

# Draft National Standards for Residential Care Settings for Older People in Ireland



**Health  
Information  
and Quality  
Authority**

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

## Consultation Feedback Form

**DATE: July 2014**

Your views are very important to us. We would like to hear what you think about the Draft Standards. Your comments will be considered and will inform the development of the final National Standards.

The *Draft National Standards for Residential Care Settings for Older People in Ireland* contain standards and features. You can comment on one or all of them, or you may wish to make general comments. When commenting on a specific standard or feature, it would help us if you tell us the reference number of the standard (e.g. Standard 2.3) or feature (e.g. Feature 2.3.1) that you are commenting on.

**The closing date of the consultation is Wednesday 24 September 2014.**

You can email or post a completed form to us. You can also complete and submit your feedback on [www.higa.ie](http://www.higa.ie).

## About You

Name:	
Contact details:*	
Date:	
Are you commenting on behalf of your organisation or in a personal capacity?	Organisation <input type="checkbox"/> Personal <input type="checkbox"/>
Organisation: (Please include name of organisation if making this submission on behalf of your organisation)	

\* We are requesting your contact details as we may need to contact you to seek clarification on specific aspects of your feedback.

## General feedback questions

The consultation document presents the *Draft National Standards for Residential Care Settings for Older People in Ireland* for public consultation and feedback.

The Standards are intended to provide a roadmap for the provision of safe and effective residential services for older people in Ireland. The term residential services in this document and the Draft Standards also includes nursing homes and respite services for older people in Ireland.

We would like to hear your views on the use of these Draft Standards as part of an overall strategy to drive improvements in safe and effective residential services in Ireland and we would like to find out what you think of the Draft Standards. For example:

- Do you think that all the areas you consider important are covered?
- Are the standards and features clear and easy to understand?

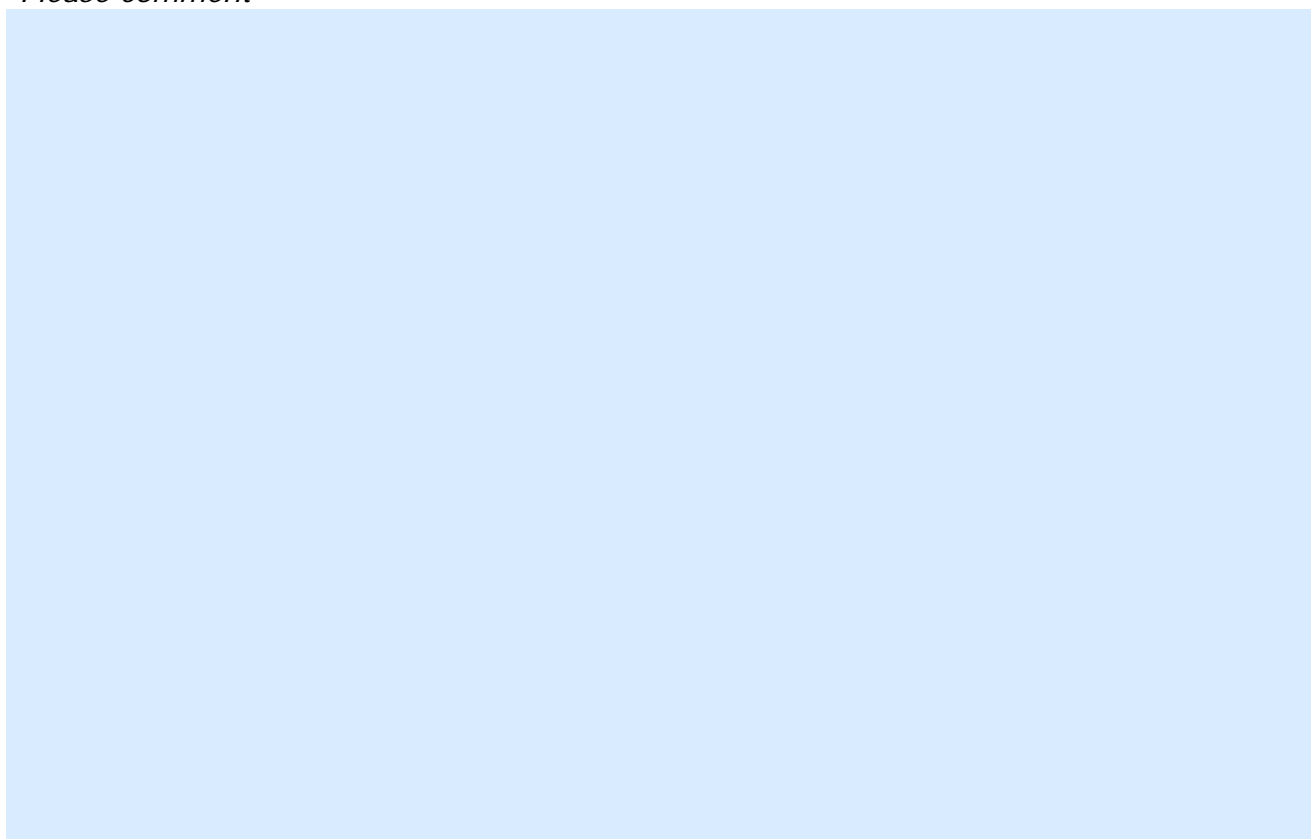
## Content of the Standards

### Layout and design

Please note that these are Draft Standards for consultation. The final document may contain different colours and images where suitable.

