reen (National Federation of Voluntary Bodies), Alison Ryan (Disability Federation of Ireland), Donie O'Shea (National Disability Authority), Eamonn Tierney (Acting Parent Rep, Inclusion Ireland) and Rachael O'Donoghue (Department of Health).

Draft Interim Standards Consultation

We received huge interest in the Draft Interim Standards. When the public consultation period closed on the 17th October, 2014 a total of 424 submissions had been received. The submissions were primarily made by people who use services (58%), family members (17%), service providers (15%) and the remainder were not specified (10%). Nearly half of the submissions were from individual people and the remainder were from groups ranging in size from five to hundreds of people so the overall number of people who took part in the process was impressive.

The National Disability Authority (NDA) arranged for the analysis of all of the submissions. A wide range of feedback was received across all the Themes in the Standards as well as related issues such as the monitoring and implementation of the Standards. The New Directions National Implementation Group in conjunction with the NDA has just completed the process of considering all of the submissions carefully and amending the Standards accordingly.

This work has now been submitted to the HSE for ratification. Full details of the content of all submissions are contained in two reports, now available at www.hse.ie/newdirections and www.nda.ie.



Benchmarking

One of the main recommendations in New Directions is that each service provider will develop a reconfiguration plan to deliver the approach to services and supports set out in New Directions. To develop this plan it is necessary, in the first instance, for each provider organisation to take stock of where their service is at so that they can then identify the change and reconfiguration that is needed and start to plan to implement that change.

To support agencies with this work, a Benchmarking Tool was developed to assist service providers to benchmark their services against the core values in New Directions. This Tool was piloted with a cross section of agencies in December 2014 and changes were carried out to reflect the feedback from the pilot sites.

The final Tool was circulated to all day service providers on March 24th for completion by May 20th. It is a self-evaluation Tool which can be completed electronically and includes Guidance Notes and a Glossary of the Terminology used. This Benchmarking exercise will help organisations to develop their own reconfiguration plan for delivering New Directions within an agreed and manageable timeframe in conjunction with the HSE. It will also help identify areas where there is a need for greater clarity or training about key concepts or processes recommended in New Directions. In addition, it will identify Demonstration Sites throughout the country where services have been reconfigured in line with New Directions.

Other Work in Progress

Developing a Guidance Structure

New Directions recommends an independent guidance service to support the approach to service provision contained in this policy document. To that end we have had initial discussions with the existing Occupational Guidance Service to explore how this service might be enhanced to incorporate the totality of day services. We will be commencing a process of working up the specification for an Independent Guidance Service in the coming months and we will be presenting a proposal to the HSE in the second half of the year.

Cross Sectoral Issues

Supporting people to access a whole range of services in the community is at the core of New Directions. This involves other Government Departments and Agencies working in partnership to ensure that people with disabilities have equal rights to all public services. We have had initial discussions with the Department of Health regarding this key issue which was raised by many people at the Information Sessions. We hope that the Comprehensive Employment Strategy which was commissioned by Minister Lynch last year will shortly be published and that it will present opportunities for people with disabilities who wish to progress to employment.

Guidance and Support Tools

It was clear from listening to service providers and families at the Information Sessions that there is a need to provide some guidance in relation to what the service provided within the New Directions policy will look like. The New Directions National Implementation Group has considered the areas of guidance that we need to prioritise and work has commenced in regard to the development of the following Guidance / Support Tools:-

- Person Centred Planning
- Concept of Community
- What is a hub?
- Positive Risk Taking

These Tools will be distributed to all service providers and will be posted on the website when complete.

Other Work in Progress (continued)

Community Healthcare Organisations

By mid year it is planned to have a structure in place to support the implementation of New Directions in each of the HSE's nine Community Healthcare Organisations (CHOs) that have replaced the former structure of Integrated Service Areas (ISAs). This structure, which will be representative of all stakeholders, will drive the change required to implement the approach to day services contained in New Directions.



Service Provider Story

Daughters of Charity - Blakestown Community Hub

The Daughters of Charity Disability Support Service built a new day service hub in Dublin 15 in 2014. There were a number of factors that influenced their decision to develop a purpose-built hub:

1. To ensure that people attending adult day services from within the Daughters of Charity's catchment area would attend a day service as close to their local community as possible.
2. To provide an environment that was wheelchair accessible and able to cater for people with diverse needs and physical abilities. This enabled people to be part of the local community while retaining a base location to support individuals with complex needs.
3. As part of the Daughters of Charity's strategic plan to align developments of day services in line with national policy.

Service Provider Story (continued)

There was much valuable learning from the development of this approach. In particular the Daughters of Charity would strongly recommend that the following key issues be considered when planning for any new service development that will be providing supports to adults that have already experienced a different model of day services:

- Transition Planning is very important
- Support staff need to be community focused and willing to take risks
- Get to know your local Residents Association, invite them in to meet you
- Make links with all the local community groups
- Take small steps and celebrate all the achievements
- Complete a costing exercise in advance of the development so that it is possible to compare the cost of the new service v the traditional service.

Service User Story

What it means to Tom

Tom is a young man in his early thirties with a severe Intellectual Disability and Autism. He has limited verbal skills but through his gestures, mood and behaviour can communicate with his family, peers and support staff giving his input and letting them know his wishes. He lives on his own in a house in the community. This is Tom's personal choice as previous attempts to share a living environment with others has proven unsuccessful and led to a high risk of injury and distress.



The staff that support Tom have worked with him to determine the benefits that attendance at this new hub means for him. He has confirmed the following quality of life improvements:

1. Tom now receives his day service supports closer to where he lives – he is happy about that.
2. Tom now considers himself to be part of his local community – he has taken up a voluntary role in the community by taking responsibility to maintain the land beside the hub litter free.
3. Tom has developed a number of valued social roles.
4. Tom's world has hugely expanded since he moved to the hub. He is open to trying different things at his own pace and is now involved in a range of integrated activities in the community.

The staff that support Tom now see a much more positive and confident Tom willing to try new experiences. For further information regarding this change project contact

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New Directions - Contact Details

If you would like more information about New Directions please go to our

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Or

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