

The Role of HIQA and the Social Services Inspectorate in Residential Care

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This afternoon's presentation

- Some background on HIQA and the Social Services Inspectorate
- How regulation of residential care settings will work as from 1 July 2009
- Some areas of common interest between the work of the Inspectorate and the theme of the Summit

Background to HIQA & the Social Services Inspectorate

Health Information and Quality Authority

- Established in May 2007 as part of the Government's Health Reform programme
- An independent Authority - reports directly to the Minister for Health & Children
- Promote safety and quality in the provision of health & personal social services for the benefit of the health and welfare of the public (Section 7, Health Act, 2007)
- Has a remit across public, voluntary and private services
- **Clear focus on "Putting People First"**

How HIQA is organised

- Four Operating Divisions within the Authority:
 - Healthcare Quality and Patient Safety
 - Health Technology Assessment
 - Health Information
 - **Social Services Inspectorate**
- Two Support Divisions:
 - Corporate Services
 - Communications & Stakeholder Engagement

The Social Services Inspectorate

- A new statutory position established by Health Act 2007
- Functions of Chief Inspector are:
 - To Register and Inspect all designated (residential) centres – for children, older people, people with disabilities
 - Inspect Special Care Units
 - Inspect Detention Schools
 - Inspect Foster Care provision
- Has a range of regulatory and enforcement powers
- A national inspectorate with a consistent approach

How regulation will work in older people's residential services as from 1 July 2009

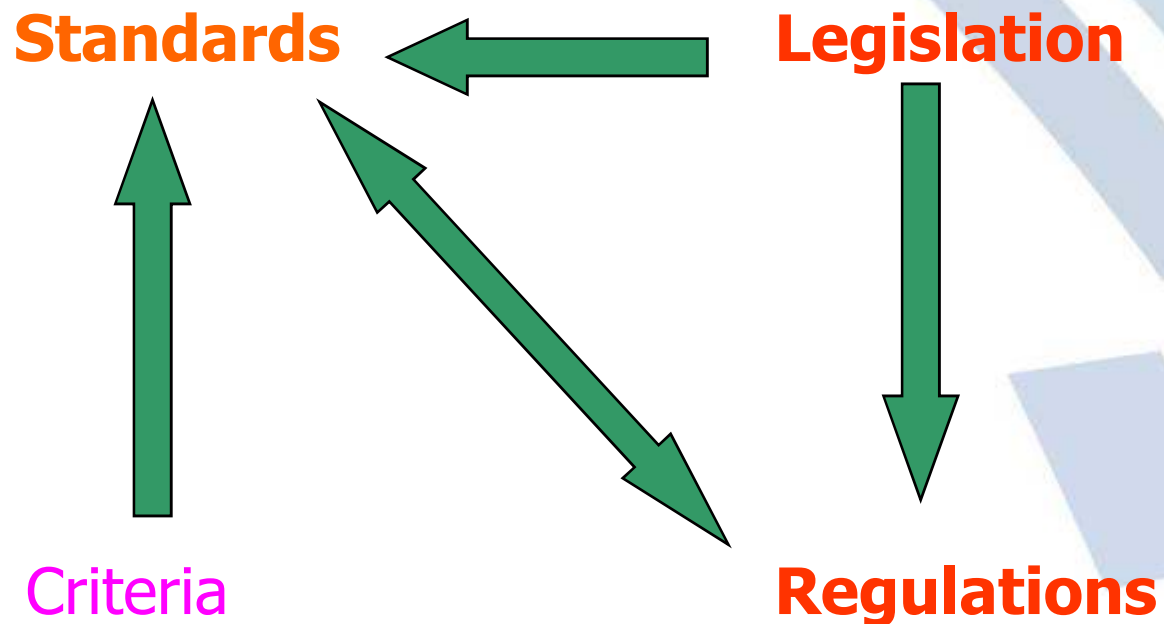
Regulation under the Health Act 2007

- All residential care (HSE, Private and Voluntary) must be registered with Chief Inspector in order to operate
- Registration must be renewed every three years
- Everyone involved in running a service must be 'fit person'
- Designated centres must be in compliance with the Regulations and the Standards
- Inspections will be announced and unannounced, in and out-of-hours by one or more Inspectors
- System will be largely self-financing through fees

Some Data

- Number of residential centres for older people: 608
 - Private/Voluntary Nursing Homes 478
 - Public facilities run by HSE 130
- Numbers of beds: 30,000
 - Private/Voluntary Homes 20,000
 - HSE facilities 10,000
- Prior regulation:
 - Private Nursing Homes inspected since 1993 by HSE
 - Public facilities never externally inspected

The Regulatory Framework



- Standards, legislation and regulations are designed to work together to assure quality in services
- The Regulatory Framework consists of Registration, Inspection, Compliance and Enforcement
Social Services Inspectorate

National Quality Standards for Residential Care Settings for Older People

- 32 Standards across 6 Domains
- Standards Statements – These are principles not rules
- Outcome-based and focused on the experience of the resident as well as on objective data.
- Key outcome question – “What’s this centre like as a place to live one’s life?”



Standards are about...

- 👍 Driving improvement
- 👍 Keeping people safe
- 👍 Supporting quality of service

Criteria

- Standard statements are supported by indicative criteria
- Criteria are examples of how Services may achieve the Standard
- They are not the only way of meeting the standards
- They should not be considered as prescriptive

What will inspectors do ?

- ✓ Assess information prior to the inspection
- ✓ Meet with residents, family members, owner, mgt and staff
- ✓ Review policies and procedures, rosters, records, brochures, staffing issues, incident reports
- ✓ Inspect quality of life issues – activities, privacy and dignity, care practices, choices, routines, meals
- ✓ Review the physical environment
- ✓ Assess the evidence objectively
- ✓ Reach fair and reasonable conclusions
- ✓ Report publicly on their findings
- ✓ Act decisively on issues of safety

Some areas of common interest between the work of the Inspectorate and the theme of the Summit

Some areas from the Summit Programme

- “Building frameworks to secure the future of older people”
- “Transcend conflict – transform lives”
- “Understanding person centred standards”
- “Facilitating equal opportunities for participation in decision-making, consultation and complaints processes”

How these relate to our National Standards

- “Building frameworks to secure the future of older people”
 - Standard 8 on Protection
- “Transcend conflict – transform lives”
 - “seek to transform residential facilities for older people into home-like environments, where the holistic needs of the resident take precedence (Introduction - Page 7)
- “Understanding person centred standards”
 - Ensure people can live as full lives as possible in a caring, respectful environment (Introduction - Page 4)
- “Facilitating equal opportunities for participation in decision-making, consultation and complaints processes”
 - Standard 1 on Information, Standard 2 on Consultation & Participation and Standard 6 on Complaints

Thank You

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