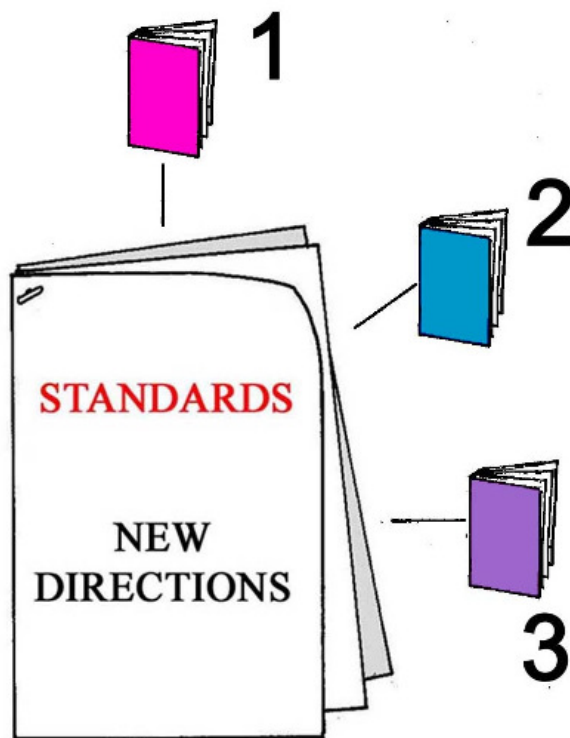


Draft Standards for New Directions

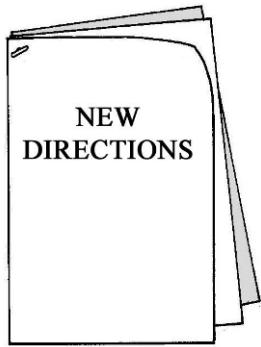
Easy to Read Guide about

Good Quality Supports

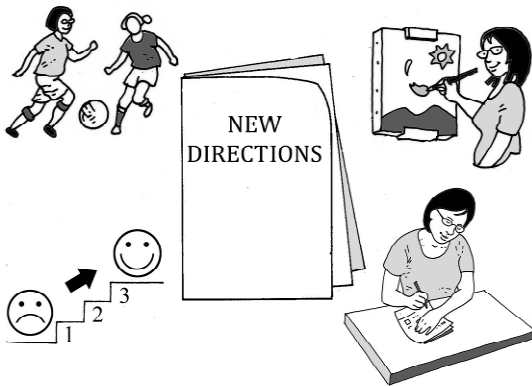


September 2014

Introduction



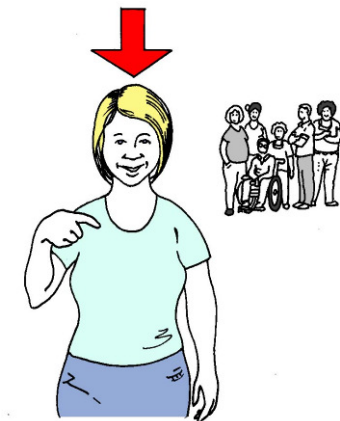
In 2012 the Health Service wrote a book called **New Directions**.



New Directions talks about what people do during the day and the supports that they might need and choose.

This book says that services and supports should:

- Be Person-centred

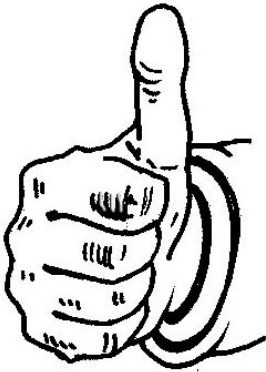


- Include people in their communities

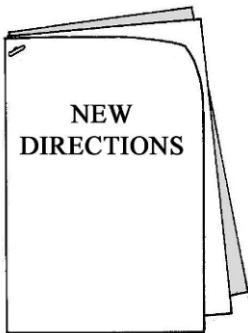




- Help people to be active citizens, and



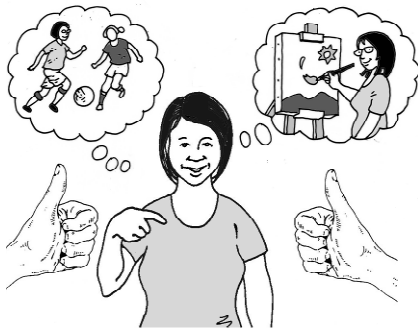
- Be good quality.



