



Monitoring system for the Interim Standards Spring 2025 No.03



Since our last [newsletter in November](#) we completed six practice development monitoring visits in November and December.

For the next phase we will include an assessor who attends a day service on the monitoring team.

Assessor with lived experience

We are trialling an **assessor with lived experience** on the monitoring team over the next few months.

The role of this assessor is to work with the monitoring team to assess the experiences and outcomes for people supported.



We will begin practice development visits in April with assessors with lived experience.

Practice development visits - Winter 2024



The aim of the six practice development monitoring visits was to support the training of the assessors and develop the monitoring materials.

We wish to thank people supported, staff, management for all their hard work in preparing for the visits



What the providers told us about the practice development visits:

- ❖ It was great to see that the assessors spent so much time with people supported during the visit
- ❖ The assessors were very skilled and well-informed
- ❖ The information and materials given before the visit were helpful
- ❖ Providers would have liked more feedback at the end of the visit, but we are still developing the systems and reporting processes.

Monitoring system trial - 2025/2026 plan

Throughout 2025 and into Spring 2026 we will continue to trial and develop the monitoring system, the trial has three phases and timelines may change.



Block 1 Information Gathering

Date: Spring-Summer 2025

•Focus: Desktop review & Information Gathering



Block 2 - Decision-Making

Date: Autumn-Winter 2025

•Focus: Decision making & triangulation of data



Block 3 – Reporting

Date: Spring 2026

•Focus: Providing feedback & final reports

Next Steps

We will continue to explore the assessor with lived experience role in a number trial monitoring visits.

The National Disability Authority will gather feedback from people involved and will use this information to inform the development of the monitoring system.

Communications



We encourage each service provider to **share communications with people who attend Day Services, Staff and Families.** Please revisit:

[Easy to read guide to New Directions](#)

New Directions [explainer video](#)

[Easy to Read guide to the Interim Standards for New Directions](#)



Click here to view the video of this newsletter.

<https://youtu.be/ATRwRXuWzhY>



Our next **Newsletter** will be issued in the summer of 2025

For More Information on Monitoring



Visit HSeLand Day Service Discovery Zone hub www.hseland.ie

Visit New Directions website www.hse.ie/newdirections

Email: DayServicesMonitoring@hse.ie