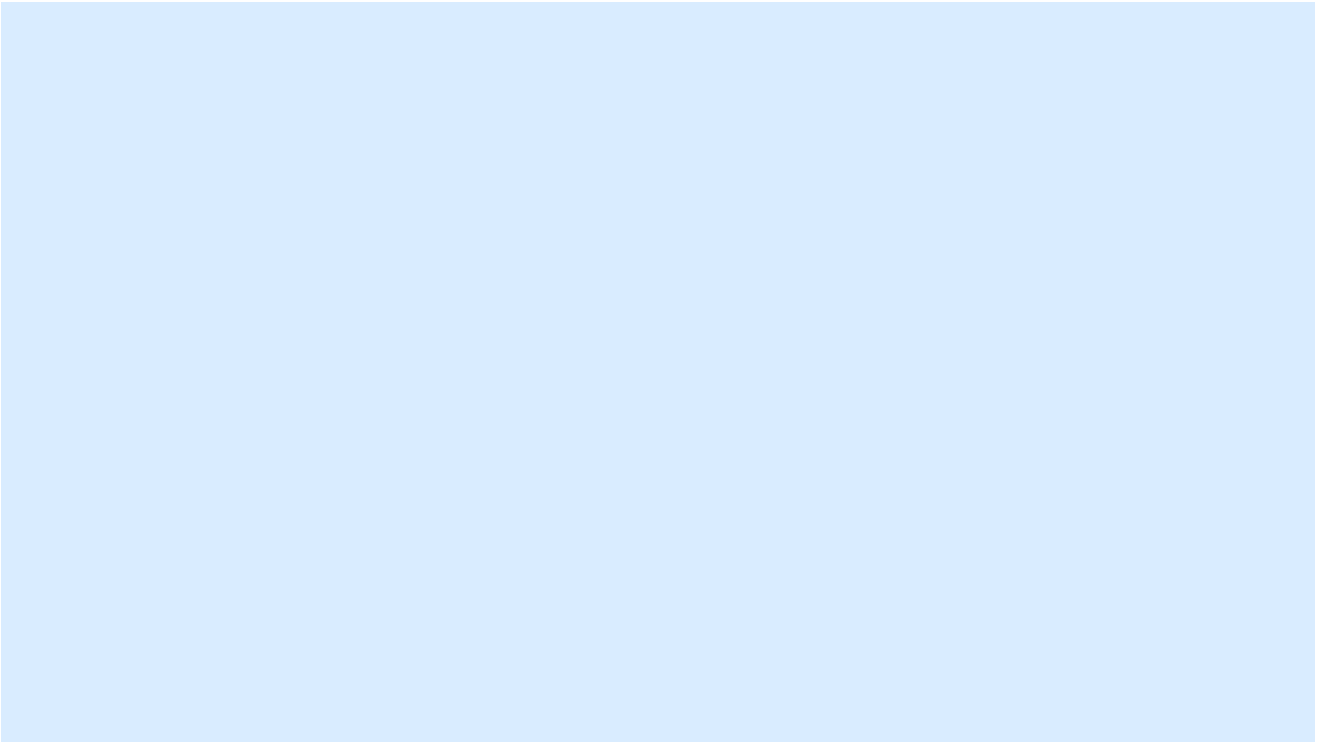
**Question 1:** Is the language used clear?

*Please comment*



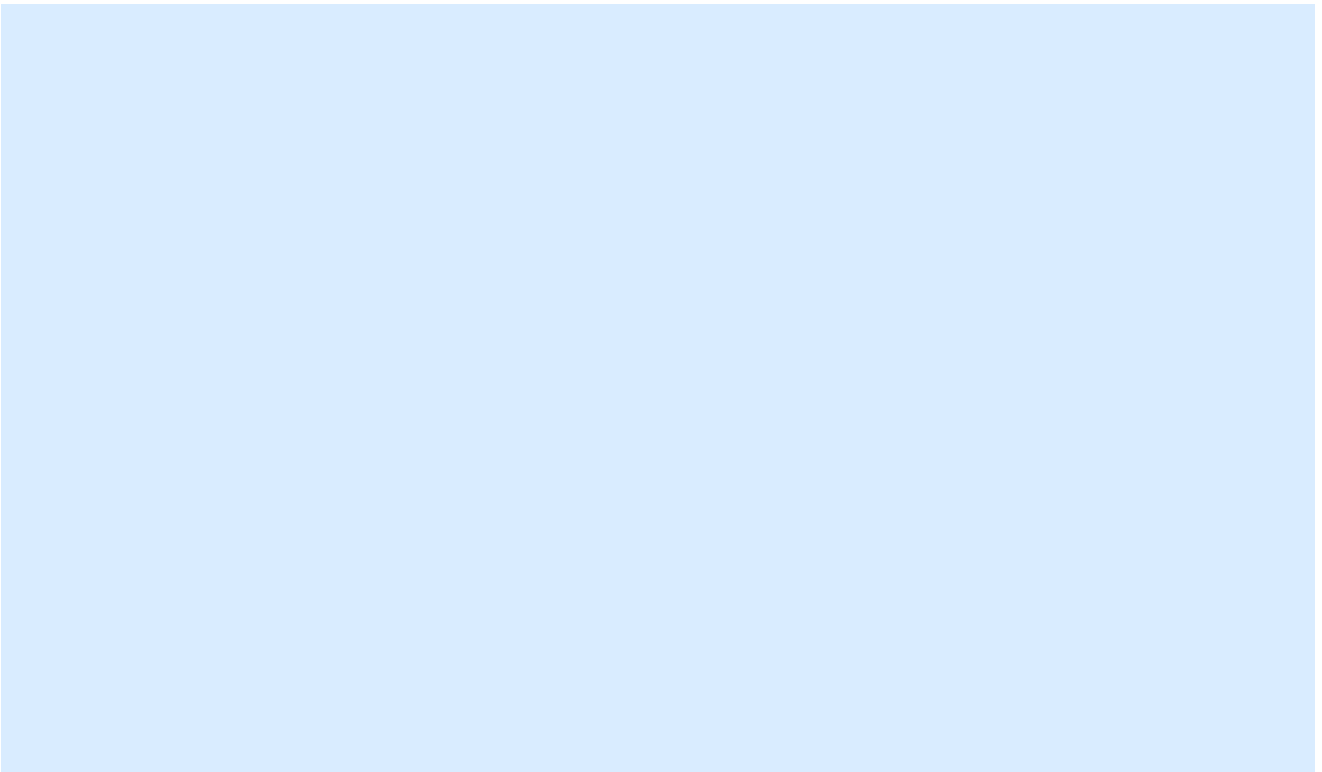
**Question 2:** Is the layout and design of the Draft Standards clear, easy to follow and understand?

