



## Newsletter

Newsletter September 2018 Volume 2

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## Welcome

Welcome to the 2nd edition of the National Quality Improvement Office, Disability Services newsletter. We have team news for you this quarter as well as more information on the Regional Workshops that we will be holding in October. HIQA will be also presenting at these workshops.

We are including the instructions to find us on the Change Hub again in this newsletter as well listing the documents that we have developed to date which are now on the Change Hub, in case you did not receive our first newsletter. In order to access as many people as possible, we are also requesting that you send this on to as many of your colleagues as possible. We look forward to meeting you all at the workshops.

## How to find us on [Change Hub HSEland](#) on the web for the first time

- Please install Google Chrome
- Go to [HSEland](#)
- Log on using your [HSEland](#) username & password if you already are a [HSEland](#) Registered User
- If you are a first time user, select '**Create an Account**' and follow the relevant steps outlined
- Once logged in, select the '**Hubs**' tile
- Select Go under the '[Change Hub](#)' tile
- Under the '[Information and Updates](#)' listing, select '[Disability Services Quality Improvement](#)'

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## Workshops on the HIQA Assessment and Judgement Framework

In order to improve services and prepare services for interactions with the regulator, we are holding four regional workshops (total capacity for 300 people) to discuss the most effective use of the self-assessment tool that has been developed on the new HIQA Assessment and Judgement Framework. These will be very **interactive workshops** where we will be discussing what each centre used as “evidence” when completing the self-assessments and sharing best practice with each other. The Deputy Chief Inspector will also outline their experience of inspections and what constitutes examples of good “evidence”.

In order to make the most of these workshops, it will be essential that each centre completes the self-assessment in its own centre and bring those completed self-assessments to the workshop - [Self Assess Tool for designated Centres on HIQA Assess assessment and judgement framework](#)

### Dates and Venues: (all workshops are 10am to 4pm)

Tuesday October 2 – St. Mary’s Campus, Gurrabraher, Cork

Wednesday October 3 – Recreational Hall, Cregg House, Sligo

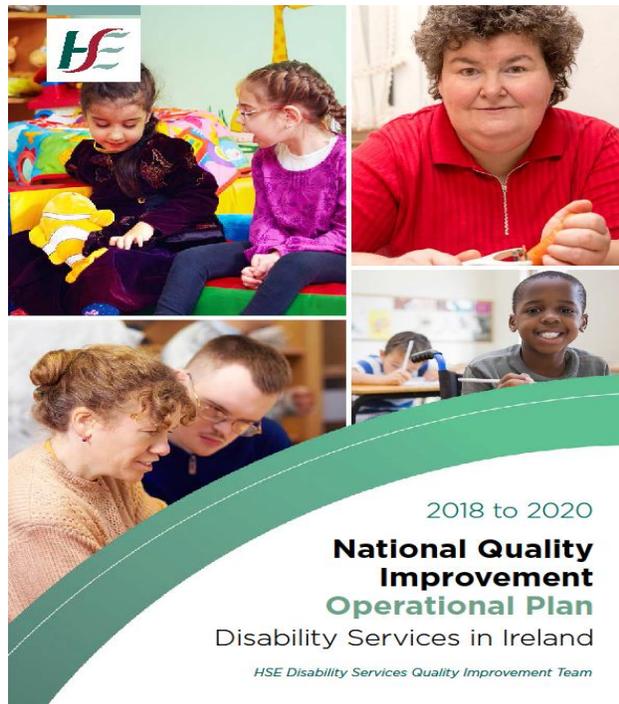
Tuesday October 9 – Pillar Room, Rotunda Hospital, Dublin

Wednesday October 10 – Pillar Room, Rotunda Hospital, Dublin

In order to finalise numbers for catering, please book your places **immediately** at [disabilitiesqi@hse.ie](mailto:disabilitiesqi@hse.ie) with the names of people from your organisation attending, as well as any special food or accessibility requirements.

## **Three-Year National Quality Improvement Operational Plan**

This three year plan was developed following a wide consultation with both service users and services throughout the country. International and national research also informed the plan. Our team have developed a 2018 Action Plan arising from this Operational Plan which we are currently working on and will use this newsletter as one way of communicating this work with you on an ongoing basis.



## **Changes in the Team**

We are very sorry to say goodbye to our colleague Ann Sheehan this month and wish her the very best of luck in her new role.

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## Webinars

### [Risk Management – Webinar held 15<sup>th</sup> May 2018](#)

This is an introduction to risk management for use in all disability services. This webinar was conducted by Padraig MacCloone Risk Manager in CHO 1 and PJ Wynne who works in the National Quality and Patient Safety Offices – Community Services.

### [Safeguarding – Webinar held 17<sup>th</sup> May 2018](#)

This webinar discussed the National Safeguarding Policy, in particular how it relates to safeguarding vulnerable people within disability services. The webinar was hosted by Tim Hanly, National Safeguarding Office.

### [Personal Planning – Webinar held 18<sup>th</sup> May 2018](#)

This was an introduction to “Guidance on the development of a Personal Plan (2018)” for use within residential services for people with intellectual disability. This guidance also defines a Personal Plan and provides definitions to language around personal planning. This is closely aligned to the forthcoming publication of the Framework on Person Centred Planning. This webinar was hosted by Ann Sheehan who worked in National Quality Improvement Office, Disability Services.

**Evaluation of Webinars** - we would appreciate you completing the evaluation tool following participation in any of the webinars so that we can continually improve these webinars. ([link](#))

If you have ideas for topics for future webinars please let us know.

