

The Fundamentals of Advocacy in Health and Social Care

<u>Organisation(s):</u>	Health Information and Quality Authority (HIQA)	
<u>Country:</u>	Ireland	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u>	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input type="checkbox"/> Technology <input checked="" type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-centred Care <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<input checked="" type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Execution & Monitoring Phase <input checked="" type="checkbox"/> Consolidation Phase <input checked="" type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve.</i>	In 2020, the National Public Health Emergency Team in Ireland recommended the establishment of an Expert Panel on Nursing Homes to examine the complex issues surrounding the management of COVID-19 among this vulnerable cohort and to identify lessons learned from Ireland's response to the pandemic. Following consultation with stakeholders and engagement with nursing home residents, the	

	<p>lack of advocacy services was identified as a significant issue. The report recommended that HIQA highlight and promote independent advocacy services available to residents. Furthermore, Ireland's National Nursing Home Experience Survey reported in 2022 that there was limited awareness of advocacy organisations and how to access advocacy support among nursing home residents and their relatives and friends. Most nursing home residents (77%) said they did not know how to access advocacy services or organisations to help them express their views and wishes. Following consultation with people using services, health and social care inspectors, and service providers, HIQA identified knowledge and understanding of advocacy among health and social care staff as a significant barrier to advocacy across all health and social care settings. Based on these findings, we designed a suite of resources on The Fundamentals of Advocacy in Health and Social Care to help health and social care staff understand their role in relation to advocacy. This includes listening to people, respecting their autonomy and confidentiality, and supporting them to have their will and preferences met.</p>
<p>Objectives: Please provide a maximum of three objectives in bullet points.</p>	<p>Overarching goal: helping people in care homes to express their views and advocate.</p> <ul style="list-style-type: none"> • Support frontline health and social care staff to improve their knowledge and understanding of advocacy, as well as the needs of the people they support. • Supporting staff to implement national standards in their everyday work.
<p>Activities: Please summarise the activities put in place to achieve the objectives (maximum 200 words).</p>	<p>HIQA produced a new online learning course targeted at frontline health and social care staff across Ireland, as well as people using services, advocates, family members, academics and members of the general public. It is an accessible and free resource that includes case studies, interviews and self-assessment exercises. The accompanying booklet and educational video provide alternative ways for users to consolidate their learning and are a useful reference for staff in their daily work. These resources provide practical support to health and social care staff in their drive to deliver person-centred care and support. Designed to be accessible and user-friendly, they are grounded in case studies that illustrate advocacy in different health and social care environments.</p> <p>The Fundamentals of Advocacy in Health and Social Care, which is available to all health and social care staff. An accompanying booklet provides information on types of advocacy and further resources, while an educational video includes contributions from an advocacy expert, a nursing home resident, a patient representative and nursing home staff.</p>
<p>Evaluation of practice: Please explain how you evaluate the practice, and what the results were/are so far</p>	<p>A learning impact study is being carried out to measure the impact of these resources on knowledge and awareness of advocacy among health and social care staff. Information on the current situation in relation to advocacy was collected in March 2023 and will be compared to follow-up data collected throughout the study. To measure impact in the short term, learners complete an evaluation survey once they have completed the online learning course. The survey includes questions about the course, booklet and educational video. The medium to longer-term impact of the advocacy resources will also be evaluated through an additional survey and</p>

	<p>focus groups with online learners after six months and through interviews and focus groups with service providers and health and social care inspectors after 12 months.</p> <p>To date, the course has over 6,500 completions and has received positive feedback from learners ('I really have a much better awareness of the various types of advocacy and supports' - worker in a day service programme for adults). The advocacy booklet has been distributed to over 2,200 hospitals, residential centres and day centres throughout Ireland. The online learning course, booklet and educational video are available to the general population through the HIQA website.</p> <p>We will conduct an additional survey and focus groups with learners from different health and social care settings at six months to assess the impact of the advocacy resources in the short term. We will conduct interviews and focus groups after 12 months with service providers, advocacy groups, and health and social care inspectors to assess the impact in the medium to longer term.</p>
<p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p>	<p>https://www.hiqa.ie/sites/default/files/2023-03/The-Fundamentals-of-Advocacy-in-Health-and-Social-Care.pdf</p> <p>https://www.hiqa.ie/</p>
<p><u>Comments and tips</u> <i>i.e. for people willing to use your Practice</i></p>	