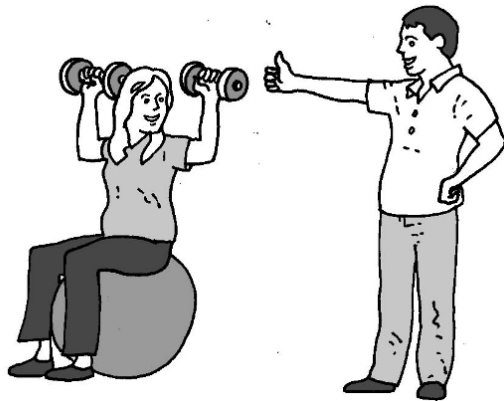
The New Directions book says what supports people should be able to get when they use 'day services'.



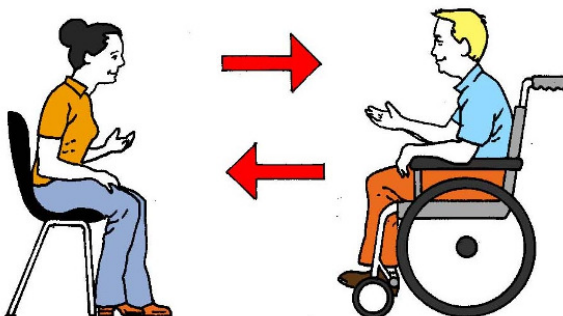
The New Directions book says that people should choose the life they want to live, and get supports that they might need to do that.



People should get the support they need to follow their own wishes, needs and goals.



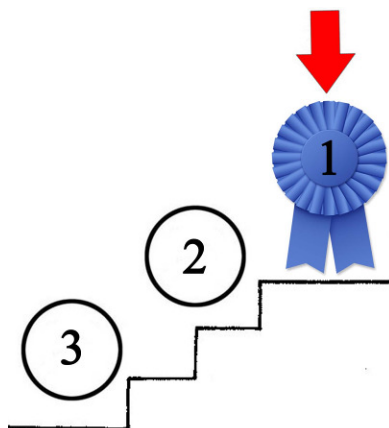
We will talk about 'support' in this book. Support is the help you get to live your life.



For example it could be a day service or connecting with a community group. There are lots of different kinds of support.



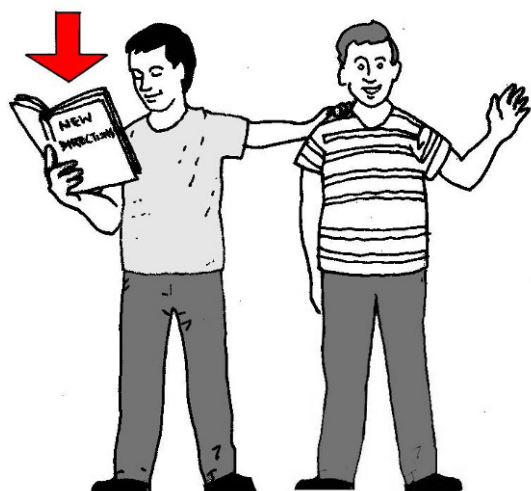
This book that you are reading is about the '**Draft Standards for New Directions**'.



What are Standards?

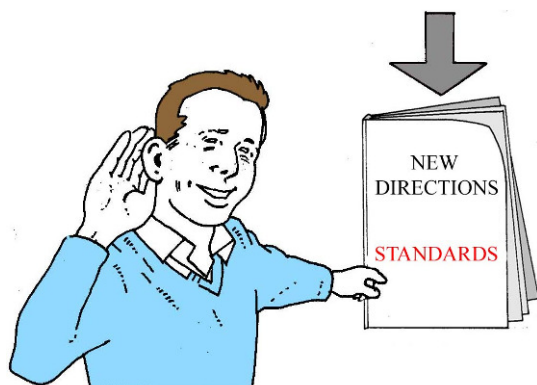


Standards are about making services and supports better for people using them.



