

Involving people using services in developing outcomes-based National Standards for home support services

<u>Organisation(s):</u>	Health Information and Quality Authority	
<u>Country:</u>	Ireland	
<u>Contact:</u>	policy@esn-eu.org (we will function as an intermediary between you and interested organisations who want to learn more about the practice)	
<u>Theme:</u> Choose at least one option	☒ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☒ Community Care ☐ Integrated Care & Support ☐ Co-Production ☒ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☒ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☒ Person-Centred Care ☐ Research & Use of Evidence ☐ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> Which principles does your practice cover? Check the 20 principles here .	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☐ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☒ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to homeless ☐ 20. Access to essential services
<u>Current status of the practice:</u>	☒ Concept and Design Phase ☒ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☐ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☒ Other (please specify):	
<u>Summary:</u> Please summarise the practice in maximum 3	The Health Information and Quality Authority (HIQA) has developed evidence-based National Standards for Home Support Services in Ireland. We have engaged extensively with people with experience using home support services and staff working in these services to ensure that their lived experiences are	

<i>sentences. This will be the disclaimer of your project on our website. Example here.</i>	reflected in the standards and that the standards are focused on outcomes that are important to them. The standards aim to drive improvements in the provision of home support services, so that people have the best outcomes possible.
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	As part of its remit, the Health Information and Quality Authority (HIQA) develops national standards to improve the quality and safety of health and social care services in Ireland. HIQA also develops guidance and tools that support health and social care staff to implement these national standards into practice. HIQA has developed draft evidence-based National Standards for Home Support Services. Home support services in Ireland are currently unregulated, with no national standards or regulations in place. These are the first ever national standards for home support services in Ireland and will complement legislation currently in development by the government to introduce a regulatory framework for home support services. The standards aim to drive improvements in the provision of home support services, so that people have the best outcomes possible. The standards also aim to give a shared voice to the expectations of the public, people using services, service providers and staff. The standards set out what outcomes a person should expect and what a home support service needs to do to achieve these outcomes.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Develop Ireland's first ever set of National Standards for home support services to help drive improvements in the provision of home support services, so that people have the best outcomes possible. 2. Involve people using services (including older people and people with disabilities) in their development, to ensure that their lived experiences inform the standards and that they are fit for purpose in the Irish context. 3. Align the national standards with the ESN European Framework for Quality in Social Services.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	The draft standards for home support services have been informed by a detailed evidence review and also by an extensive stakeholder engagement. While the academic research undertaken ensures that the standards are evidence based, engagement with stakeholders ensures that the standards are appropriate and acceptable for the Irish context. It also ensures that the standards maintain a clear focus on the best possible outcomes for people using home support services and can be implemented in practice. Throughout the standards development process we engaged with stakeholders, meeting with 223 people, families, advocates, and staff with experience of home support services through focus groups. We used diverse and flexible consultation methods to meet the specific needs and circumstances of people using home support services. We combined focus groups, online platforms, and in-person meetings to accommodate different preferences, needs, and abilities. This included adjusting timelines, locations, communication methods, and other aspects to ensure accessibility.

	We also received 298 written responses to 2 public consultations and we convened an Advisory Group comprised of a diverse range of stakeholders with experience in using and working in home support services.
Outcomes: <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	All responses to the public consultation, feedback from focus group participants and Advisory group members were reviewed and considered to develop and finalise the draft standards and an easy-to-read version of the draft standards. This extensive engagement helped to ensure that the standards were based on outcomes that are important to our key stakeholders. A summary of the feedback and subsequent changes to the draft National Standards for Home Support Services has been published in a Stakeholder Involvement Report. The draft standards have now been submitted to the Minister for Health for final approval.
Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☒ National Government Funds ☐ Regional Government Funds ☐ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☐ Other, please define:
Links to supporting documents: <i>e.g. project website or report of the practice, articles</i>	Evidence to inform the Draft National Standards for Home Support Services HIQA Includes links to : ▪ Evidence review ▪ Stakeholder Involvement report Public consultation on draft National standards for home support services Includes links to: ▪ Draft National Standards, ▪ Easy to read version of National standards, ▪ Public consultation feedback forms ▪ Public consultation briefing documents.
Comments and tips <i>i.e. for people willing to implement your Practice in their service</i>	▪ Outcome-based ‘I-statements’- writing standards from the perspective of the service user directly reflects what people using services expect from a service is a key element of person-centred quality standards. ▪ Having a person-centred consultation process deepens understanding of the lived experience of people using services, and promotes person-centered care. Actively involving people in shaping the standards helps empower them, promotes their autonomy, and ensures that services are truly aligned with their needs and preferences. ▪ Provide feedback to stakeholders through stakeholder involvement report -This demonstrates that contributions are valued, promotes trust, and encourages future participation.