



## **Theme I – Individualised Services and Supports**

***(Standards and Features extracted from Interim Standards for New Directions Report)***



## **Theme I: Standards for Individualised Services and Supports**

Person-centredness is a set of beliefs, attitudes and expectations about the right and capacity of a person with a disability to live their life in accordance with their aspirations, needs and abilities. A person-centred approach to service provision is one where services are planned and delivered with the active involvement of people who use services. When services are person-centred, the service provider truly listens to and respects the choices that the individual makes and tailors services and supports around these choices to enable people to lead a life of their choosing.

Services supporting people with disabilities should have an individualised approach, which recognises the uniqueness of each person. Services and supports should be tailored on a person-by-person basis, taking into account the diversity of each person's needs, wishes and aspirations. Service providers should use creativity and flexibility to support the person to achieve their goals, as set out in their personal plan.

People using services and supports should be actively involved in decisions about the supports they receive and empowered to exercise their rights, including the right to be treated equally in the allocation of services and supports, the right to refuse a service or some element of a service and to exit a particular service in favour of another one. People should make their own choices, participate in the running of services and contribute to the life of the community, in accordance with their wishes. Support for community inclusion and active citizenship is a fundamental core value of person-centred services.

Where people have difficulties in communicating their wishes or making informed decisions, there is an obligation on service providers to work in close collaboration with the person's representative who will ascertain the person's wishes and facilitate them in achieving a desired outcome.

## Summary of Theme I- Standards

### Theme I: Individualised Services and Supports

**Standard 1.1:** The rights and diversity of each person are respected and promoted.

**Standard 1.2:** The dignity, privacy and autonomy of each person are respected and promoted.

**Standard 1.3:** Each person has access to information to support them to make informed plans and choices, provided in a format that is accessible to their information and communication needs.

**Standard 1.4:** The right of each person to make decisions is supported and respected. Supports for decision-making, including access to advocacy services are provided.

**Standard 1.5:** Each person has a personal plan that includes the services and supports to be provided to them to achieve a good quality of life and to realise their goals.

**Standard 1.6:** Each person is supported to use local community facilities and to develop a range of relationships in their community, in line with their choices, needs and abilities.

**Standard 1.7:** Each person makes progress towards achieving their goals and aspirations and tries new experiences, in line with their choices, needs and abilities.

**Standard 1.8:** Each person is supported to make transitions between services and supports provided by disability and mainstream services, in line with their choices, needs and abilities.

**Standard 1.9:** Each person's complaints and concerns are listened to and acted upon in a timely, supportive and effective manner.

**Standard 1.1:** The rights and diversity of each person are respected and promoted.

**Features of a service meeting this standard are likely to include:**

- 1.1.1. The rights of people with disabilities, as enshrined in Irish Law and the UN Convention on the Rights of People with Disabilities are promoted and protected.
- 1.1.2. Each person is:
  - informed of their rights and responsibilities
  - supported in understanding their rights and responsibilities
  - facilitated in exercising their rights and meeting their responsibilities
- 1.1.3. Each person is treated with dignity and respect, their equality is promoted and the service respects their age, gender, sexual orientation, disability, family status, civil status, race, religious beliefs and membership of an ethnic group or Traveller community.
- 1.1.4. Each person is facilitated to access appropriate advocacy services or an advocate of their choice in line with their needs and wishes.
- 1.1.5. Self-advocacy is supported and facilitated, in line with each person's needs and wishes.

**Standard 1.2:** The dignity, privacy and autonomy of each person are respected and promoted.

**Features of a service meeting this standard are likely to include:**

- 1.2.1. Services and supports are designed and delivered in a manner which promotes each person's dignity, privacy and autonomy.
- 1.2.2. Staff understand the individual needs of each person and demonstrate respect for their privacy and dignity by the manner in which they relate to them.
- 1.2.3. Each person's personal information is respected at all times and protected in accordance with legislative, regulatory and good practice requirements.

**Standard 1.3:** Each person has access to information to support them to make informed plans and choices, provided in a format that is accessible to their information and communication needs.