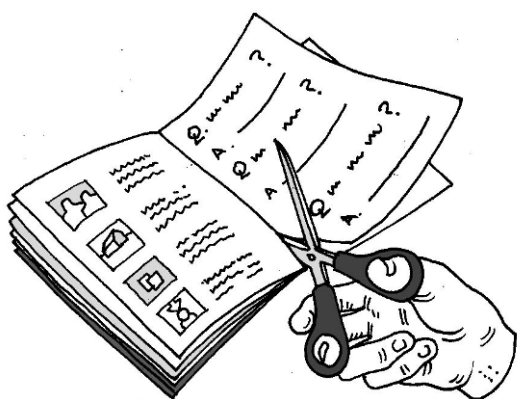
The standards are to help service providers to do what it says in 'New Directions.'

Why is it important to read this book?



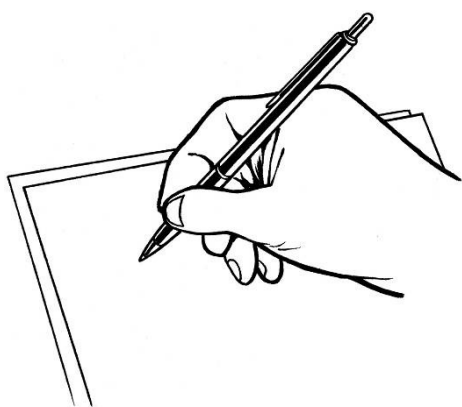
These standards aren't finished yet.

We want to ask you what you think about these standards before we finish them. You might not agree with everything that is written in this book. We want to hear what you want to say.



There is a page of questions at the back of the book.

You can cut it out and keep it beside you while you are reading this book.



This might help you to think about things that you want to say.

You don't have to use the questions if you don't want to.

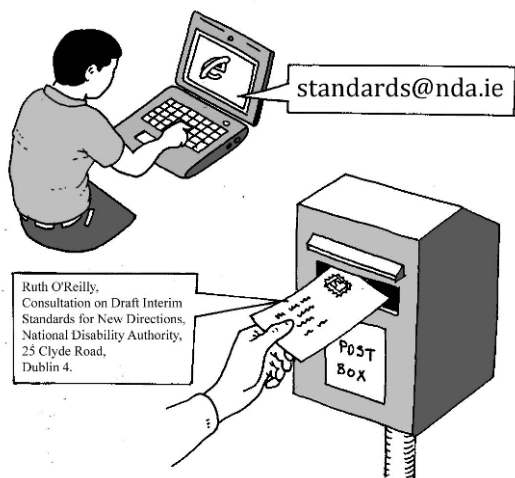
You can just write down your ideas.



If you need help writing down your ideas, ask someone you trust for support.

How can you let us know what you think?

There are 2 ways to tell us what you think:

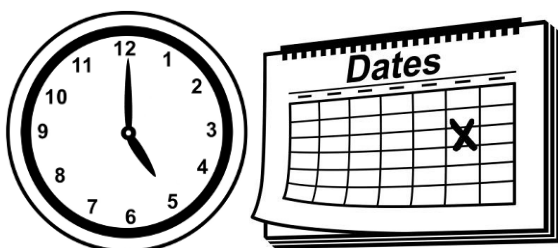


1. You can email what you think to this email address:

standards@nda.ie

2. You can post what you think to this address:

Ruth O'Reilly,
Consultation on Draft Interim
Standards for New Directions,
National Disability Authority,
25 Clyde Road,
Dublin 4.

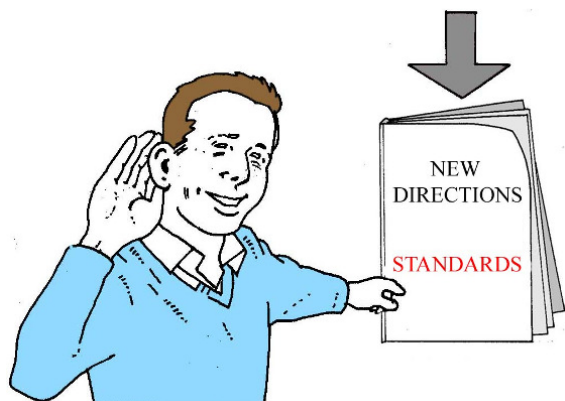


We need to know what you think by
5 o'clock on 17th October 2014.