*Please comment*



**Question 3:** Do you feel that the order and structure of the Draft Standards is presented in a logical way for residential services for older people?

*Please comment*

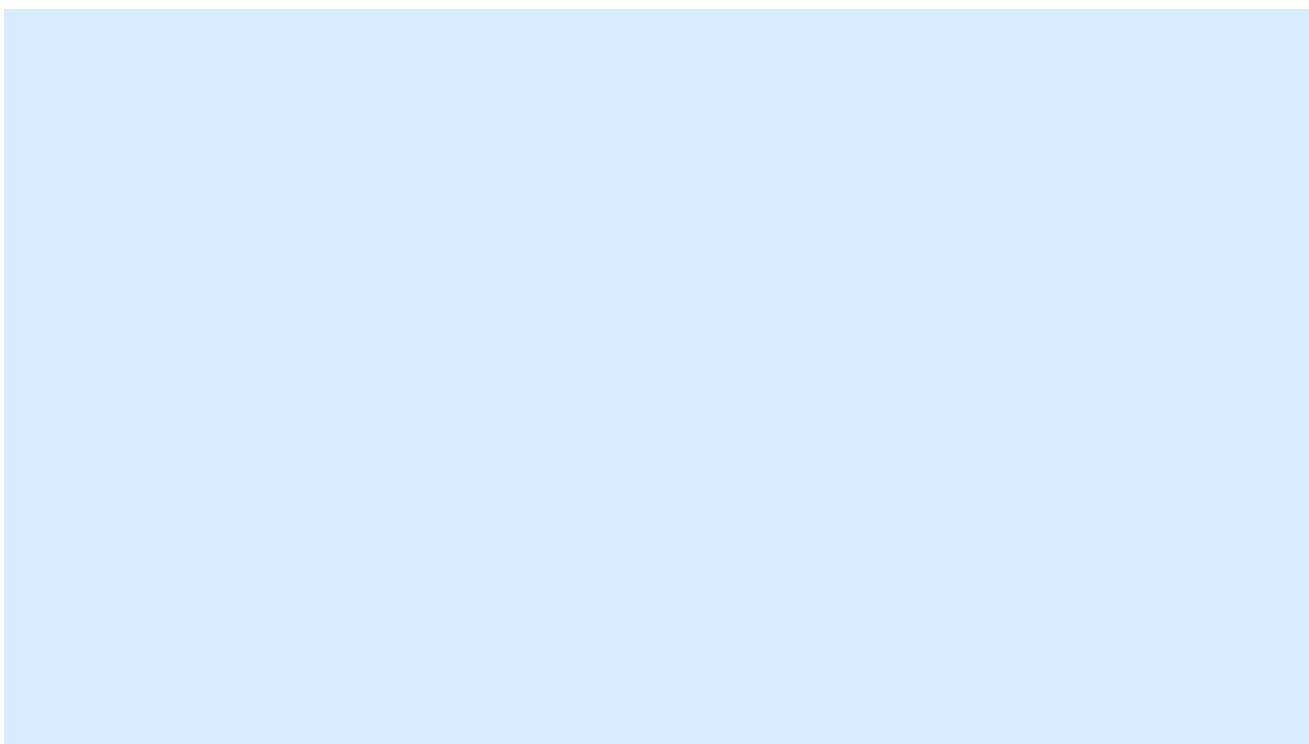


## Residential Services for Older People in Ireland

Safe and effective residential services are person-centred, effective, safe, promote health and wellbeing, have good governance, leadership and management, make good use of resources, have staff with the required skills, experience and competencies and make good use of information.

