



## **Theme 2 – Effective Services and Supports**

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



## **I. Theme 2 Effective Services and Supports**

Effective services ensure that the proper support mechanisms are in place to enable people with disabilities to lead a fulfilling life. Personal planning is central to supporting people to identify their goals, needs and preferences and what supports need to be put in place by the service to ensure that each person achieves their goals.

The nature of supports provided depends on the particular needs and wishes of each individual. These include supports for maximising independence, community inclusion and active citizenship as well as for learning, education and employment, in line with the service provider's statement of purpose. A person-centred approach also means that the individual is supported to access the widest possible range of opportunities, and not only those on offer by a particular service provider.

Service providers should involve people who use their services in the planning and design of services. They should review and monitor the effectiveness of their services to inform a process of continuous improvement.

## Theme 2 - Standards for Effective Services and Supports

**Standard 2.1:** Each person receives services and supports that are responsive to their individual choices, needs and abilities, in line with the service provider's statement of purpose.

**Standard 2.2:** People are meaningfully involved in the planning, design, delivery, monitoring and evaluation of services and supports.

**Standard 2.3:** Each person's access to services and supports is determined on the basis of fair and transparent criteria.

**Standard 2.4:** People develop their personal and social skills in line with their choices, needs and abilities, so that they can realise their goals and aspirations.

**Standard 2.5:** People develop skills to manage their own lives and maximise their independence in line with their choices, needs and abilities.

**Standard 2.6:** People explore, identify and are supported to develop valued social roles in their community, in line with their choices, needs and abilities.

**Standard 2.7:** People explore their own creativity and find their own means of self-expression, in line with their choices, needs and abilities.

**Standard 2.8:** The health and wellbeing of each person is supported and promoted, in line with their choices, needs and abilities.

**Standard 2.9:** People access formal education programmes, in line with their choices, needs and abilities.

**Standard 2.10:** People access bridging programmes to vocational training, in line with their choices, needs and abilities.

**Standard 2.11:** People access vocational training and employment, in line with their choices, needs and abilities.

**Standard 2.12:** Premises and facilities are designed to support the delivery of community-focussed, high quality, person-centred, and safe services and supports.

**Standard 2.13:** The effectiveness of services and supports is systematically monitored, evaluated and continuously improved.

**Standard 2.1:** Each person receives services and supports that are responsive to their individual choices, needs and abilities, in line with the service provider's statement of purpose.

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

- 2.1.1. Services and supports are provided that reflect the goals set out in each person's personal plan, including supports to access opportunities that may not be provided by the service provider.
- 2.1.2. Each person's participation in any programme is designed, monitored and evaluated on an individual basis to help them to progress and to achieve the particular goals they have chosen.
- 2.1.3. Flexible services and supports are provided, which may include offering supports in the evenings and at weekends.
- 2.1.4. The services and supports provided respond to the changing needs and wishes of each person.

**Standard 2.2:** People are meaningfully involved in the planning, design, delivery, monitoring and evaluation of services and supports.

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

- 2.2.1. People are provided with the information they need to enable them to contribute to the development and review of policies and practices which affect the services and supports they receive.
- 2.2.2. Supports and formal structures are in place to facilitate people with disabilities and their families and advocates, where appropriate, to contribute their views and participate in areas, such as:
  - relevant policy development
  - exploration and review of good practice in service provision
  - monitoring and evaluation of services and preparation and review of service plans
  - service change and transitions
  - selection of service locations
  - staff recruitment, training and development
  - peer training and development

- 2.2.3. Staff are trained to listen and respond to people's views and are equipped to work in services where the user is a partner in service rather than a recipient.
- 2.2.4. Service providers consult with representative organisations, where appropriate.
- 2.2.5. Self-advocacy is supported and facilitated, in line with each person's needs and wishes.

**Standard 2.3:** Each person's access to services and supports is determined on the basis of fair and transparent criteria.

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

- 2.3.1. There is a written policy on accessing, transitioning and leaving a service that take accounts of the rights of people with disabilities and is consistent with these Interim Standards.
- 2.3.2. Each person and/or their representative is told about key aspects of service provision and given the information they need to help them decide about using a service or support, in a format that is accessible to them.
- 2.3.3. Opportunities are provided to meet with a member of staff prior to using a service, to discuss what the transition will mean and to discuss the application to use services and supports. Each person is facilitated, where possible, to try out the services and supports, in line with their needs and wishes.
- 2.3.4. Accessing and leaving a service is timely and determined on the basis of fair and transparent criteria. The services and supports to be provided to the person are based on a written agreement with the service provider.
- 2.3.5. Each person and/or their representative signs an agreement, in an accessible format with the service provider. If a person or their representative is unable to or chooses not to sign, this is recorded.
- 2.3.6. The agreement provides for and is consistent with the person's identified needs and includes a service statement.
- 2.3.7. There is a planned introduction for each person when they start using services and supports.
- 2.3.8. People who decide to move or who are requested to move from a service are assisted in the preparation for the move, and are supported through the transition process.