If you have any questions, you can contact
Anne Melly by emailing anne.melly@hse.ie

What will happen after you tell us what you think?



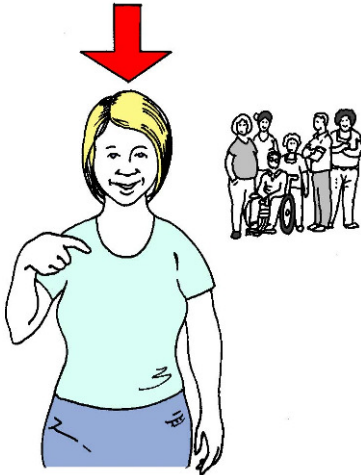
We will listen to what you think and make the changes to this book.



When we make those changes, the Standards will be finished.

What do the Standards for New Directions say?

There are some important ideas in the book about what services and supports should do to help people to have a good life.



The important ideas say that supports should be **person-centred**.

Person-centred means you should get the supports and services that are right for you. This is better than everyone in a group having to have the same service.



- Supports should help people to be **included in their communities**



- Supports should help people to be **active citizens**. Being an active citizen means taking part and making a contribution to your community



- Supports should help people to be **independent**



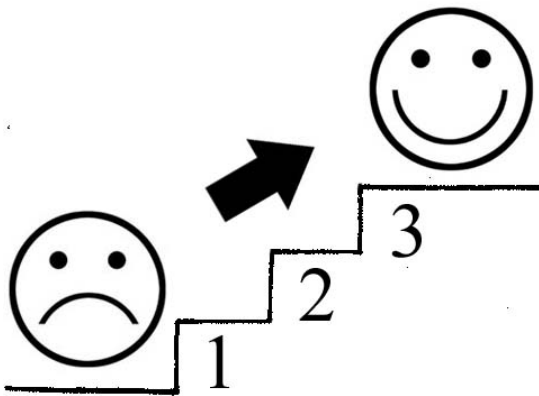
- People should be supported to have a **good quality of life**



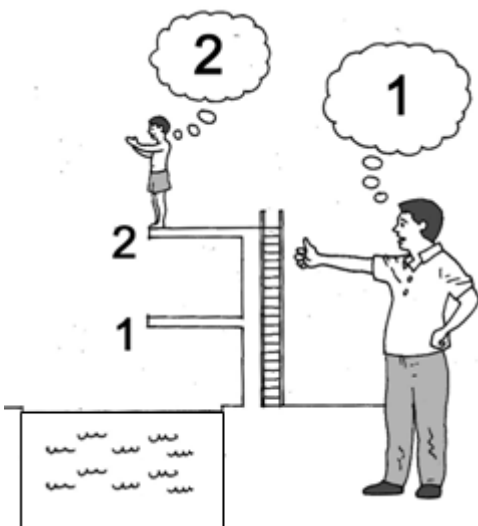
- People's **rights** should be **respected**



