

Revision of the National Standards for Residential Care Settings for Older People in Ireland

Marie Kehoe-O'Sullivan, Director
Safety and Quality Improvement Directorate (SQID)
HIQA

Purpose of SQID

Actively supporting and enabling a culture of patient safety and quality improvement

A close-up photograph of a young girl with light brown hair, looking up and slightly to the right. A dental professional, wearing a white cap and a blue shirt, is examining her mouth with a dental mirror. The background is blurred, showing a clinical setting.

**Systems and processes are only as
good as the people who work
within them**

Care is Improved

- ❖ Development of Evidence-Based Standards
- ❖ Development of Evidence-Based Guidance to support implementation of the Standards
- ❖ Supporting National Quality Improvement Initiatives
- ❖ Supporting improvement through education in Quality Improvement Science
- ❖ Sharing the Learning from our work



People are Informed

- ❖ Our standards and guidance are and will be available in multiple user-friendly formats
- ❖ Wide consultation on all of our programmes
- ❖ Presentations at conferences
- ❖ Workshops – use of Innovation Room
- ❖ Guidance developed at request of system



People are Safeguarded

- ❖ National Quality Improvement Programmes focussed on patient safety – Medication Reconciliation
- ❖ Targeted QI programmes based on trends arising from Regulation Directorate, CIS etc.
- ❖ Protecting the public through the development of Standards of Care



Policy and Service Decisions are Informed

- Quality Improvement Programmes link back and inform national patient safety initiatives
- Work collaboratively with policy and decision makers in:
 - DOHC
 - DoCYA
 - HSE
 - Non- statutory Groups
 - Representative Groups
 - Advocacy Groups
 - European and International QI groups

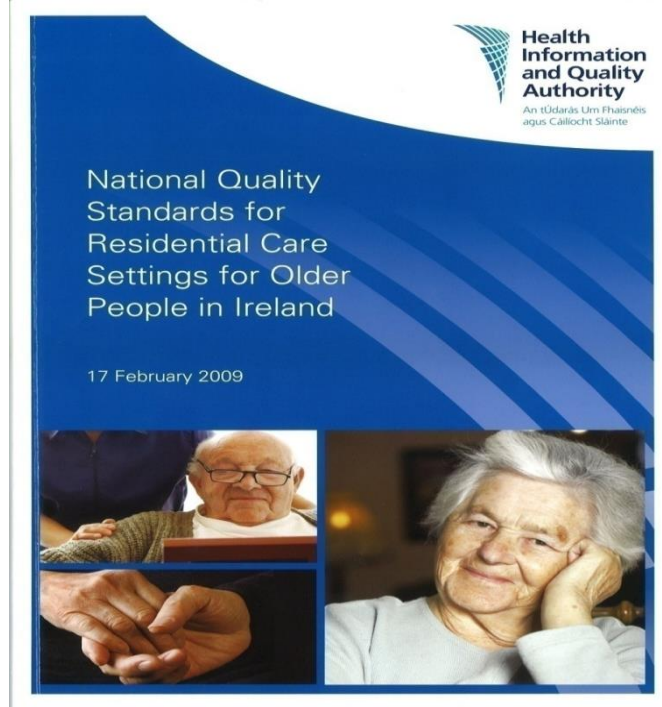


Standards Development

- Launch National Standards for Residential Services for Children and Adults with a Disability (May 2013)
- Development of National Standards for Children's Special Care Units (June 2013)
- Review of National Quality Assurance Standards for Symptomatic Breast Disease Services (Oct 2013)
- Revision of National Quality Standards for Residential Care Settings for Older People (Jan 2015)

National Standards for Residential Care Settings for Older People in Ireland

Published in
February 2009



Background

The standards:

- set out what a quality, safe service for an older person living in residential care should be
- provide a roadmap for continuous improvement
- support services that are accountable and person centred

