



A Report on HIQA Inspections



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**Údarás Náisiúnta Míchumais
National Disability Authority**



What is this report about?



HIQA started inspections in residential houses for people with disabilities in November 2013.



In 2015 Minister Kathleen Lynch asked the National Disability Authority (the NDA) to do a project about HIQA inspections.



The project wanted to find out:

- What people thought about HIQA inspections
- If we are learning from HIQA inspections
- The good things that are happening
- What we could do better.



This report tells you what the NDA found out.



Important things to think about

The NDA had to think about some important things during this project. These were:



The Health Act 2007

This is the law on setting up and inspecting residential houses.



The money and budget problems in Ireland in 2013

When HIQA inspections started, services for people with disabilities were short of money. This made it hard to hire enough staff and to give people the supports they needed.



Government plans

For example, moving people with disabilities from big centres to smaller houses in the community

and

making sure people with disabilities have the same rights as everyone else.



Important things to think about



HIQA's National Standards

HIQA visit residential houses.

They check if people are safe and if they have a good quality of life.

These became the law in November 2013.



The Regulations

These are the laws residential houses must follow to give people the right care and supports.



The 18 outcomes set by HIQA

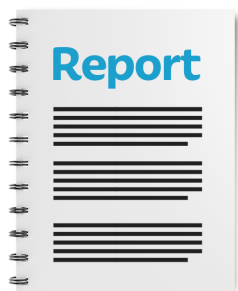
Outcomes are like goals.

They tell us how services are doing with the standards and regulations.

They are ways to measure how well residential houses are doing.



How did the NDA do this project?



The NDA looked at some HIQA reports about different residential houses in Ireland.



They talked to people with disabilities about their experiences of HIQA inspections.



They talked to staff and managers in different services for people with disabilities about their experience.



They talked to groups such as Inclusion Ireland, the National Advocacy Service, HIQA, the HSE, Disability Federation of Ireland, the Department of Health and the National Federation of Voluntary Bodies.



Some people sent in letters to share their views on HIQA inspections.



What did the NDA find out?

People with disabilities living in residential houses said:



They don't have enough information about HIQA.



They want everyone to have a chance to talk to the inspectors when they are doing an inspection.



Some people might be afraid to talk with a HIQA inspector.



Lots of people were worried about Áras Attracta.



What did the NDA find out?

People with disabilities living in residential houses said:



It is very important that inspectors ask for permission to see people's personal files, go into bedrooms or talk with families.



They would like to see the reports after inspections happen in their house.

They would like to know what is said and what is going to happen next.



In some places good things happened after HIQA inspections.

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



People with disabilities should be part of the inspection team.



What did the NDA find out?



The NDA talked with HIQA about how they do their inspections.



For a house to be fully signed up with HIQA, they are inspected on all 18 outcomes.



HIQA have chosen seven important outcomes in residential houses for people with disabilities.

HIQA always look at these outcomes during inspections.



These outcomes check safety in the house and the kind of supports people are getting.



How are services doing?

Services were doing a good job with these things:



Supporting people to have good relationships with their families, friends and their community.



Making sure there was a manager in the house.



Telling HIQA about accidents that happened.



Giving people the chance to try out new things and to learn new skills.



Managing resources like staff or money.



Supporting people to communicate.



How are services doing?

Services did not do well in these things:



Managing health and safety.



Having the right types of buildings and houses for people with disabilities.



Giving people good information they can understand about:

- The services they receive
- The supports they will get
- How much they have to pay.



Having the right staff to make sure people get the support they want and need.



Safeguarding – keeping people safe from abuse.



How are services doing?



Big houses with 10 or more people living there find it hard to get the outcomes right.



Small services working on their own find it hard to get the outcomes right.



As most services got used to HIQA inspections, they got better at getting the outcomes right.



Some services did not improve.



There are differences in the outcomes met in different parts of the country and with different inspectors.



What people said about inspections



Most people said that disability services were not ready for HIQA inspections in 2013.



Most services found it very hard to do all the paperwork.



Services said they did not have enough time to get ready for HIQA inspections.



People said HIQA inspections stopped services working on other government plans, like supporting people to live in their local community.



Signing up to HIQA made it hard for services to support people who needed somewhere to live in an emergency.



What people said about inspections



People said a lot about what is in the law on inspections and in the regulations.



People wanted better information on what a residential house is and on some of the regulations.



People said the regulations were more suitable to big houses than to small houses in the community.



People said different regulations were needed for respite houses.



What people said about inspections



Services said they find it hard to follow the different rules set by HIQA and the HSE.

For example, a HIQA inspector might say the kitchen in a house needs to be fixed but the HSE might say there is no money.



People said that inspections cost a lot of money.

Some large services spent up to €1 million after inspections last year.



People said some services are still working in old fashioned ways.

This means that people with disabilities are not getting the best supports.



The Inspectors



People living in residential houses said that the inspectors were friendly and chatty.

Families said good things about the inspectors too.



Services had different views on inspectors.

Some said they were helpful, others said they were not.



People said it is important that inspectors have experience of working in disability services.



People said inspectors should not treat a residential house like a hospital or a nursing home.



The Inspectors



People said inspectors should use words and sentences in their reports which are easy for everyone to understand.



People said sometimes inspectors spend too much time looking at paperwork.



People said inspectors are not treating all services the same.



Services said they would like to have one key person in HIQA to talk to.



People said HIQA think too much about risks and dangers.
This can stop people with disabilities doing the same things as everyone else.



Making things better



A lot of people said it is important that services work together and share ideas.



People said services should work together to solve problems.



Services are sharing resources, for example, paperwork and policies.

People said this is a good thing.



At the moment, HIQA inspectors are making sure services are meeting all the outcomes.



In the future HIQA inspections will help to show examples of good work and good ways to support people with disabilities.



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