- People should get support to **stay healthy**

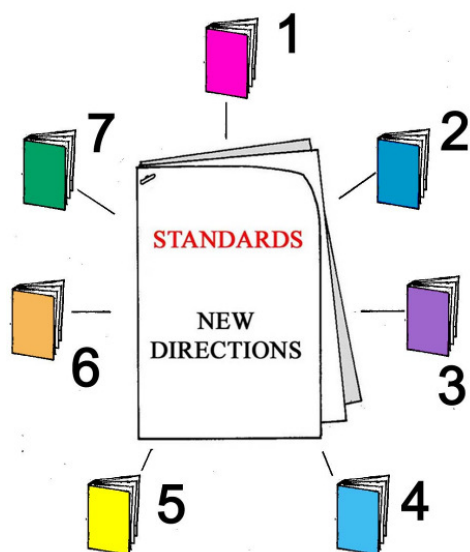


- Supports should help people to **improve their life**

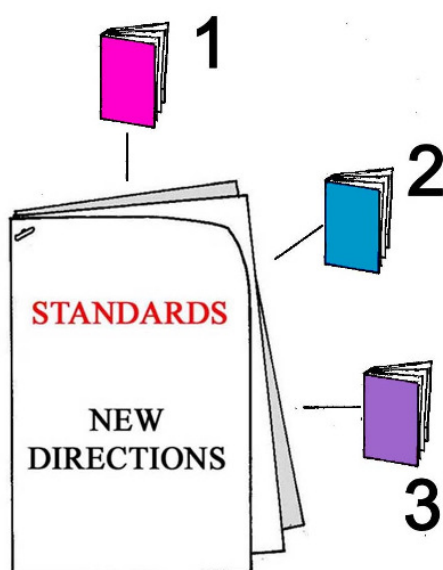


- Supports should be **safe, but should not stop people living their lives.**

What is in this Easy to Read book?



There are 7 Parts in the Draft Standards for New Directions.



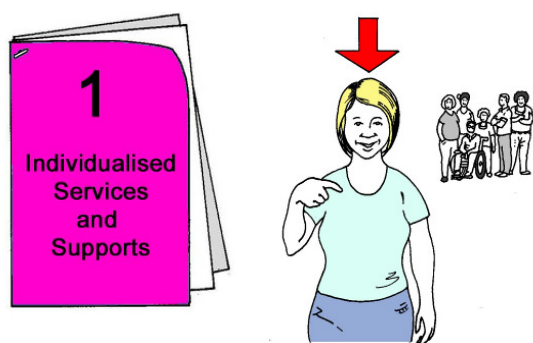
This book is about the first 3 Parts.

The first 3 Parts are about the supports you get. They are about making sure the supports are good quality.

They also talk about the safety of people using the supports.

The last 4 Parts are about how the service providers should organise supports.

Part 1



The first part is called

'Individualised Services and Supports'.

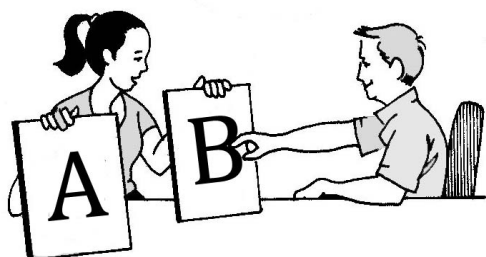
It is about providing support one person at a time.

Standard 1.1 says that the rights of each person are respected.

It also says that everyone is different and that people's differences are respected.



Standard 1.2 says that every person's privacy and dignity is respected.



People respect your right to make choices.



Standard 1.3 says that every person can make their own choices.

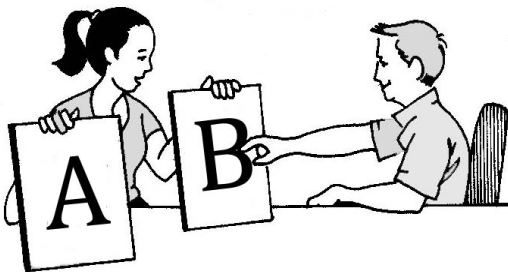
People are given information to help them make choices.

Information is given in a way that people can understand.



Standard 1.4 says that each person has the right to make decisions.

This right has to be respected. If people need support to make a decision, they should be given the right support.



The right support can include using advocacy services.





Standard 1.5. This standard says that each person has a personal plan that says what supports they will have to help them live a good life.

A personal plan says what you want in life and the supports to help make this happen.

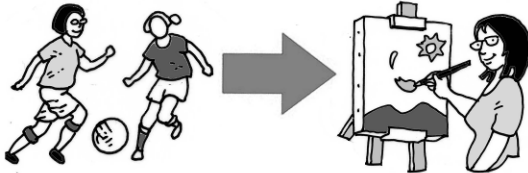
Standard 1.6. This standard says that each person is supported to be in their local area and use everything that their area has to offer.

People are supported to have relationships with other people in their local area.

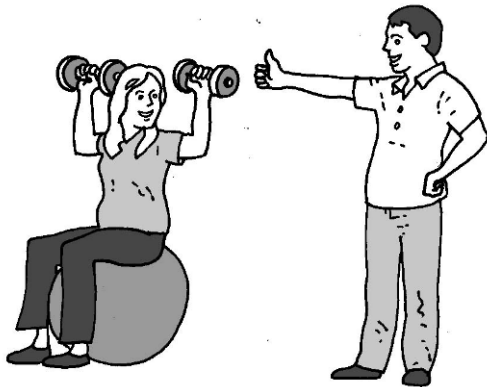
People can have supports to get to know people if they want.