## Documents available on Change Hub on [HSELand](#)

### 1. Governance and Leadership

Through a National Subgroup, a governance framework has been developed for application within the Residential Services for people with intellectual disabilities (easily adapted for use within residential services for people with physical and/ or sensory disabilities). [Governance Structure Framework \(March 2018\)](#)

Additional resources have been developed which includes:

- [Terms of Reference for the various groups](#)
- [Management Walk Round Guide](#)
- [Governance and Leadership guidance and checklist](#)
- [A documentation management system](#) are among some of the available resources.

## 2. Personal Planning

Through a National Subgroup, resources are being developed to support personal planning for use within residential services for people with intellectual disabilities. The first resource to be available is "[Guidance on the development of a Personal Plan \(2018\)](#)" for use within residential services for people with intellectual disability. This guidance also defines a Personal Plan and provides definitions to language around personal planning. This is closely aligned to the forthcoming publication of the Framework on Person Centred Planning.

## 3. Self-Assessment tools – Residents survey

This tool is for use within Residential services for people with disabilities is now available. A small working group in partnership with the Quality Improvement Division have adapted the HIQA questionnaire for residents (with kind permission of HIQA).

This resource includes:

- a) [Guidance on completing a residents' survey](#)
- b) [A residents questionnaire](#)
- c) [Residential Services – Survey Analysis Tool -](#)

## 4. Self-Assessment tools – HIQA Assessment and Judgement Framework

This tool was developed by the HSE Quality Improvement Division and provides an Excel self-assessment tool and guidance to using the self-assessment. This will give services an opportunity to assess themselves, identify and gather evidence to support their compliance with HIQA standards and regulations using the new framework that HIQA is using to inspect services. This resource includes:

- a) [Guidance on Using Self assessment Tool for HIQA Assessment and Judgement Framework](#)
- b) [Self Assess Tool for designated Centres on HIQA Assess assessment and judgement framework](#)

## Work under Development

### Medication Management working group

Chaired by Gerry Clerkin, Head of Quality & Safety, Social Care Division. The purpose of group is to develop a Framework for medication management across all disability services. The group will consider all aspects of medication management including dispensing and administration. This group has a broad representation of key stakeholders including voluntary sector representatives. This work will be underpinned by a comprehensive literature review carried out by Trinity College Dublin. Expected completion date, year-end.

### **Risk Management National working group**

This is chaired by Pdraig McCloone Risk and Incident Compliance Officer I National Quality and Safety, Community Services Division. The purpose of group to develop a framework on individualised risk management in disability services. Underlying principles will be around positive risk taking and supporting autonomy. This group has broad representation of all key stakeholders including voluntary sector reps and third level institute. Guidance will be underpinned by research and any evidence of international best practice. This is expected to be completed by the end of 2018.

### **Personal Planning National Working Group**

National Subgroup chaired by Marie Kehoe-O'Sullivan, National Disability Specialist, Quality Improvement.

This group is currently working on Health Assessment – work is underway in developing a comprehensive health assessment to support residential services for people with disabilities. We have developed key partnerships with voluntary agencies, Office of Nursing and Midwifery professional development and TILDA programme – Trinity College Dublin. It is expected to be completed by year end 2018.

**Health Passports for persons with disabilities** – this tool has been developed to assist in communication between the person and health care provider. This is currently being tested in CHO1 with the plan to share it nationally in early 2019.

### **National Guiding Principles working group**

This group evolved from the National PPPG working group who were working to develop national policies, procedures, protocols and guidelines (PPPGs). It is chaired by Marie Kehoe-O'Sullivan. The group believed that all services would have developed their own PPPGs by this time as the first registration cycle with HIQA was almost complete. It was felt therefore, that it would be more useful if this group undertook research into each of the polices required under Schedule V of the HIQA Regulations and develop short statements identifying the key essential elements based on that research that needed to be in each policy. The Guiding Principles are therefore, primarily focussed on the policies required under Schedule V of the HIQA Regulations. These Guiding Principles will provide you with the key principles that will help you to align your service's local policies to the most up to date international literature when you are in the process of your revising your policies.

The working groups are currently developing Guiding Principles in the following areas:

- Communication with Residents
- Positive Behaviour Supports and Restrictive Practices (groups running in parallel)
- Provision of Intimate Care
- Diet and Nutrition
- Access to Education, Training and Development

- Visitors
- Provision of Information
- Missing Resident

### **National Quality Improvement Forum**

The aim of this group, the National Quality Forum for Disability Services (the Quality Forum) is to develop a network of people working in Disability Services across Ireland to identify and share learning, best practice, and challenges & barriers to implementation of good practice initiatives, with each other. It is chaired by Marie Kehoe-O'Sullivan. The remit of the Quality Forum covers all areas of Disability Services: Day Services, Community and Home Supports, People with both Physical & Sensory and/or Intellectual Disabilities, Residential Services etc. We meet in Dublin four times per year to share our experiences and support each other. This is a very informal group – for further information or to join our email list, please contact Marie at [mariet.kehoe@hse.ie](mailto:mariet.kehoe@hse.ie)

### **Next Steps**

If you have any ideas on issues that you would like us to focus on, resources or tools that you would find helpful or if you are aware of best practice and resources that you are willing to share, please feel free to contact us at [mariet.kehoe@hse.ie](mailto:mariet.kehoe@hse.ie)

We look forward to meeting you in October.

Until next time.

Marie and Joanne

**We welcome your feedback in regards to information you would like to see or topics covered in this newsletter. If you have any feedback please email [disabilitiesqi@hse.ie](mailto:disabilitiesqi@hse.ie)**