**Question 4:** Do you feel that the Draft Standards will drive improvement in residential services for older people?

*Please comment*

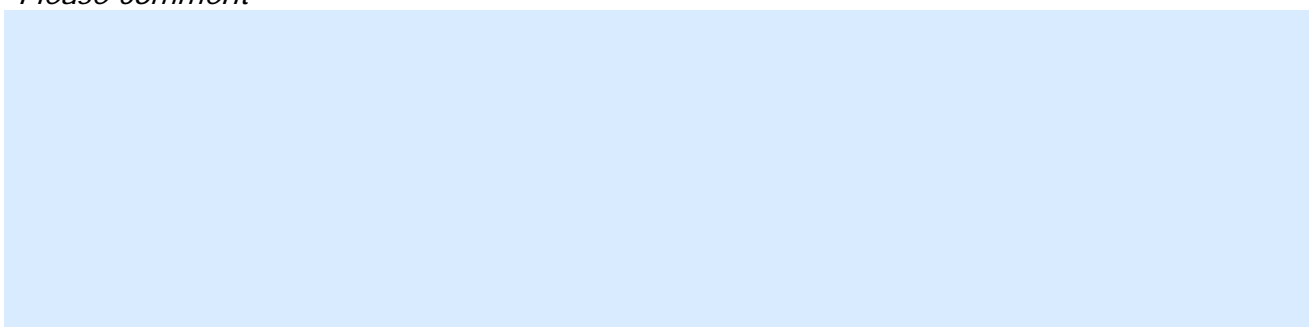


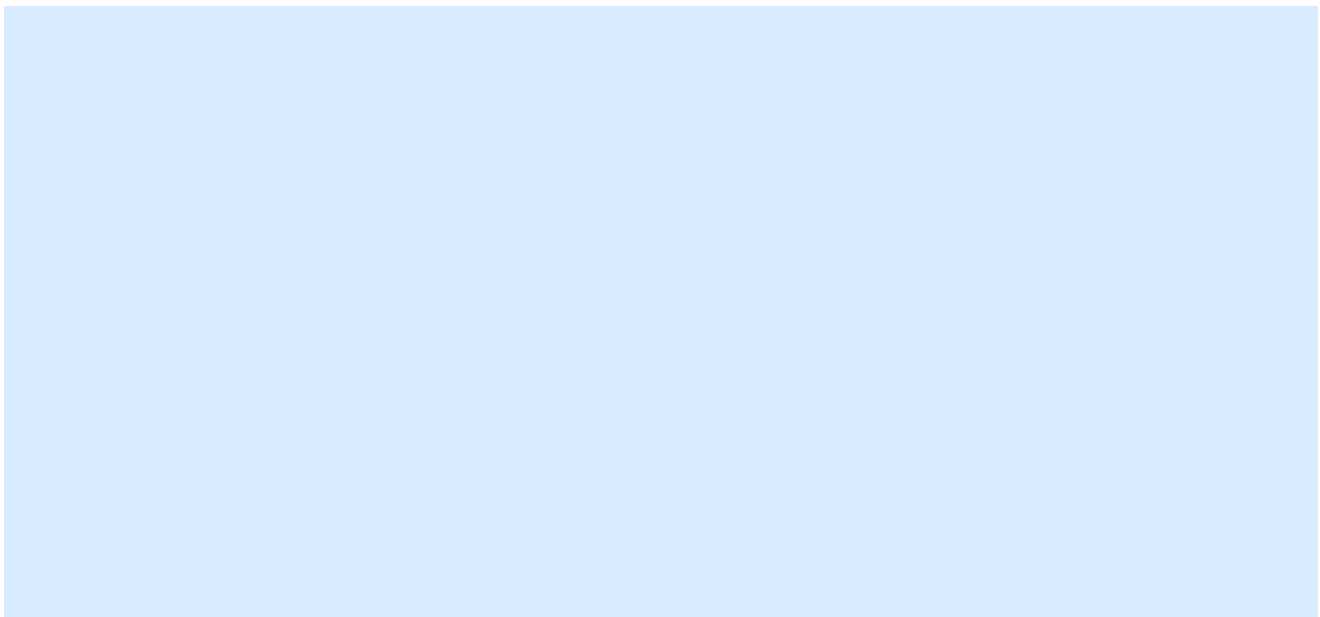
## Comprehensiveness

These Draft Standards apply to residential services for older people in Ireland, whether they are operated by public, private or voluntary bodies or organisations.

**Question 5:** Do you feel that all the important areas have been covered or are there any areas that should be included or excluded?