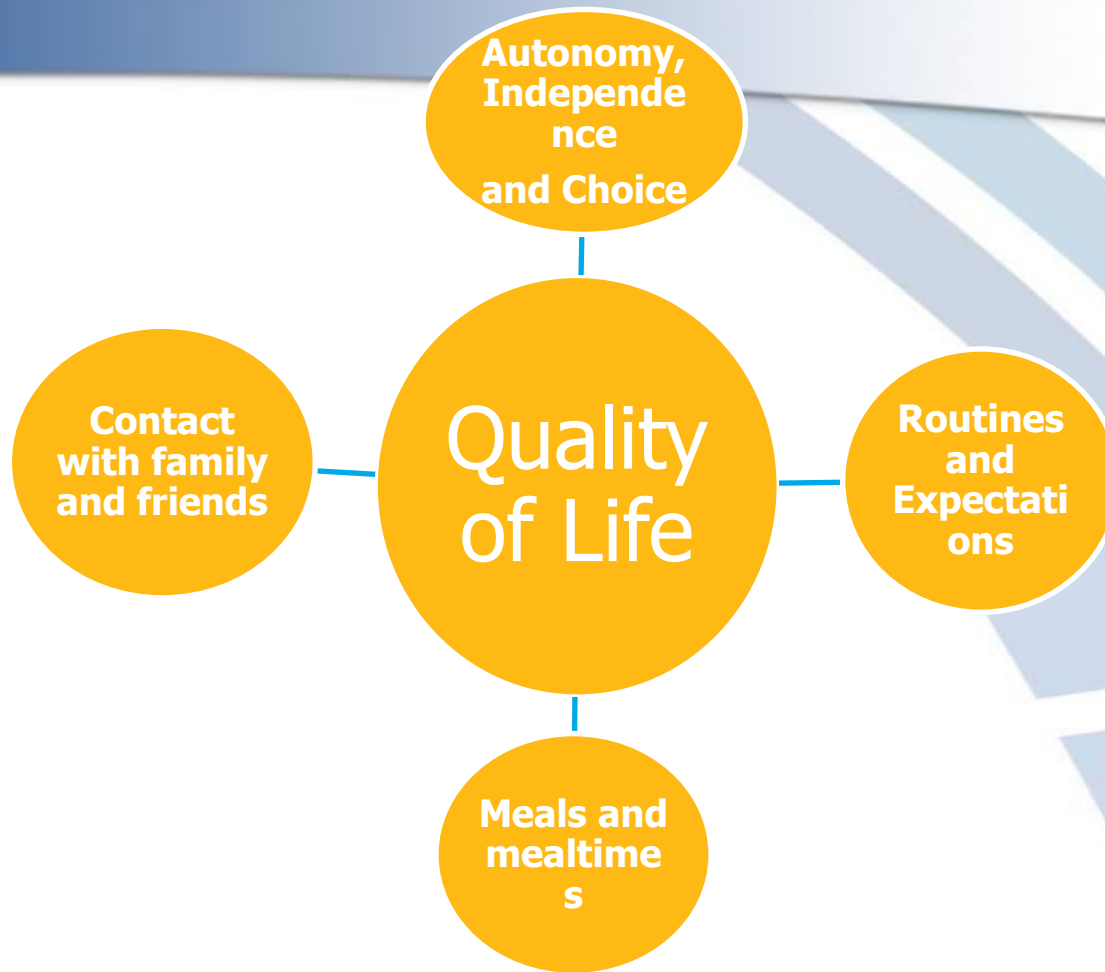
Overview of the standards

(the standards also include supplementary criteria for dementia-specific residential care units for older people)















National Standards for Safer Better Healthcare - Themes



FOCUS GROUPS

- Pre-engagement process prior to development of draft revised standards
- Purpose – to learn from the experience of residents, staff and relatives of Older Persons in Residential Services
- To use this information to inform the revised standards

What Questions are we asking?

- In what ways have the Standards impacted on you?
- How can we improve the Standards?
- Do you think we have covered all the areas that are important to you in the Standards?
- What additional areas should we focus on?
- Any further comments?

Who are we asking?

- 8 sites in the country
- Geographically spread across the country, rural and urban
- public, private and voluntary
- 3 focus groups in each site –
 - Residents (facilitated by Dr. Suzanne Cahill)
 - Staff
 - relatives

Timelines

Q3 -Q4 - 2013	<ul style="list-style-type: none"> • Initial Advisory Group Meeting – July 2013 • Pre-engagement - Focus groups/interviews with people living in residential services, their relatives and service providers, frontline staff etc. to reflect over the initial 3 year cycle and current standards.
Q1 - 2014	<ul style="list-style-type: none"> • International literature review • Develop first draft of revised standards • Internal consultation on first draft of standards • 2nd Advisory Group Meeting –Q1 - 2014
Q2 – Q3 - 2014	<ul style="list-style-type: none"> • Targeted consultation • Revision of draft standards post targeted consultation • 3rd Advisory Group Meeting – Q3 2014 • Draft standards approved by Board prior to public consultation
Q3 - 2014	<ul style="list-style-type: none"> • Public consultation on the draft standards
Q4 - 2014	<ul style="list-style-type: none"> • Revision of draft standards post public consultation • Final Advisory Group Meeting –Q1 2015
Q1 - 2015	<ul style="list-style-type: none"> • Approval of draft standards by the Board • <u>National Standards for Residential Services for Older People (Revised)</u> go to the Minister of Health for approval
Q3 – 2015 (July 2015)	<ul style="list-style-type: none"> • Publish the <u>National Quality Standards for Residential Care Settings for Older People in Ireland (Revised)</u>, pending Ministerial approval

Guidance Development (as requested)

- Risk Management
- Statement of Purpose
- Intimate Care
- Financial Management
- Medication Management
- Restrictive Practices

Education Programme in Quality Improvement Science

- 10 sites – 4 acute hospital, 6 care of older person
- 10 member multidisciplinary team in each site
- 16 on line modules over one year
- 2 modules per month
- Monthly on site visit and monthly teleconference
- Action learning component – Medication Reconciliation
- Programme completion for Dec 2013
- Graduation January 2014

Any questions?
Thank you for your attention.