

Easy to read guide to the  
**National Standards for  
Residential Services for  
Adults with Disabilities**

January 2013



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

*Safer Better Care*







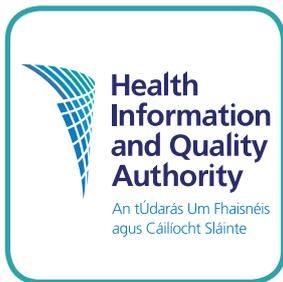
**This easy to read guide tells you about the standards for residential services and this includes where people with a disability live.**

**We hope that the images used are easy to understand. We know that there is no one set of symbols that work for everyone.**

**People with disabilities worked on making this guide easy to read.**

**The bigger copy of the standards has more information if you need it.**

## Who is the Health Information and Quality Authority



The Health Information and Quality Authority was set up in 2007.

HIQA is independent.

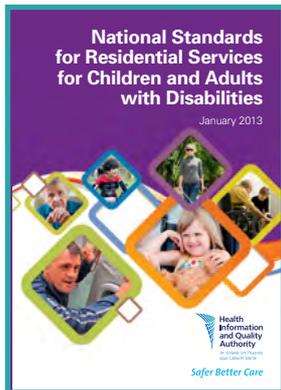
Its job is to improve health services and social care services in Ireland.



HIQA has written the National Standards for all residential services for people with a disability.

The National Standards will improve the quality of residential services for people with a disability.

## Introduction



All residential services for people with disabilities have to sign up with the Health Information and Quality Authority.

A residential service will have to meet these standards to sign up with HIQA.



The Health Information and Quality Authority will inspect all residential services to make sure they meet these standards.

The standards have been agreed by the Minister for Health, the Minister for Children and Youth Affairs, and the Minister of State for Disability, Equality, Mental Health and Older People.

## The National Standards for residential services

Will make sure people living in residential services have:



- A safe place to live



- Good care with the right support



- Protects the rights of people with a disability
- Help residential services improve their services



- Can call the residential service home

## A residential service can be:



- A big place where 10 or more people live



- An apartment where 1 person lives with support



- A house in a housing estate where small groups of people live

## Part 1 The service is focused on you

### Each person living in a residential service:



- Gets the right support
- Is treated with respect



- Has choice and control in their day to day life
- Is involved in decisions made about them



- Has control over their money



- Is given clear and right information to help the person make decisions



- Has information on their rights



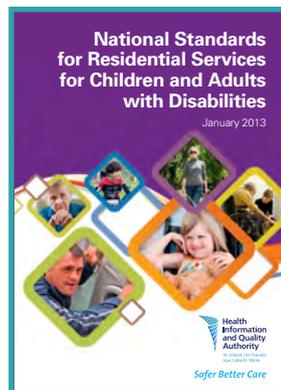
- Is supported to get an advocate or support from an advocacy service if they wish



- Has their privacy respected
- A persons belongings are respected



- Has their own bedroom unless they wish to share



- Has a copy of the National Standards for Residential Services for Children and Adults with Disabilities
- Staff give time to explain the standards to the person living in the service



- Has information on how to complain
- Has support when making a complaint



- Is given information about changes in the residential service



- Knows that personal information about them is kept on file
- Is told who reads their personal files
- Knows that their personal information is kept safe



- Is supported to have friendships and relationships
- Knows that their family and friends are welcome in the residential service



- Can meet people in private if they want

## Part 2 Good Quality Residential Services



- A good quality residential service makes sure each person has a personal plan

### Each person has a personal plan:



- A personal plan is made by a person and the people important to them
- A personal plan says what support a person needs
- A meeting about the plan happens at least once a year

### A good quality residential service provides:



- Choice where people live and with whom



- Choice for rest and leisure time



- Treats people fairly and equally when moving in or leaving a residential service

## Part 3 Safe Residential Services



- Everyone living in a residential service feels safe and protected



- Will make decisions about their own life

## A safe residential service supports



- People to have control of their money



- People to have information on how to manage their money and know what records are kept



- People to understand the rules

## Part 4 Health and Personal Development



- Each person living in a residential service has the best possible health



- Is supported to live a healthy life
- Has information about good health



- Can look after their own medication if it is safe



- Can go to a GP of their choice



- Has a plan made for training and work
- Gets the support and training they need to work

## Part 5 Management of the Residential Service



- Management of the residential service run the service well
- Make good plans



- Provide good care and support to people living in the service

### All residential services:



- Work within the law and government policy
- Meet the national standards
- Keep everyone safe



- Give information to people, family and staff on how the service works
- Keep proper records and files



- Make sure there are enough staff on duty for safe and quality care

## Part 6 Use of Resources



- Good management of staff and money is very important in making sure people get the best care and support

## Part 7 Staff



- Staff are very important to people living in residential services



- Staff have training and support so they can do their job well
- A skilled manager runs the service well



- People have a say about how staff do their job



- Staff and volunteers who work directly with people must be checked by the Gardaí

## Part 8 How information is used



- Having the best information available helps management care for the residents more effectively

## The Next Steps



- The Health Act 2007 says that residential services for people with disabilities have to be registered



- The service provider and management have to prove they are fit to provide services to be registered
- A 'fit person' must be of good character, have no criminal convictions, and understand and follow the standards



- HIQA will carry out inspections to make sure that the residential services are being run in line with the standards
- An inspector will visit the service
- An inspector will do three things:
  1. Check records
  2. Talk to staff and people living in the service
  3. Look at how things are done



- The inspector will write up a report.
- The report will say whether the service meets the standards. If it does not meet the standards, the report will tell the service how they can improve



- HIQA can take action to make sure the service improves what they do



**There is a bigger copy of the standards and it has more information in it. You can get it on our website, [www.hiqa.ie](http://www.hiqa.ie).**

**You can also get a copy by contacting us by phone at (01) 8147400 or emailing [info@hiqa.ie](mailto:info@hiqa.ie).**

**If you do not have access to the internet or if you need help with the standards please contact us at:**

Health Information and Quality Authority  
George's Court,  
George's Lane,  
Smithfield,  
Dublin 7

Or phone (01) 814 7400

This easy to read version was produced by Inclusion Ireland using best practice guidelines for producing easy to read information.

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For further information please contact:**

Health Information and Quality Authority  
George's Court, George's Lane, Smithfield  
Dublin 7

Phone: +353 (0)1 814 7400

Email: [info@hiqa.ie](mailto:info@hiqa.ie)

Web: [www.hiqa.ie](http://www.hiqa.ie)

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