*Please comment*



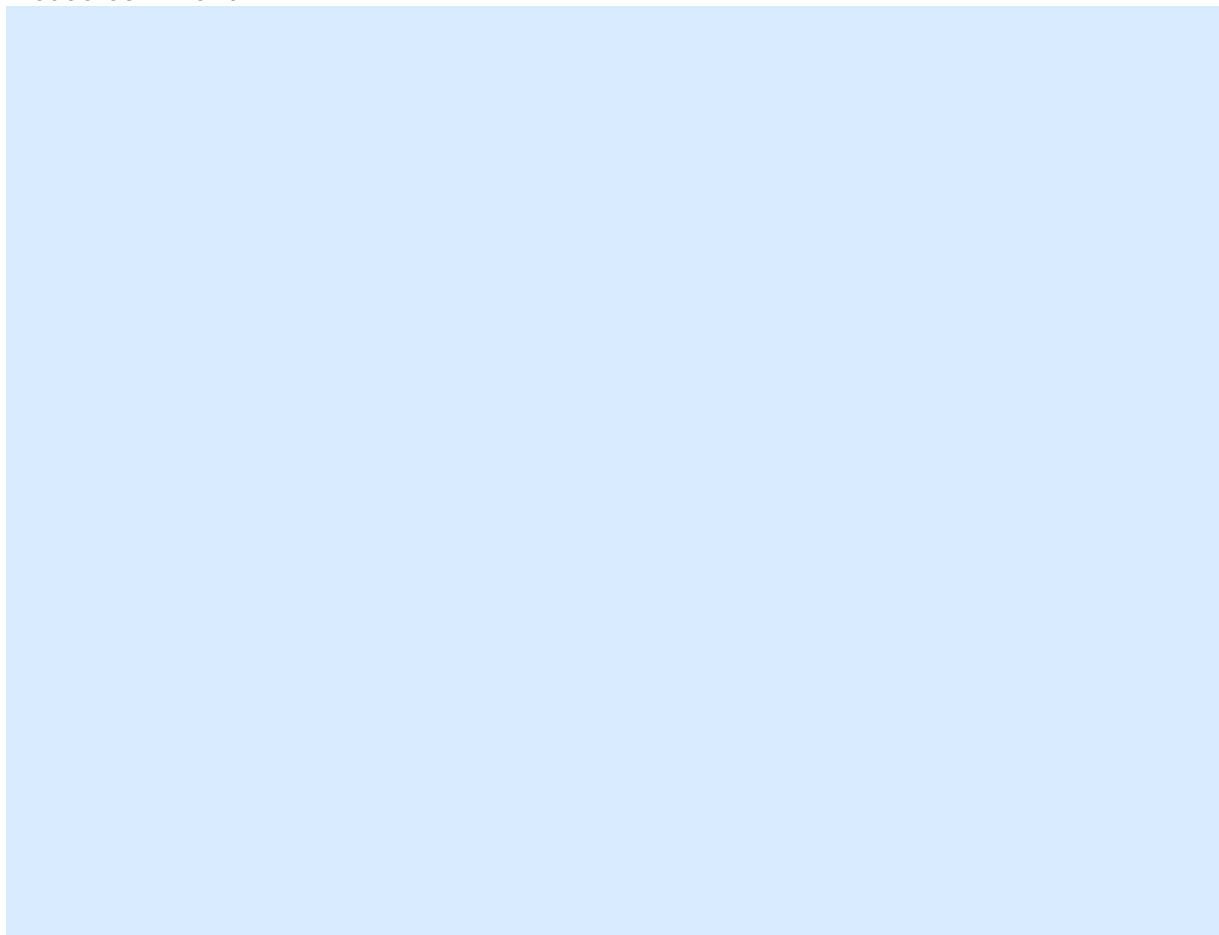


## Applicability

These Draft Standards are intended to be used in day-to-day practice to encourage consistency in relation to how residential services are provided across Ireland.

**Question 6:** Do you think these Draft Standards are applicable to residential services for Older People?

*Please comment*

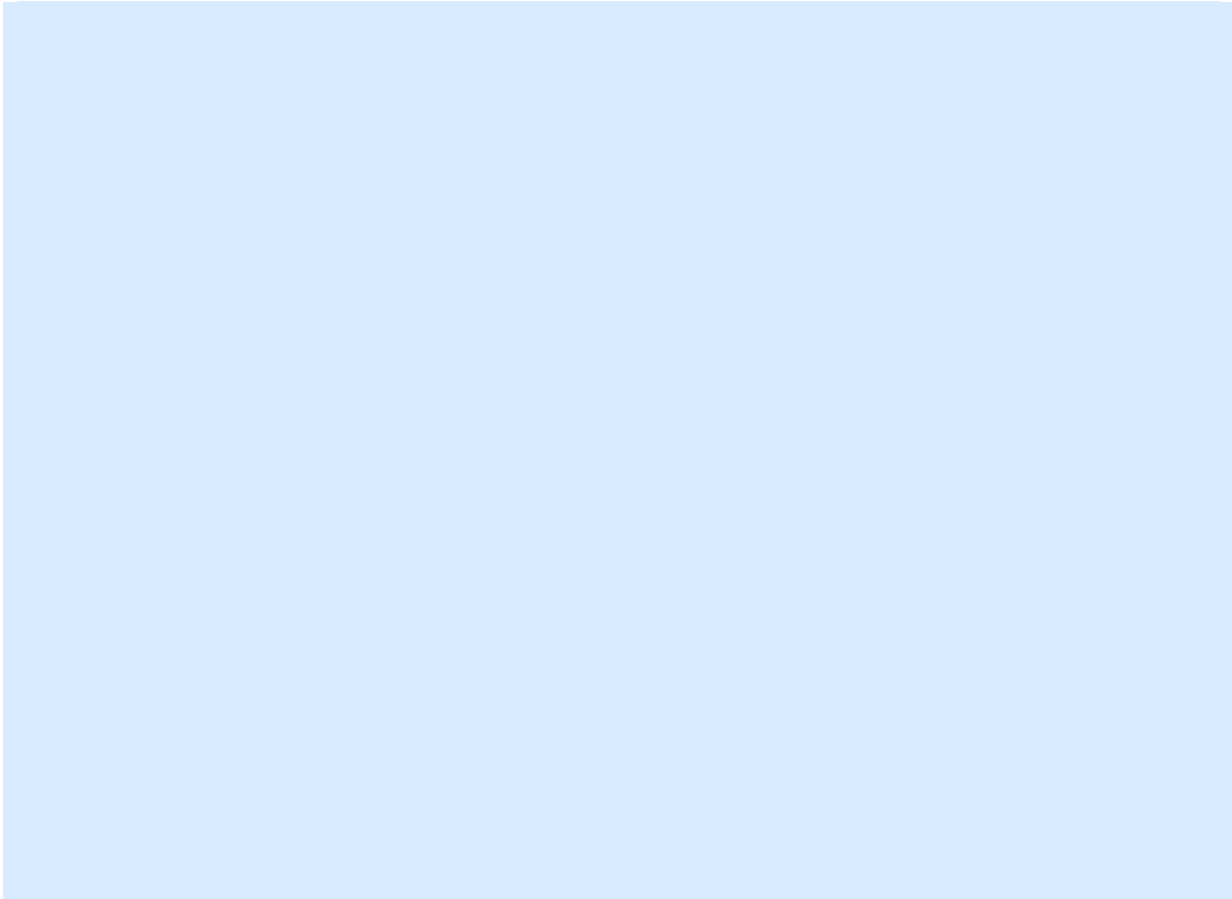


## Accessibility of Standards

It is intended that these Draft Standards will be frequently referenced by residential services for older people and by members of the public.