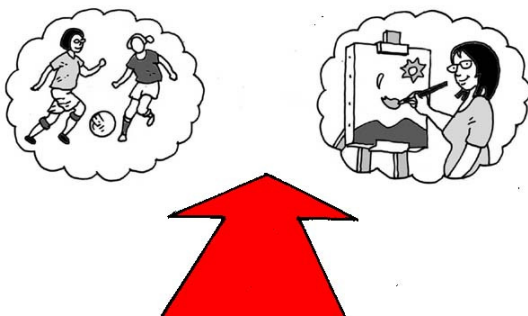
Standard 1.7 Each person has the chance to try new things that they are interested in.



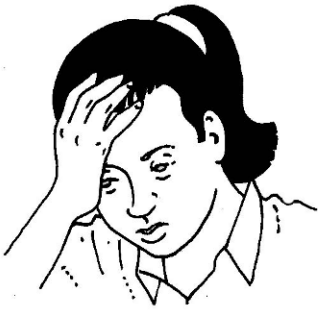
When people are changing from one type of service to another, they are supported with the change.



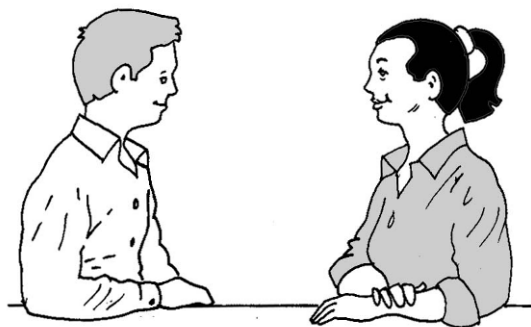
For example, if people used to go to a day centre and then they start going to a fitness class in the local gym, they get any support they need while they are getting used to the new class.



Standard 1.8 Each person moves forward with their goals and dreams.

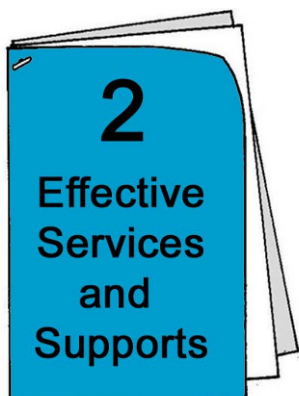


Standard 1.9 People listen to you when you have a complaint or if you are worried about something.



If you have a complaint or if you are worried about something, people will do something about it quickly.

You will be respected and supported at all times.



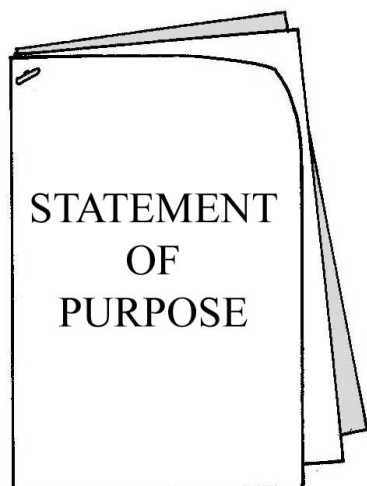
Part 2

The second part is about how services can work well.

It is called '**Effective Services and Supports**'.



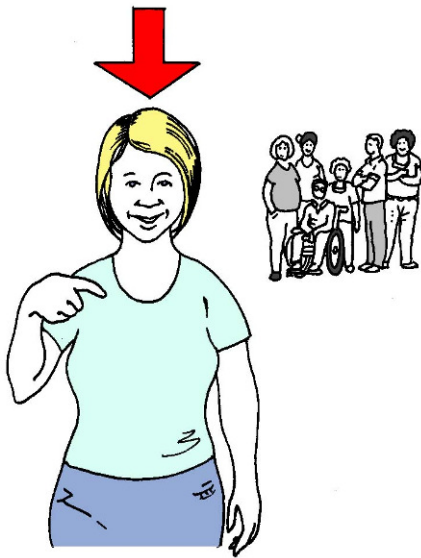
Effective means working well.



