

**A report on HIQA
Inspections: finding out
what people living in
residential settings had
to say**



**Údarás Náisiúnta Míchumais
National Disability Authority**

What is this report about?

This report is about what people with disabilities thought about HIQA inspections.

Minister Kathleen Lynch asked the National Disability Authority to do a project about HIQA inspections.

Researchers from ACE Communication did this part of the project for the National Disability Authority

7 different services and two advocacy groups took part in the project.

They were in different parts of Ireland.

Who took part in the study?

47 people talked to the researchers.

22 people were men.

25 people were women.

34 people lived in group homes. The other people lived by themselves or with family.

How did the researchers do this report?

The researchers sent information to the centres and advocacy groups.

People made a choice to take part in the study.

Some people met the researcher on their own.

Some people met with the researchers in small groups.

The researchers met with an advocacy council .

They met with a group of experts by experience.

The researchers used speech, pictures and sign to give people information. They used pictures to support people to tell them what they thought.

Findings

This is what people living in residential houses said about HIQA Inspections.

Information about HIQA

People living in residential houses said they don't have enough information about HIQA.

They don't know what HIQA does.

People don't know what is in the HIQA standards.

People don't know what happens during an inspection.

Some people said that staff get lots of training about HIQA.

People with disabilities do not get the same training.

Most people were told that an inspector was coming to visit their house.

They did not know what time the inspector would be in their home.

Talking to the Inspector

Everyone said it is very important to meet the inspector.
Most people got to meet with the inspector.

People said that the inspectors were friendly and chatty
Most people said they enjoyed talking with the inspector in their
houses.

In some places, people did not get to meet with the inspector
because they were at work.
Some people were angry they did not get a chance to talk to the
inspector.

People talked to the inspector about lots of different things. They
talked about their house, their work, hobbies and how they
spend their days.

Privacy and consent

Some people did not like inspectors going into their bedrooms.

Most people said the inspector asked them before they went into their bedroom.

Lots of people did not know that the inspectors could see their personal files during the inspection.

Some people said they thought the inspectors asked too many personal questions during the inspection.

Everyone wanted to be asked before their family was contacted by the inspector.

People being afraid

Staff in some places are using HIQA to get people to keep their houses clean and to keep house rules.

Some staff told people not to complain or to say anything bad during an inspection.

Some people said they would be afraid to talk with a HIQA inspector.

Information after Inspections

Residents in only one centre saw a HIQA report after the inspection.

Most people interviewed had not seen a report and did not get any information about the inspection.

Services make action plans after a HIQA inspection.
People did not have a say in these action plans.

Changes HIQA made

Most people thought HIQA inspections are a good idea.

In some places, good changes happened.

These were things like:

- Getting the house decorated
- Knowing more about rights
- Being more independent
- Better communication with staff
- Getting out and trying new things in their community.

In some places, changes happened that people did not like.

- Staff spending too much time on paperwork
- More house rules
- The house having to be clean all the time
- Safety changes which people did not want
- Some people said that their house was looking like a nursing home.

Recommendations

This is a list of all the things that people living in residential houses said would make inspections better.

Everyone said they would like these recommendations shared with HIQA and the services they live in.

Recommendations

Talk to us!

HIQA need to talk with people with disabilities and hear what we have to say.

We have ideas on how inspections should go.

Information and Training

We want more information and training about:

- What HIQA does
- What happens during an inspection
- What the standards say
- What the inspectors find
- What the action plan is

Information in different ways

The easy to read standards can be hard to understand.

Videos, audio and face to face meetings can work well to give people information.

Recommendations

Our house is our home!

HIQA must remember that our house is our home. We do not want it to look like a hospital or a nursing home.

We may not like some of the changes HIQA want to make. We should have a say in this.

People with disabilities should be on the inspection team

We know what it is like to live in group homes.

We know what it is like to have a disability.

There should be a person with a disability paid as part of the inspection teams.

Staff should not use HIQA visits to boss us around.

Staff should not use HIQA visits to bully people or boss them around.

These might be things like cleaning up, eating certain foods or keeping quiet when visitors come to the house.

Before the Inspection

Let us know when!

Tell us two weeks before the inspection that you are coming.

Let us know who!

Send us the name and a photograph of the inspector who will be coming

Have the right training!

Inspectors should be trained to talk with people who communicate in different ways.

This might be using Lámh or pictures to communicate.

People with communication difficulties will need more time to communicate with inspectors.

During the Inspection

Give everyone a chance to talk

The inspector should talk with every resident.

The inspector should offer to meet us on their own or with support. We should choose who our supporter will be - a friend, an advocate, a staff member or a family member.

Ask our permission!

It is very important that you ask our permission to:

- Access our files
- Go into our bedrooms
- Talk with our families.

Spend time with the residents

You need to give people time to talk about what their life is like.

Think about sharing a meal with us.

It might be a good idea to meet people outside of their house.

After the Inspection

Information

We would like to know what happened during the inspection.

Meet with us or give us some easy to read information about what the inspector found out.

Action Plan

We should be given a chance to put our ideas into an action plan.

Final Report

We should get a copy of the final report in a way that we can understand.



communicating together

This report was done by
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