**Standard 2.4:** People develop their personal and social skills in line with their choices, needs and abilities, so that they can realise their goals and aspirations.

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

- 2.4.1. Each person has access to personal and social development opportunities which:
  - are appropriate for their age and life stage
  - take account of their particular needs and experience
  - are community based and community focussed as far as possible
  - support them to develop their personal and social skills and enhance their capacity to engage in relationships with others
- 2.4.2. In partnership with other stakeholders, the service provider works to ensure that people can access opportunities for personal and social development in community settings as far as possible.
- 2.4.3. Service providers offer supports for personal and social development to meet people's needs, which may include offering supports in the evening and at weekends.
- 2.4.4. In line with each person's wishes, service providers link with other supports, including residential, respite and community staff and with parents, carers, and families as appropriate, so that integrated and responsive supports are provided.
- 2.4.5. People are supported to access and use assistive technology and communication devices, to facilitate the development of personal and social skills.

**Standard 2.5:** People develop skills to manage their own lives and maximise their independence in line with their choices, needs and abilities.

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

- 2.5.1. People explore what independence means for them and plan ways of securing that independence, through the personal planning process.
- 2.5.2. People are supported to identify and develop the life-skills they need to maximise their independence in line with their choices, needs and abilities.

- 2.5.3 People are equipped to manage risk in a positive way, through risk-assessment procedures carried out in partnership with the person and their family, where appropriate, in line with the person's needs and wishes.
- 2.5.4 Service providers provide opportunities for the development of life skills which focus on experiential learning in real situations in the community.
- 2.5.5 Service providers work with the person to co-ordinate an integrated package of supports to meet each person's needs and ensure that there are appropriate links with home life and with other services that support people to develop and maintain their independence, in accordance with their needs and wishes.
- 2.5.6 Service providers encourage families to support and enable people to take as much responsibility as possible for their own lives, where appropriate.

**Standard 2.6:** People explore, identify and are supported to develop valued social roles in their community, in line with their choices, needs and abilities.

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

- 2.6.1. People are supported to explore what, for them, would represent valued social roles in their community, for example as a volunteer, family member, advocate, peer, friend, learner, parent, member of a parish, local group or committee.
- 2.6.2. People are supported to achieve, manage and enjoy the valued social roles that they choose.
- 2.6.3. People are supported to gain the knowledge, skills and experience they need to fulfil their chosen valued social roles well.
- 2.6.4. Service providers work with other stakeholders such as families, local community groups, mainstream service providers and advocacy groups where appropriate, to develop opportunities for people with disabilities to take up meaningful and valued social roles.

**Standard 2.7:** People explore their own creativity and find their own means of self-expression, in line with their choices, needs and abilities.

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

- 2.7.1. Flexible supports are provided to facilitate people's personal preferences in relation to different forms of creativity and self-expression, for example artistic projects, dance, sport, music, drama, crafts, or gardening.

- 2.7.2. Service providers recognise the value of creative expression and support people to access and participate in opportunities for creativity and self-expression in their local community, as far as possible.
- 2.7.3. Supports for creativity and self-expression are provided to meet people's needs, which may include offering supports in the evening and at weekends.

**Standard 2.8:** The health and wellbeing of each person is supported and promoted, in line with their choices, needs and abilities.

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

- 2.8.1. In partnership with families and other stakeholders where appropriate, people are equipped with information and knowledge to access their local health services, visit their general practitioner and use community sports facilities, in line with their needs and wishes.
- 2.8.2. People are supported to access appropriate health information and education both within the service and in the local community, including information on:
- diet and nutrition
  - recreation, interests and activities
  - the risks associated with smoking, alcohol and drug consumption
  - exercise and physical activity
  - sexual relationships and sexual health
  - the importance of regular health check-ups
- 2.8.3. People are supported to actively engage in activities that promote positive health and well-being, in line with their choices, needs and abilities.
- 2.8.4. In partnership with families and other stakeholders where appropriate, people are supported to access multi-disciplinary team services to meet their identified, specialist and particular needs.
- 2.8.5. People are supported to take responsibility for their own health, in line with their choices, needs and abilities.
- 2.8.6. The service provider has medication management policies and procedures in place that comply with legislative and professional regulatory requirements and good practice guidelines.
- 2.8.7. Supports for health and wellbeing take account of:



- changing needs throughout a person's life cycle
- unique needs such as women's health needs or men's health needs
- health needs related to a particular disability
- appropriate engagement with a person's family, carer, representative or advocate, in line with the person's needs and wishes

2.8.8. In partnership with families, where appropriate, service providers work with community and mainstream health service providers to widen access for people with disabilities and maximise opportunities for people to access mainstream health services.

2.8.9. Service providers have a positive and holistic approach to health and wellbeing that values emotional and mental health as well as physical health and wellbeing.