**Features of a service meeting this standard are likely to include:**

- 1.3.1 Information is provided about both disability and mainstream services and opportunities.
- 1.3.2 Assistance and support are provided to access information, to communicate with others through a variety of media and to make contact with other services and people in the community.
- 1.3.3 Information is provided at the earliest opportunity and as required thereafter to enable people to make informed plans and choices.
- 1.3.4 Each person is informed of how to access appropriate advocacy services or an advocate of their choice to facilitate communication and information sharing.
- 1.3.5 Each person is made aware of these Interim Standards and time is spent by staff explaining what they mean for the person.
- 1.3.6 Each person is informed and consulted about developments in the service.
- 1.3.7 Each person is informed of day-to-day arrangements in the service, and whether any arrangements are subject to change.
- 1.3.8 Each person is informed about their right to access personal information, what personal information is being maintained by the service, who has access to this information, including other professionals and how they can access their personal information.
- 1.3.9 Each person is supported to best understand the information provided to them, in line with their needs and wishes.

**Standard 1.4:** The right of each person to make decisions is supported and respected. Supports for decision-making, including access to advocacy services are provided.

**Features of a service meeting this standard are likely to include:**

- 1.4.1. Each person is consulted and supported to build their capacity to make informed decisions about the supports they receive and their views are actively and regularly sought and recorded by staff.
- 1.4.2. Each person is listened to carefully and with respect by staff. Their views are a core consideration in all decisions which affect them.
- 1.4.3. Each person is presumed to have capacity to make their own decisions, and is supported to make them, where necessary.
- 1.4.4. Each person is given clear information in a format and language they can best understand in order to help them make informed choices and decisions.
- 1.4.5. Each person is facilitated and supported to access Citizen's Information Services, appropriate advocacy services or an advocate of their choice when making decisions, in accordance with their needs and wishes. When accessed, the effective engagement of Citizen's Information Services, appropriate advocacy services or advocates is supported and facilitated.
- 1.4.6. Self-advocacy is supported and facilitated, in line with each person's needs and wishes.

**Standard 1.5:** Each person has a personal plan that includes the services and supports to be provided to them to achieve a good quality of life and to realise their goals.

**Features of a service meeting this standard are likely to include:**

- 1.5.1. The service provider uses a person-centred approach to provide effective facilitation of a personal planning process to each person.
- 1.5.2. Each person's personal plan may include services and supports which are provided directly by the service provider, as well as other services and supports which are outside the service. The service provider works in partnership with the person and other stakeholders where appropriate, to enable services and supports available outside the service to be put in place. Services provided directly by the service provider may include supports:
  - for making choices and plans
  - for transition and progression

- for inclusion in the local community
- to access education and formal learning
- for maximising independence
- for personal and social development
- for health and wellbeing
- for accessing bridging programmes to vocational training
- for accessing vocational training and work opportunities<sup>1</sup>
- for personal expression and creativity
- for having valued social roles
- for influencing service policy and practice

1.5.3. Each person's personal plan takes into account:

- their life stage
- their age
- their particular needs, abilities, skills and wishes

Where a person uses other services, such as residential services, there is a cooperative, integrated approach to supporting the development and implementation of their personal plan.

1.5.4. Service providers work with families and others, where appropriate, in developing and supporting the person's personal plan, in line with the person's needs and wishes.

1.5.5. With the full participation of the person, his/her personal plan is formally reviewed annually or more frequently if there is a change in needs or circumstances. The review is conducted in a manner that ensures the maximum participation of each person, and includes a review of their working relationship with their key worker.

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<sup>1</sup> The service provider discusses training and employment services with the person as part of the personal planning process.

- 1.5.6. The review of the personal plan assesses its effectiveness with a focus on progression and outcomes for the person. It takes into account changes in circumstances and new developments, and names those responsible for pursuing objectives in the plan within agreed timescales. The review process is recorded and the rationale for any changes is documented.
- 1.5.7. Each person is supported to develop and document their person centred plan in a format and manner that they can best understand, and has ownership of their person centred plan. The service provider has a copy of the person centred plan, in line with the person's needs and wishes.
- 1.5.8. Each person has opportunities to try out different forms of community engagement as part of the person centred planning process.
- 1.5.9. Risk assessment and positive risk taking underpin the delivery of each person's person centred plan.
- 1.5.10. The service provider appoints a planning team in agreement with each person and/or their representatives, whose primary responsibilities are to support the person, in accordance with their needs and wishes, in developing their person centred plan and to oversee its implementation.
- 1.5.11. In facilitating the development and implementation of a person's person centred plan, the planning team ensures that all of the options and possibilities open to the person with a disability are taken into account, and not only those options provided within the particular service.
- 1.5.12. Where a person declines to engage in the planning process, the service provider ensures that arrangements are put in place to address their needs as identified in an assessment and their aspirations and wishes insofar as these can be ascertained. A record is kept of all attempts to engage each person and/or their representative in the planning process.