**Question 7:** What do you think would be the most useful format for the Draft Standards: hardcopy, electronic, audio, easy read, symbols, Braille or other?

*Please comment*



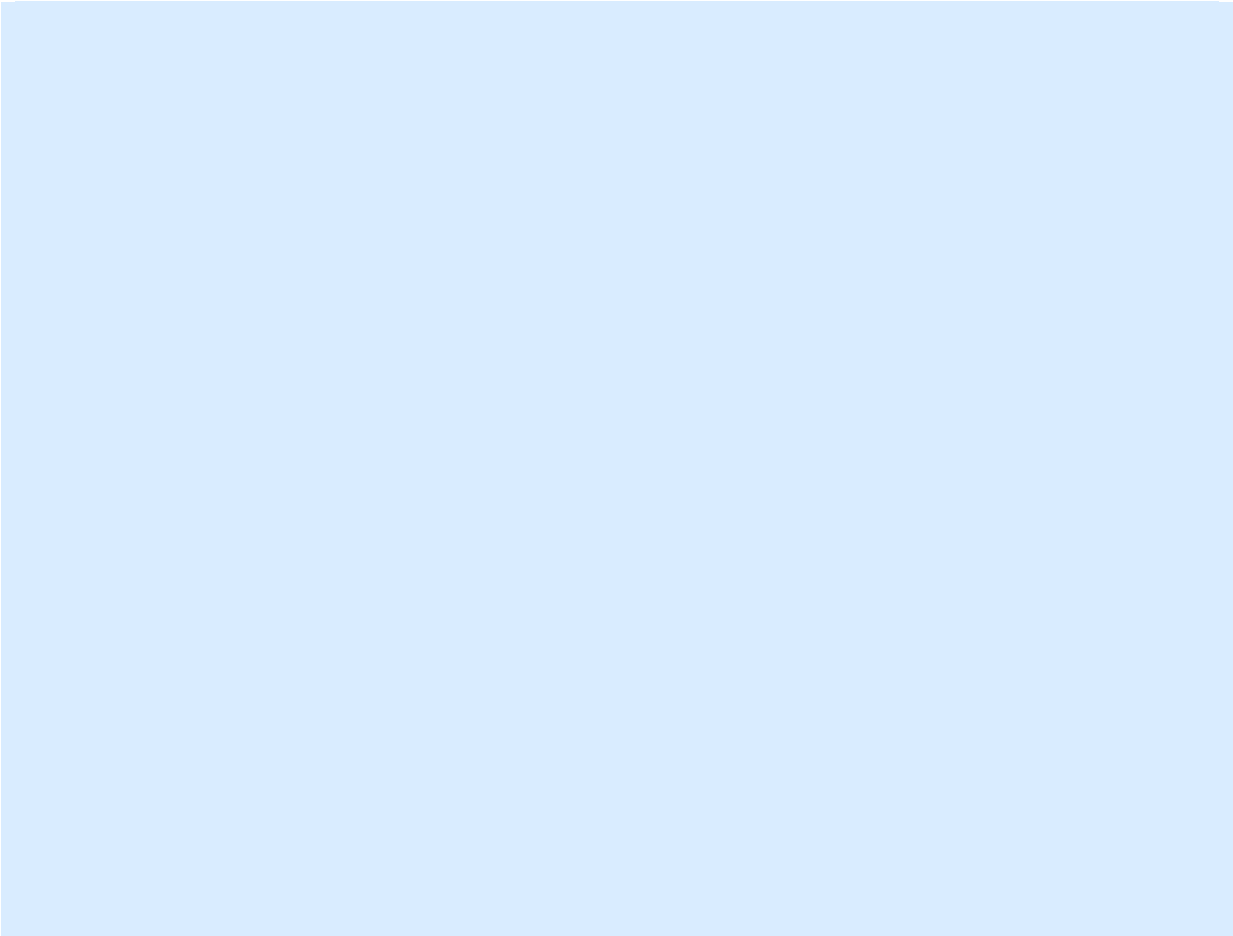
## Guidance for residential services for older people

The Health Information and Quality Authority also develops guidance to support quality improvement in residential services. These documents explain concepts and give some specific examples and templates that may assist residential services in meeting the regulations and in implementing the Standards. To date, the Authority has developed guidance to support quality improvement in residential services in the following areas:

- Guidance on Intimate Care
- Guidance on Risk Management
- Guidance on Statement of Purpose
- Resident's Finances
- Restrictive Procedures Guidance
- Intimacy and Sexual Relationships

**Question 8:** Are there any specific areas covered in the Draft Standards which could benefit from further guidance? If yes, please list areas.

*Please comment*



## Specific feedback questions

In this section please provide your comments on the Draft Standards and or features.

Please consider the following questions as part of your review:

- Is the language used in the Draft Standards and features easy to understand?
- Can these Draft Standards and features be applied within residential services for older people?