**Standard 2.9:** People access formal education programmes, in line with their choices, needs and abilities.

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

2.9.1 In partnership with other stakeholders where appropriate, service providers work with community and mainstream educational providers to widen access for people with disabilities and maximise opportunities for people to access and participate in mainstream educational programmes.

2.9.2. People are supported to access mainstream education programmes as a first option.

2.9.3. Where appropriate, people are provided with functional literacy and numeracy programmes to support:

- independent living
- community inclusion and participation
- making choices and plans

Where possible, these should be provided in integrated educational settings.

**Standard 2.10:** People access bridging programmes to vocational training, in line with their choices, needs and abilities.

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

- 2.10.1. Service providers work with mainstream vocational training providers to jointly develop and provide bridging programmes to vocational training, in line with people's personal plans.
- 2.10.2. The content and duration of bridging programmes to vocational training are tailored to reflect the needs and abilities of people participating in the programmes.
- 2.10.3. People are supported, through carefully designed bridging programmes, to test, acquire and strengthen their capacity to benefit from vocational training, in line with the goals in their personal plan.
- 2.10.4. People take part in work experience as part of bridging programmes, which informs them about future training and employment choices.
- 2.10.5. Service providers support people to plan and access the supports they need to participate in bridging programmes and ensure that those supports are put in place.

**Standard 2.11:** People access vocational training and employment, in line with their choices, needs and abilities.

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

- 2.11.1. In partnership with other stakeholders where appropriate, people are supported to participate in and benefit from vocational training and to maximise their chances of working in the open labour market, in line with their needs and wishes.
- 2.11.2. In partnership with other stakeholders where appropriate, people are supported to access and maintain employment in their community or supported employment programmes, in line with their needs and wishes.

**Standard 2.12:** Premises and facilities are designed to support the delivery of community-focussed, high quality, person-centred, and safe services and supports.

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

- 2.12.1. Premises and facilities comply with relevant legislative requirements, including fire safety legislation, relevant building regulations and health and safety legislation. A safety statement and procedures for the management of risks to health and safety are in place.
- 2.12.2. The service provider adheres to good practice in achieving and promoting Universal Design and accessibility. It regularly reviews the accessibility of its premises and facilities in collaboration with the people who use them and with reference to its statement of purpose. Alterations are carried out as required to ensure that premises and facilities are accessible to all.
- 2.12.3. As far as possible, services are located in integrated community-based settings, to maximise the potential for inclusion. Any new building developments or re-located services take the form of a 'hub' from which people can be supported to access local services.
- 2.12.4. Where closed circuit television (CCTV) systems are used, they do not intrude on privacy and there is a policy on the use of CCTV which is informed by relevant legislation.
- 2.12.5. Premises and facilities are kept in good structural and decorative repair. Clear records of major repairs, capital works and maintenance works are kept.
- 2.12.6. Premises and facilities are maintained to a high standard of hygiene and are adequately lit, heated and ventilated.
- 2.12.7. Premises and facilities are insured and there is a valid insurance certificate or written confirmation of insurance cover.
- 2.12.8. Where premises and facilities are required to respond to clinically directed special dietary requirements for people, protocols are in place to ensure full compliance with all health and safety legislation.
- 2.12.9. Where vehicles are required to transport people with disabilities, they are accessible, roadworthy, regularly serviced, insured, equipped with appropriate safety equipment and driven by persons who are properly licensed and trained.
- 2.12.10 All equipment purchased meets appropriate standards and is maintained and operated in line with manufacturers' instructions and good practice.

**Standard 2.13:** The effectiveness of services and supports is systematically monitored, evaluated and continuously improved.

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

- 2.13.1. Service providers use relevant national performance indicators and benchmarks where they exist, to monitor and evaluate the quality and safety of their services and supports, and outcomes for people using them.
- 2.13.2. Where national metrics do not exist, service providers develop or adopt performance indicators and benchmarks in accordance with best available evidence to monitor and evaluate the quality and safety of the services and supports provided and outcomes.
- 2.13.3. Service providers use a variety of outcome measures to evaluate the effectiveness of their services and supports including:
  - outcomes for people using the services and supports
  - people’s perspectives on their outcomes
  - people’s experience of the services and supports
  - feedback from staff
  - feedback from families, carers, representatives and advocates, as appropriate
- 2.13.4. Monitoring and evaluation of services and supports is carried out in a manner to ensure that feedback provided will not impact negatively on the individual providing feedback or the people who use the services and supports.
- 2.13.5. Information from monitoring and evaluation is used to improve services and supports and to inform organisational learning.
- 2.13.6. Services and supports are monitored and evaluated annually and action is taken to bring about improvements in work practices and to achieve better outcomes for people using the services and supports.
- 2.13.7. Services publicly report information about the quality of services and supports delivered and quality improvement programmes, annually.
- 2.13.8. Service providers provide requested information to relevant agencies, including national statutory bodies in line with relevant legislation and good practice.