**Standard 1.6:** Each person is supported to use local community facilities and to develop a range of relationships in their community, in line with their choices, needs and abilities.

**Features of a service meeting this standard are likely to include:**

- 1.6.1. In partnership with other stakeholders, service providers actively engage with community leaders to raise awareness about disability and to facilitate inclusion in community life and education.
- 1.6.2. Service providers have information about community facilities and activities and actively network with community-based organisations.
- 1.6.3. In partnership with other stakeholders where appropriate, people are introduced to local services and actively supported to access them.
- 1.6.4. In partnership with other stakeholders where appropriate, people are supported to get to know the community and local people and to build natural relationships with people in their community.
- 1.6.5. In partnership with other stakeholders, service providers are pro-active in identifying and facilitating initiatives for:
  - meaningful participation in the wider community
  - developing friendships
  - involvement in local social, educational and professional networks
- 1.6.6. People are supported to access and use assistive technology and communication devices, to facilitate contact with friends and access to the wider community.

**Standard 1.7:** Each person makes progress towards achieving their goals and aspirations and tries new experiences, in line with their choices, needs and abilities.

**Features of a service meeting this standard are likely to include:**

- 1.7.1. Each person is supported to plan for a developmental progression in their learning and their life, in line with their choices, needs and abilities.
- 1.7.2. Each person is encouraged and supported to try new experiences and do new things, in line with their choices, needs and abilities.
- 1.7.3. Achievements are celebrated by way of formal accreditation (preferably mainstream accreditation) and by less formal but structured means of recognition, where appropriate

**Standard 1.8:** Each person is supported to make transitions between services and supports provided by disability and mainstream services, in line with their choices, needs and abilities.

**Features of a service meeting this standard are likely to include:**

- 1.8.1. Service providers develop a transition plan in conjunction with the person that responds to the person's needs during the transition.
- 1.8.2. Each person is facilitated to try out a new environment, in line with their choices, to enable them to make a final decision on the transition.
- 1.8.3. Service providers collaborate actively with other disability and mainstream service providers, in particular when people are transferring within and between services.
- 1.8.4. Service providers share information to facilitate seamless transitions, in a timely and appropriate manner and in line with the person's wishes and relevant data protection legislation.
- 1.8.5. Service providers work with the person to co-ordinate the supports required during a transition. These may include supports from family, staff and others.

**Standard 1.9:** Each person's complaints and concerns are listened to and acted upon in a timely, supportive and effective manner.

**Features of a service meeting this standard are likely to include:**

- 1.9.1. Each person is encouraged and supported to express any concerns safely and is reassured that there are no adverse consequences for raising an issue of concern, whether informally or through the formal complaints procedure.
- 1.9.2. There is a culture of openness and transparency that welcomes feedback, the raising of concerns and the making of suggestions and complaints. These are seen as a valuable source of information and are used to make improvements in the services and supports provided.
- 1.9.3. Concerns are addressed immediately at local level and, where appropriate, without recourse to the formal complaints procedure, unless the person wishes otherwise.
- 1.9.4. There is a procedure for making formal complaints which is provided in a format that people can best understand. This procedure is consistent with relevant legislation and regulations, HSE protocols and takes account of

good practice guidelines. People are given information about how to take complaints outside of the service for resolution.

- 1.9.5. Information on the complaints procedure is available and explained to people in a format and manner that they can best understand.
- 1.9.6. Responses to complaints are as timely as possible, taking account of the requirements to fully address the issues raised by the complainant and mindful of the communication needs of the person.
- 1.9.7. Each person is facilitated to access appropriate advocacy services or an advocate of their choice when making a complaint or concern. When an advocate is supporting someone to make a complaint, the service provider ensures that timely and effective engagement is facilitated.
- 1.9.8. Staff are trained to understand behaviour that indicates an issue of concern or complaint that a person with a disability cannot communicate by other means. Concerns and complaints raised by such behaviour receive the same positive response as those raised by other means.