### Theme 1: Person Centred Care and Support

*Please include Draft Standard / feature number*



## **Theme 2: Effective Services**

*Please include Draft Standard / feature number*

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## **Theme 3: Safe Services**

*Please include Draft Standard / feature number*

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## **Theme 4: Health and Wellbeing**

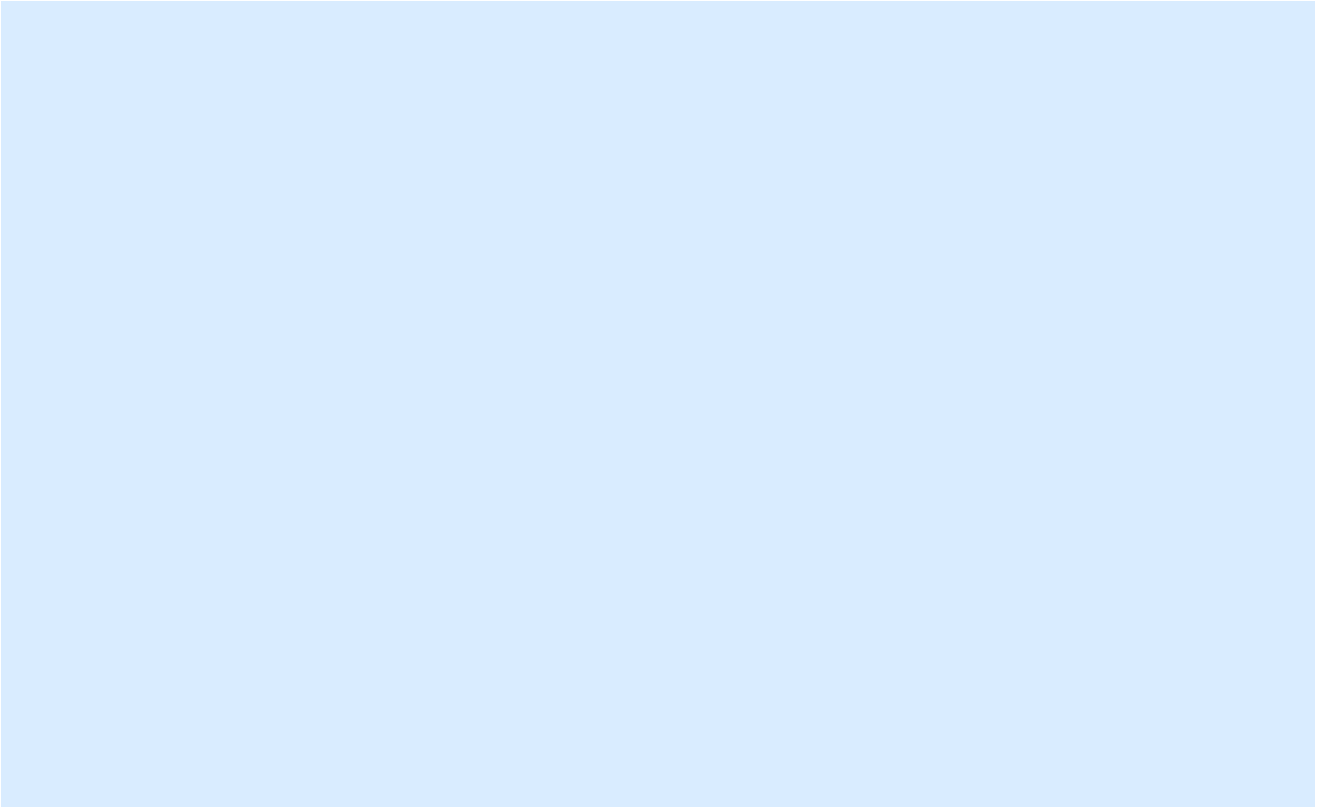
*Please include Draft Standard / feature number*