Standard 2.1 says that the supports that people use should be supports that they need and choose.

The standard says that the service provider will have a document called a 'statement of purpose'.

A 'statement of purpose' says the different types of supports that the organisation provides.



The supports should be person-centred. That means meeting your needs rather than what a group needs.



Standard 2.2 says that people are involved in planning and setting up supports.

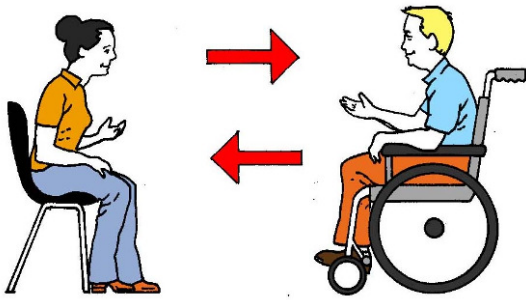
People are involved in checking to see if the supports are working well.



Standard 2.3 is about when people start using supports.

It says that each person gets supports in a fair way.

The decisions about supports should be clear to each person.



Standard 2.4 is about how people communicate with other people.

People can use supports for this if they need and want to.



This support can help people to meet their goals.



Standard 2.5 says that people build their skills at managing their own life over time.

It also says that people should be supported to be as independent as possible.

People can use supports for this if they need and choose to.



Standard 2.6 is about the contribution people make in their lives and communities. People can explore, find out and build their connections and contributions.

Contributions are the good things you bring to family, friendships, work and community. People can use supports for this if they need and choose to.



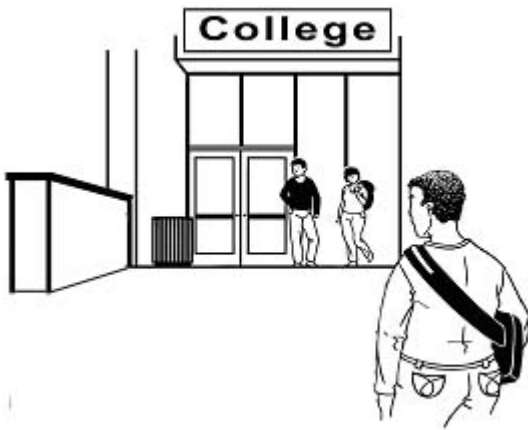
Standard 2.7 says that people find out what kind of creative roles they like and are right for them.

Examples of creative roles are being an artist, a dancer, a member of a sports club, a musician, an actor or a gardener. People can use supports to build their role if they need and choose to.



Standard 2.8 says that people can use the health services they need.

They also get support to look after their own health if they want and need it.



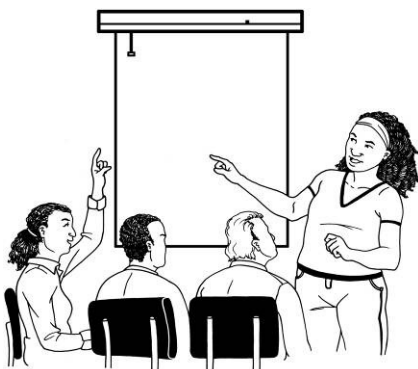
Standard 2.9 says that people take part in education if they wish. People can get support for this if they need it.



Standard 2.10 says that people can do a programme to get ready for vocational training.

This is sometimes called a bridging programme.

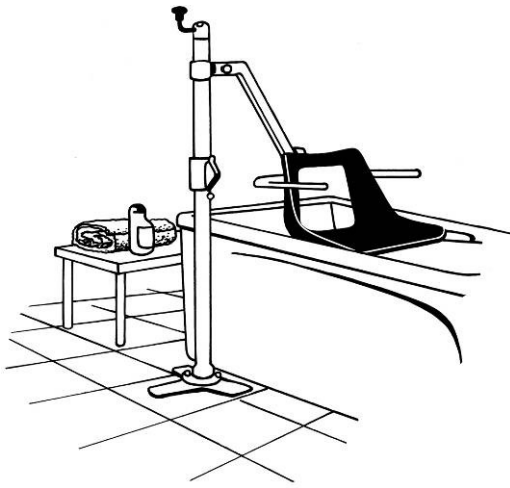
Vocational training is a course that prepares people for working.



Standard 2.11 says that people can do vocational training and there is a focus on getting a paid job.

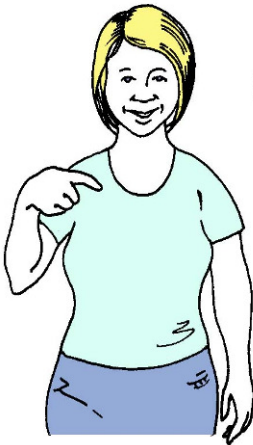
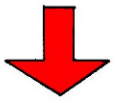


People can get support to do this if they need it and choose it.



Standard 2.12 is about the places and buildings that service providers use.

It says that the places and buildings make it easy to provide good quality supports in the community.



They also make it easy to provide supports that are person-centred and safe.



Standard 2.13 says that there is a plan in place to check how well services are working. This makes sure that services are getting better all the time.

Part 3

The third part is called 'Safe Services and Supports'.

This is about how to make sure each person feels safe and secure when using services and supports.

It is about people making decisions about the supports they get.

People have the right to choose to take appropriate risks.

Service providers must protect people using their supports from abuse.





Standard 3.1 says every person using services and supports is safe and feels safe.

It also says every person using supports is free from abuse and has their well-being cared for.



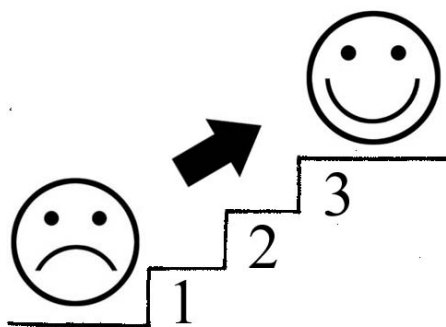
Standard 3.2 says that the supports people use should support positive behaviour and emotional well-being.

Supporting positive behaviour means trying to understand why a person behaves the way they do, or what they are trying to say.



It is also about finding good ways to help people with their behaviour.

Emotional well-being means feeling good about yourself and having good mental health.

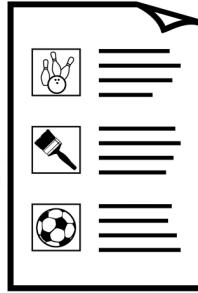


Standard 3.3 says if something goes wrong, there are steps to make sure that something is done about it.

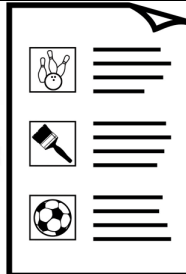


If something goes wrong, the service provider makes sure that everyone in their organisation learns from it.

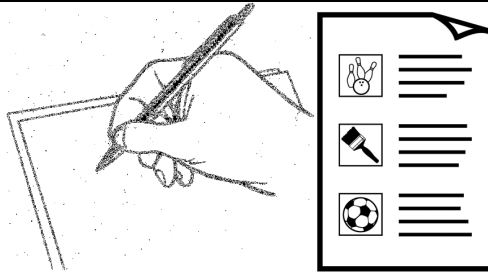
Question Page



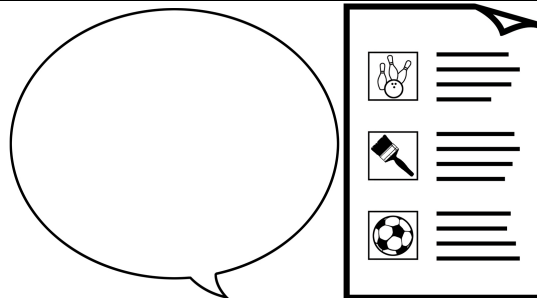
1. What did you like in this book?



2. What did you not like in this book?



3. Is there anything else that you would you like to add to this book?



4. Is there anything else you want to say about this book?

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This Easy to Read Guide was developed in collaboration between the Health Service Executive, National Disability Authority, National Federation of Voluntary Bodies and Inclusion Ireland. We wish to thank the self-advocates who attended focus groups in Inclusion Ireland and Co-Action West Cork.