

Plenary 3: Ensuring Quality in Community-Based Care



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Agenda

1. About HIQA;
2. Irish Context
3. Government Commitment
4. Research on homecare
5. Legislative framework required
6. Development of standards
7. Approach to regulation
8. Considerations

About HIQA

The Health Information and Quality Authority (HIQA) is an **independent statutory authority** established to **promote safety and quality** in the provision of **health and social care services** for the benefit of the health and welfare of the public.

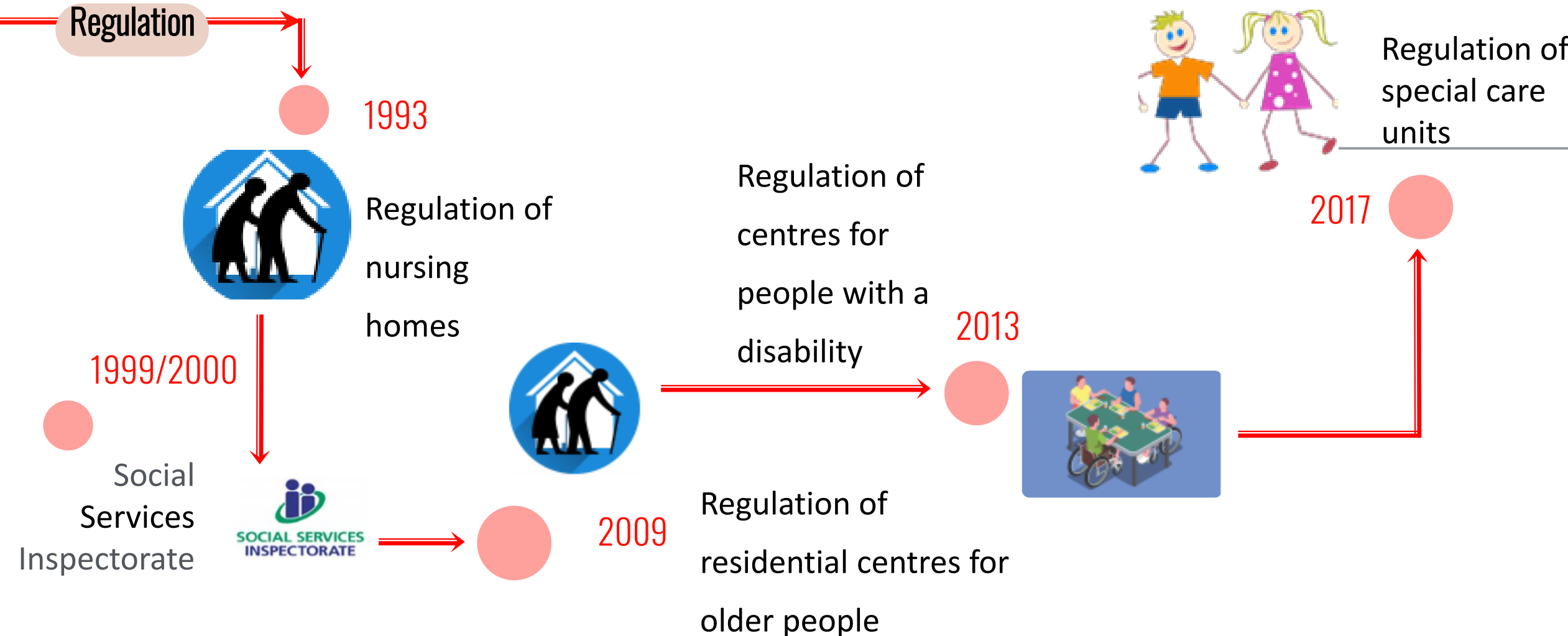
Health Act 2007 as amended

Irish Context



- Population: 5,123,536
- 65+ population :
- 2022: **768,900** (+ 22% in 6 years)
- 2031: **1,006,600** (high estimated) and **993,800** (low estimate)
- 2036: **1,146,900** (high estimate) to **1,136,700** (low estimate)

Irish Context: The journey of social care regulation in Ireland



Homecare in Ireland – a commitment from Government

- Homecare is **not regulated**.
- Programme for Government – Sláintecare (2011)
right care at the right time in the right place.
- Key projects and deliverables 2021 – 2023 –
Advance development of statutory home
support scheme.

Sláintecare.
Right Care. Right Place. Right Time.



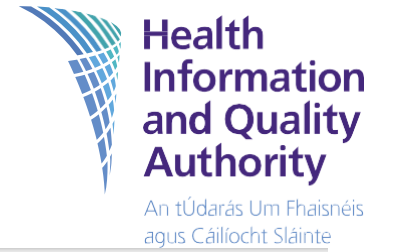
Homecare in Ireland – a commitment from Government

“Promoting **care in the community** for older people and improving **access to home support** is a priority for me and this government.” Minister for Health.

“Home support is an increasingly important part of the supports we offer to older people to **age in place in their communities**. I am fully committed to doing everything possible to support older people to continue living at home with dignity and independence with the correct wraparound supports.” Minister for mental Health and Older People.

“We know that most people **prefer being cared for at home**. The home support service is therefore essential for thousands of people across the country”. Minister of State at the Department of Health and at the Department of Children, Equality, Disability, Integration and Youth.

Research



REGULATION OF HOMECARE: Research Report August 2021



2



EVIDENCE REVIEW

To inform the development of National Standards for Homecare and Support Services in Ireland

May 2022



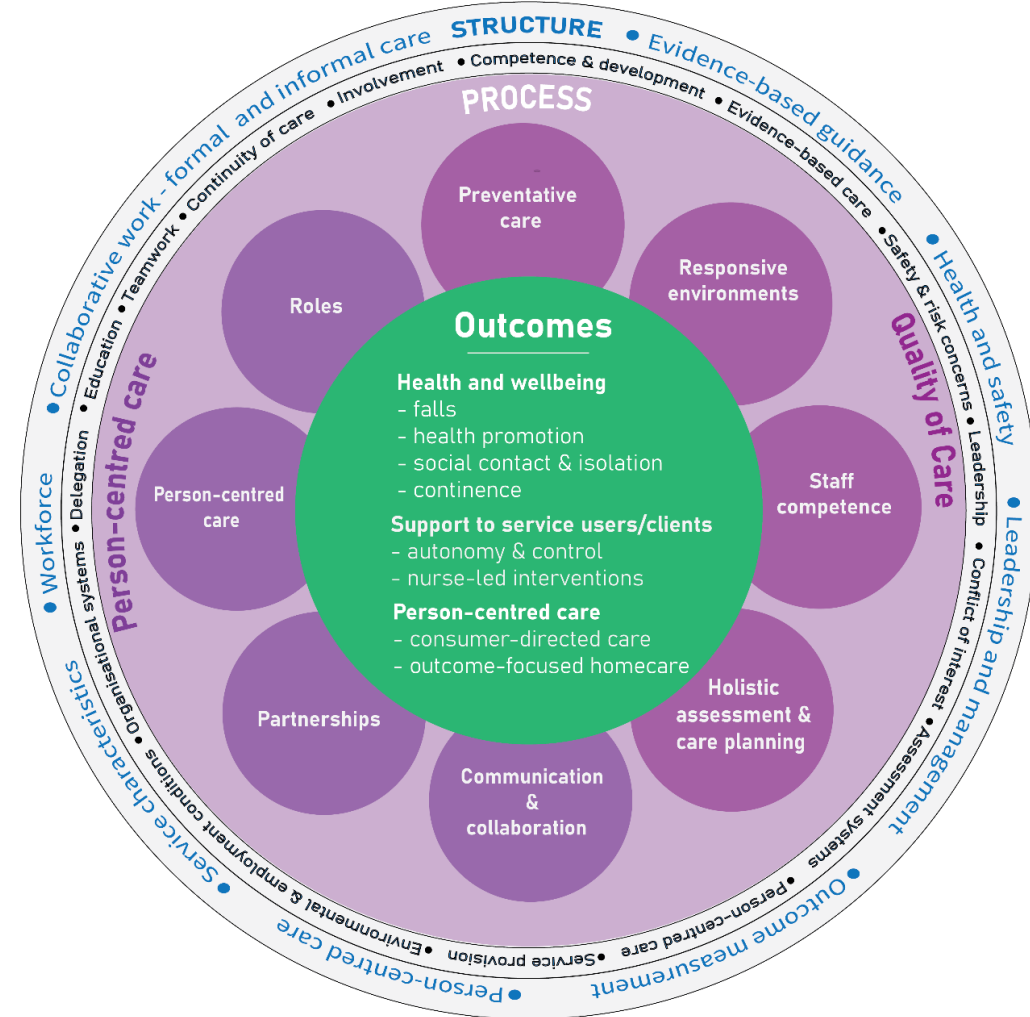
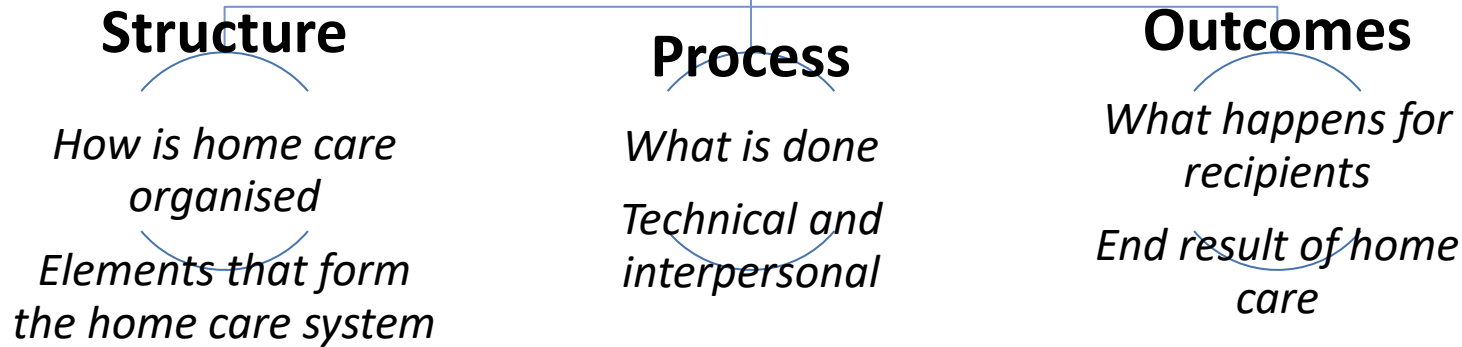
Safer Better Care

1



Donabedian's Framework (explanatory model of quality)

Assessment of Quality in Home Care



Evidence for home support standards

EVIDENCE REVIEW

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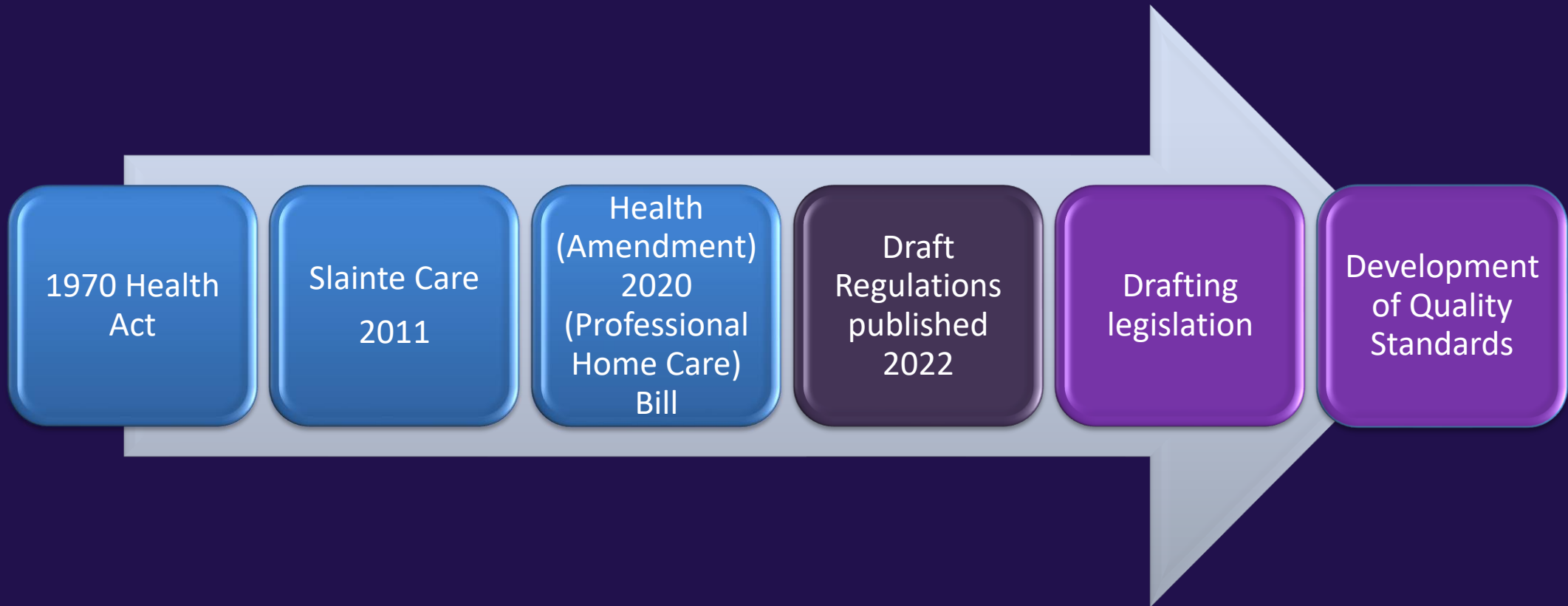


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Safer Better Care

- Provide the evidence base to inform the development of home support standards.
- Findings:
 - ✓ Need for a **definition** of home care and home support;
 - ✓ Clear **governance** of the service;
 - ✓ **Scope** of standards should be clear;
 - ✓ Services should be based on **assessed need** not diagnosis;
 - ✓ **Equity and equality**;
 - ✓ **Cohesive** service provision;
 - ✓ **Partnership** approach;
 - ✓ **Workforce** central to high quality safe service;

Journey to regulating homecare in Ireland



Home Support Services

What's Included:

Home support service means a *“service of providing enabling personal care and/ practical assistance to an adult in the home who by reasons of illness, fragility or disability is in need of such care and assistance”*.

The purpose of **home support** regulation is to offer **protection and quality** assurance to service users that **their services** meet certain standards.

Our approach to regulation will ensure **providers** strive to exceed the minimum standard and engage in continual quality improvement.

What is not included:

The regulation of **Home support** does not intend to interfere with the relationships between families nor does it intend to regulate informal care (3 or less people)

Nor does it include **professional care** in the home e.g. nursing care.

The Legislative Framework required for Home Support Services

Standards

New Home Support standards are being developed under the principles of:

- A human rights-based approach.
- Safety and wellbeing.
- Responsiveness.
- Accountability.

1. The Health Act 2007 will be amended to include home support

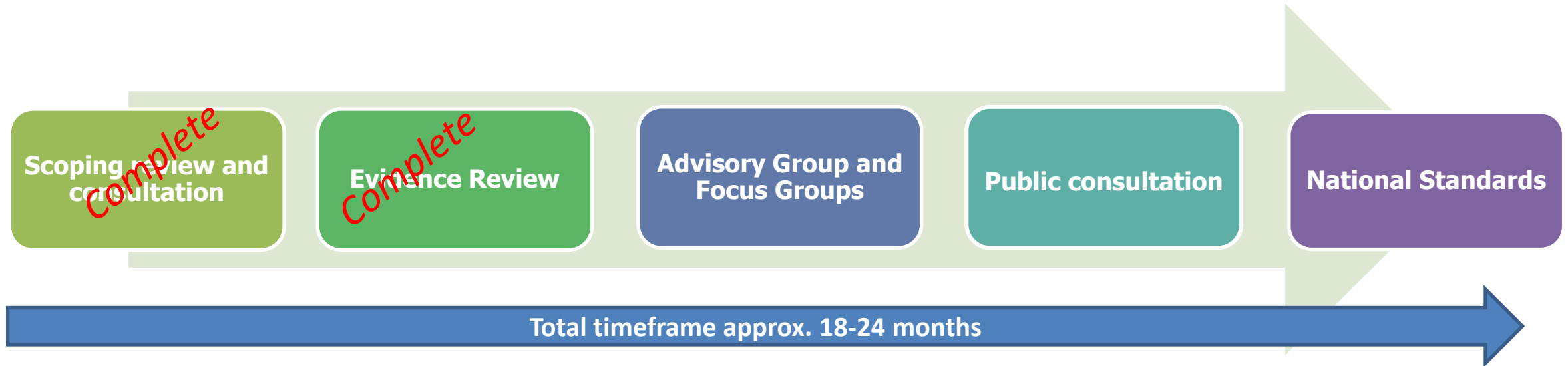
2. Regulations made under the Health Act – Section 98, 99 and 101

3. Standards made under the Health Act

Regulations

New Regulations will be developed that will set the minimum standard for home support providers

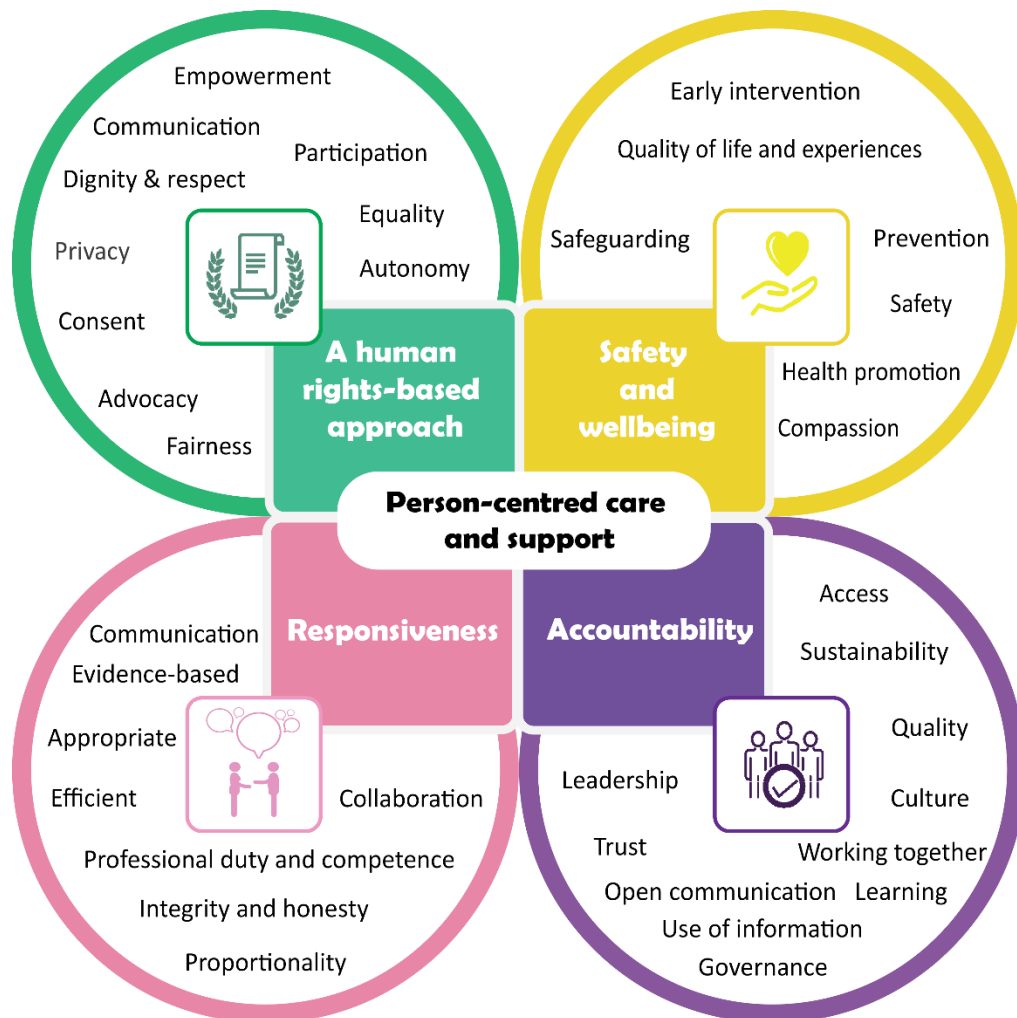
How National Standards are developed



We follow a [Standards Development Process](#) to ensure National Standards are:

- ✓ Fit-for-purpose;
- ✓ Evidence based;
- ✓ Can be implemented in practice;
- ✓ Will ultimately improve the experience of people using services.

Standards Development Framework: A Principles-based approach



Available online from:
<https://www.hiqa.ie/sites/default/files/2021-09/Standards-Development-Framework-a-principles-based-approach.pdf>

A key driver for improving quality and safety



Acts as an impetus to recognise good practice and address poor performance

THE LEGISLATIVE FRAMEWORK

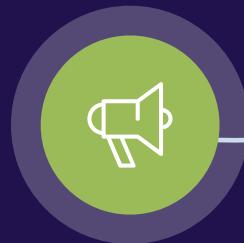
THE ROLE OF REGULATION

Home Support Regulation

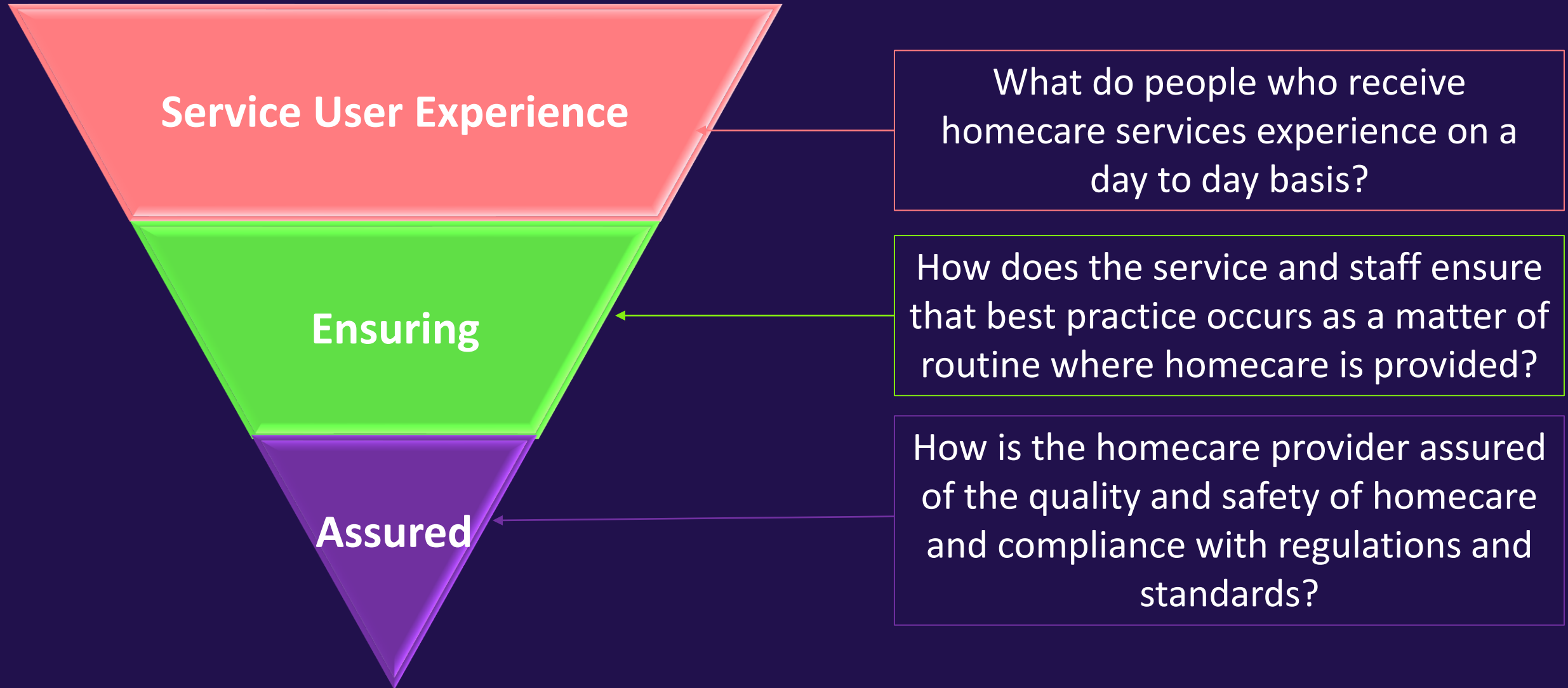


Ensures that only fit providers can provide social care services

Standards and regulations do not in and of themselves provide high quality care



Governance assurance framework for providers



Supporting providers through Guidance - Assessment of Services

The guidance documents will be laid out as followed:

Compliance

Indicator

Quality

Improvement

1. Regulation

2. Associated Standard(s)

3. What a quality rights based service looks like

4. Examples of information/evidence that will be reviewed

5. Statements illustrating what compliance looks like

Supporting providers



Online learning course

HIQA and the Mental Health Commission have developed an online course to help front-line staff implement the national standards. Click [here](#) to release.

Take the online learning course [here](#).
The course is hosted on HSE LanD in the course catalogue 'Health & Social Care Professionals'. The course is called: National Standards for Adult Safeguarding: Putting the standards into practice.



LEARNING HUB

This hub provides links to online learning courses, guides and videos for frontline staff, students and academics, as well as people using health and social care services.

These materials support the implementation of national standards and the development of good practice.

Find more information on the national standards under Areas we work in -> Standards and Quality or email standards@hiqa.ie



LENS Project

Learning from notifications in social care

Considerations

- Be clear about **purpose** of regulation.
- **Define** what is within scope.
- Ensure Regulation supports an **integrated homecare** services through:
 - **Stakeholder engagement**
 - **Collaborative working** ensuring Integrated social and health care service
 - Integrated **Information and Communications Technology** systems
 - integrated in **its community**
- **Rights based** minimum and **quality improvement** standards.
- **Strong and effective governance** arrangements at national, regional and local service-delivery level.
- Standardised **assessment**.
- **Support tools** and access to **training and education for staff** for homecare to be successful.
- **Agile** regulatory framework.