## **Theme 5: Leadership, Governance and Management**

*Please include Draft Standard / feature number*

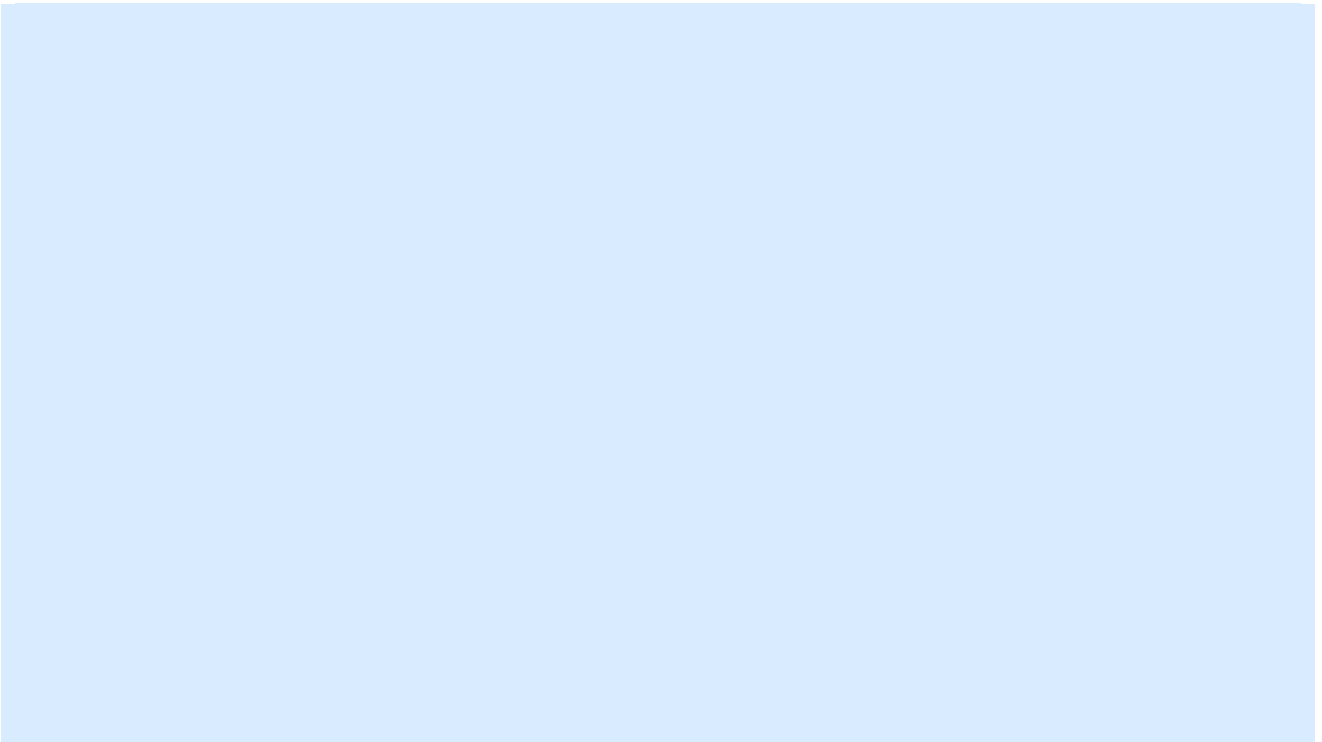
## **Theme 6: Use of Resources**

*Please include Draft Standard / feature number*



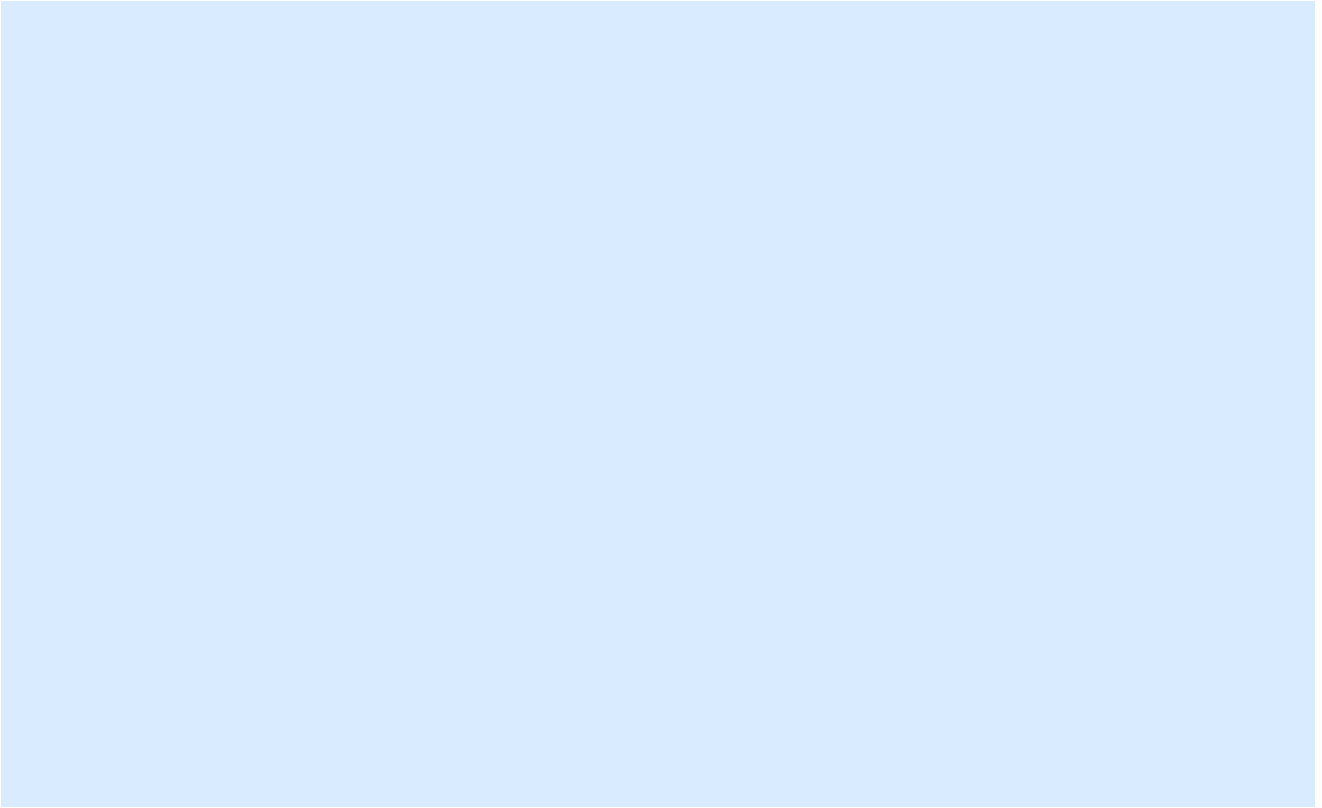
## **Theme 7: Responsive Workforce**

*Please include Draft Standard / feature number*



## Theme 8: Use of Information

*Please include Draft Standard / feature number*



**Are there any other general comments you would like to make? Please feel free to use additional space or continue on a separate page.**

A large, empty light blue rectangular area intended for providing general comments. It occupies the majority of the page below the instruction text.

## Thank you for taking the time to give us your views on the *Draft National Standards for Residential Care Settings for Older People in Ireland.*

Please return your form to us either by email or post.



You can download a feedback form at [www.hiqa.ie](http://www.hiqa.ie)  
and email the completed form to [standards@hiqa.ie](mailto:standards@hiqa.ie).



You can print off a feedback form and post the  
completed form to:

Health Information and Quality Authority,  
Draft National Standards for Residential Care  
Settings for Older People,  
George's Court,  
George's Lane,  
Smithfield,  
Dublin 7



If you have any questions on this document, you can  
contact the consultation team by calling (01) 8147439.

**Please return your form to us either by email or post before  
Wednesday 24 September 2014.**

Please note that the Authority is subject to the Freedom of Information (FOI) Acts and the statutory Code of Practice regarding FOI.

Following the consultation, we will publish a paper summarising the responses received. For that reason, it would be helpful if you could explain to us if you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances.