

RESIDENT FORUMS

IN DISABILITY CENTRES IN 2022

and 2023

May 2024

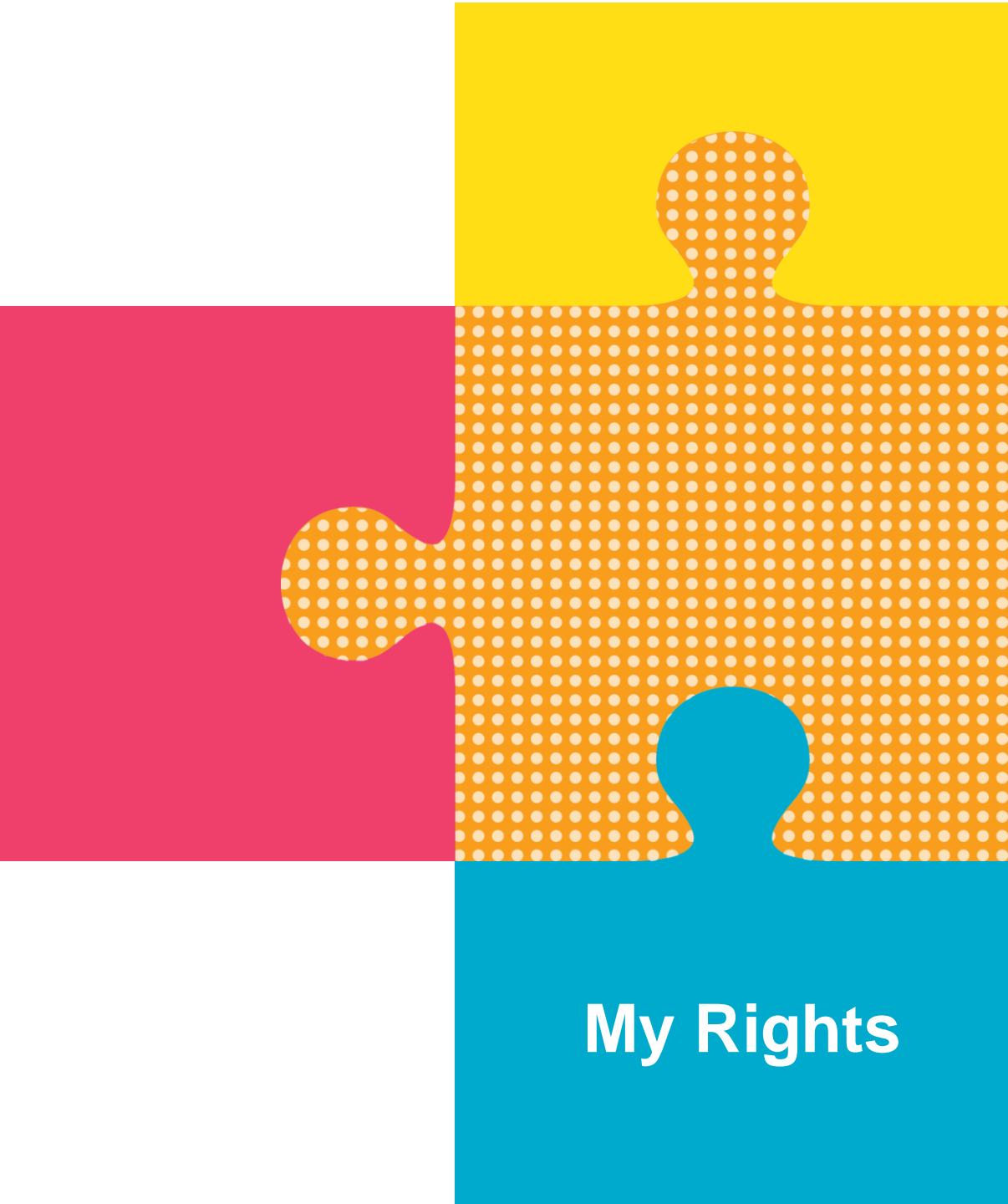


Health
Information
and Quality
Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

My Rights



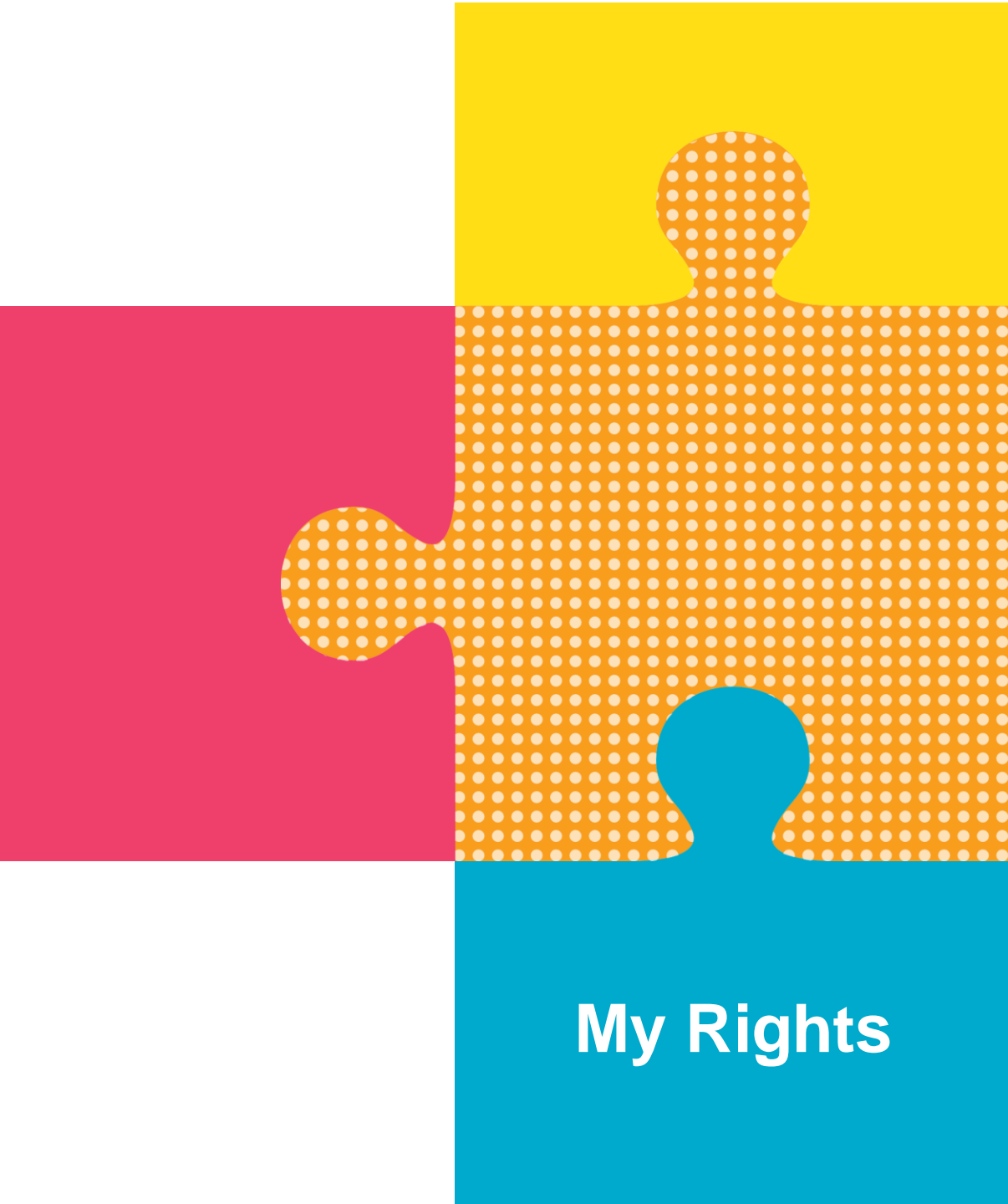


My Rights

Introduction

In 2022, HIQA met with 88 residents in 15 face-to-face resident forums across Ireland to hear about their experiences of living in residential services for people with disabilities.

In 2023, we sent a survey to a sample group of residents to ask them about their views on the resident forums and the reports that we produced.



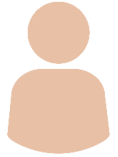
My Rights

About

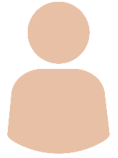
Residents' rights were a focus for us throughout all of our work in 2023. We asked residents about their rights – whether they knew their rights and whether their rights were respected, and what rights mattered most to them.

This is what residents told us.

The majority of residents understand what their rights are



“To be happy.”



“Independence.”

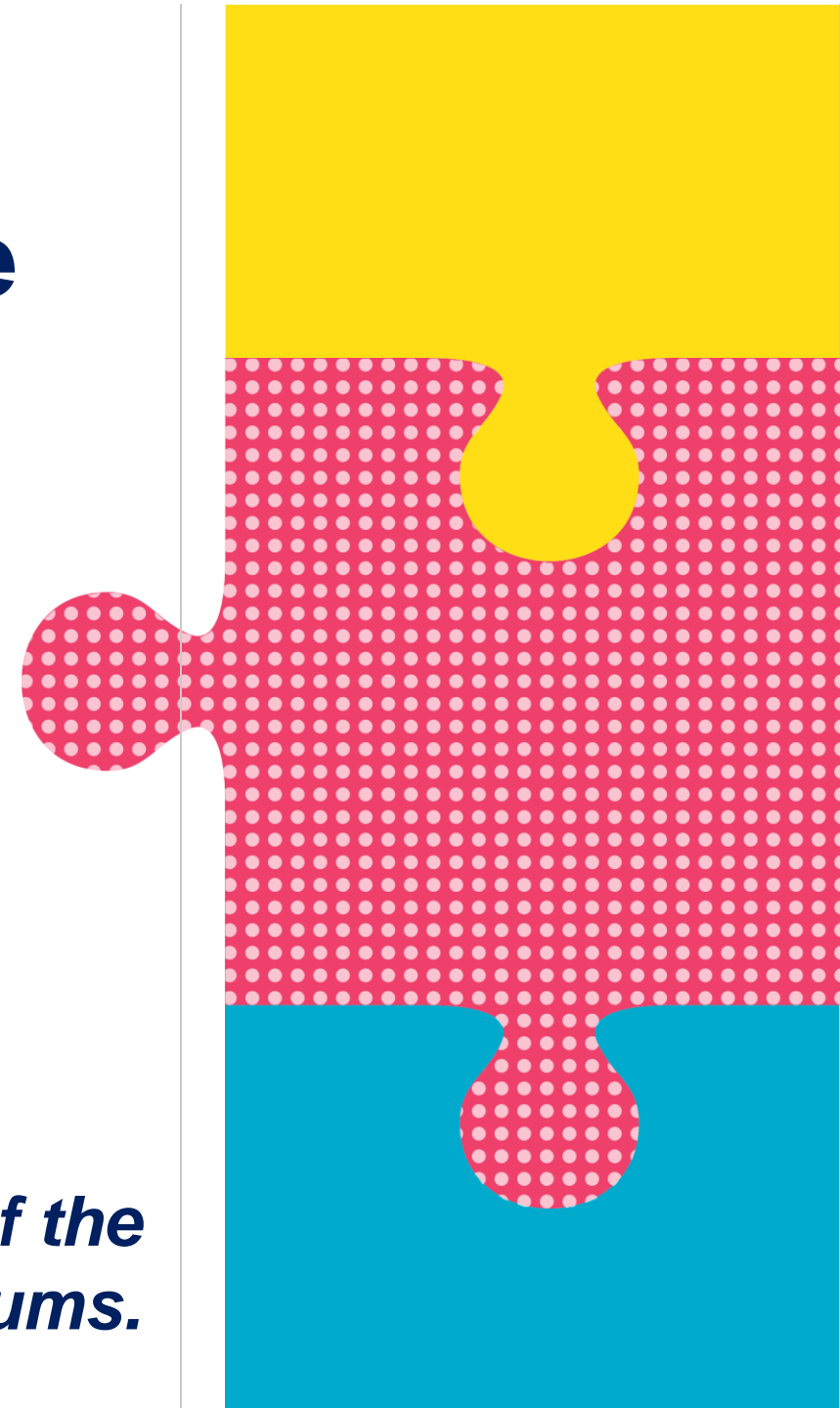


“Being respected.”



“Treated equally.”

Their examples guided the main themes of the discussions about rights in the resident forums.



Some of their rights that residents highlighted are...



Choice

Privacy

Safety

Information

Right to choice



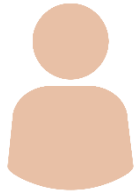
“What we do every day, we all have choices. In the choices we have rights.”

Residents in all forums discussed the importance of choice.

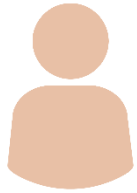
They highlighted that it was important that they were consulted with and that their choices were respected.

From mealtimes to self-expression, the right to choice is reflected in all aspects of life in residential centres.

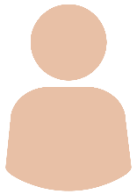
Meals and mealtimes



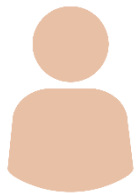
“I choose my own food.”



“Takeaway on a Friday.”



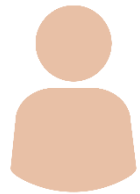
“Can go into the kitchen anytime you want.”



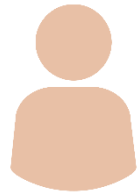
“Sometimes I don't like the meals. I tell staff and they help me.”



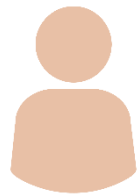
Their own schedule: day-to-day



“I have a right to go down town.”



“Right to downtime and leisure time.”



“The right to stay at home.”



“Washing my clothes.”



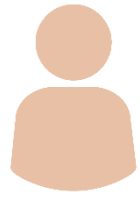
“Going to do the shopping.”



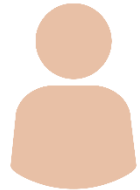
“Cooking the dinner.”



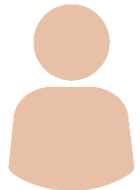
Their own schedule: leisure activities



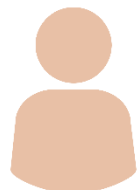
“You can choose what you want to do, nice things.
Choose to go for a drive or a café.”



“Go out for a walk.”



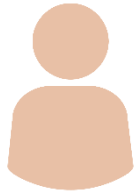
“I like to make my own choices, where to go... use
[voice assistance] to pick music.”



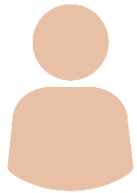
“Going on holiday.”



Their own schedule: sleep hours



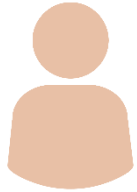
“Don’t need to tell me when to go to bed, I go myself.”



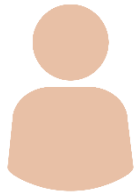
“I want to get up when I want to get up.”



Living space



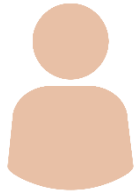
“We picked our own paint colours for bedrooms and bed clothes.”



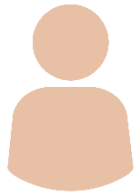
“When I moved house, the managers came and talked to me. They found us a house but never asked us if we wanted to live there.”



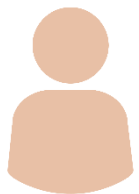
Finance



“Rights to my own money.”



“It’s your own money.”



“I want to get a job and be paid.”



Right to privacy

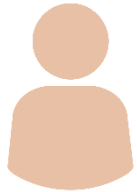


“Then I moved to a new home and there’s a lot more respect. They knock, ask you want you want to do. Choices are respected now.”

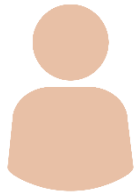
Residents in designated centre have the right to have their privacy respected.

They highlighted negative experiences that impacted on their privacy and positive actions that can be taken to respect their privacy.

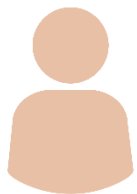
Negative experiences with privacy



“When I was in other houses, there wasn’t a lot of respect from staff - they didn’t knock on door.”



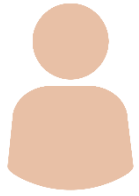
“I don’t like someone to be listening when talking to someone, especially if it’s private.”



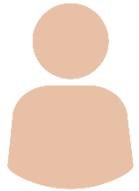
“If staff are there all day and all night. You don’t have your own independence.”



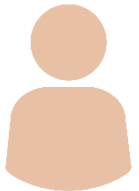
Positive actions to respect privacy



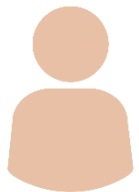
“Staff knock on the door before coming in.”



“I want my own room.”



“Giving me space.”



“I have private space downstairs.”



Right to safety



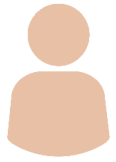
“We have the right to feel safe in our house.”

Residents emphasised the right to feel safe and be kept safe.

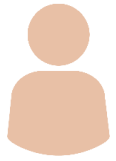
They spoke about what being safe meant to them and the different ways to maintain and improve their safety.

Road safety, such as appropriately located bus stops, and fire extinguisher trainings have made residents feel safer.

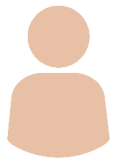
What being safe means to residents



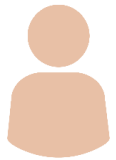
“I have my own room.”



“Checking people’s identity when they come to my house.”



“I don’t answer the door.”



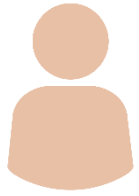
“Lock your door.”



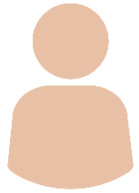
“My support staff, my comfort chair, hoist, regular staff, my own space when I need it.”



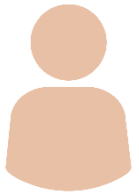
Actions residents would take if they don't feel safe



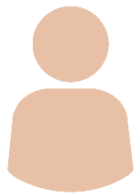
“Talk to staff if I feel worrying about something.”



“We have a meeting every Friday and we talk about it then.”



“I would complain to the manager.”



“I would let my staff know straight away.”



Right to information

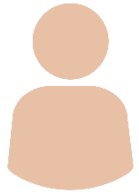


**“Staff give us
the information
if you ask.”**

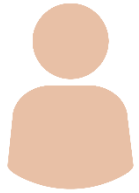
**Residents spoke
about the importance
of information being
shared with them.**

This included their personal files, access to those files, and what information is within them.

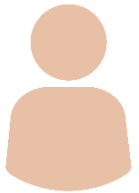
Personal files



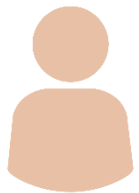
“We are allowed to look at our file.”



“Yes, if I want to read my file, I have to ask someone to help me.”



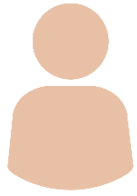
“I keep my own folder in my room... my goals... my holidays.”



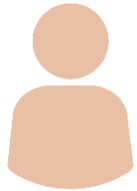
“GP, dentist, Mam and Dad’s phone number, all about family and me.”



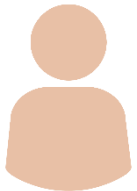
Where information is received or shared with residents



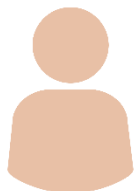
“Resident meetings - we talk about visitors, we are asked how we are getting on.”



“Notice board.”



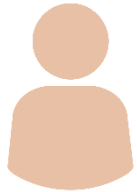
“We fill in questionnaires [to share feedback with staff].”



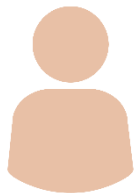
“Staff give us the information if you ask.”



The challenges of inaccessibility



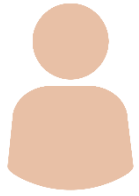
“Very difficult for me if someone talks fast.”



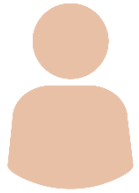
“It’s so important to make it in a way that we can be ensured of exactly what it is and be informed and shown information in a way that will help us all.”



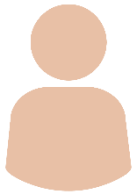
Residents' suggestions on how information can be made easier to understand



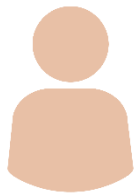
“Bigger writing”



“Staff photos so we know who is on duty”



“Social stories for fire drills and evacuations”



“I do easy reads”



Impact of staffing on rights

Residents highlighted the impact that staffing can have on their rights, especially their safety.

This means having staff that are **familiar with residents, regular and available.**

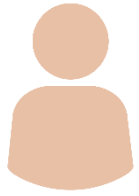
“One thing about staff, they are very nice people, they’re lovely people.”

Impact of staffing on rights

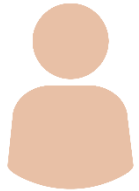
Some residents had and appreciated **the opportunity to be involved in staff recruitment.**

“We got to be on an interviewing panel for staff. I love it.”

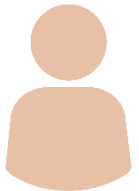
Regular staff



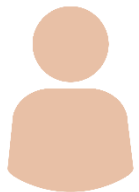
“Regular staff is important.”



“Some staff are agency but they don't know me.”



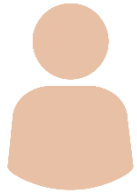
“I don't feel safe cause staff keep leaving.”



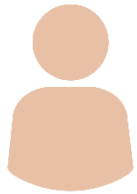
“Some staff are agency, we prefer regular staff.”



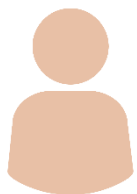
Available staff



“Asked to be brought in the bus and they said no cause they didn’t have time.”

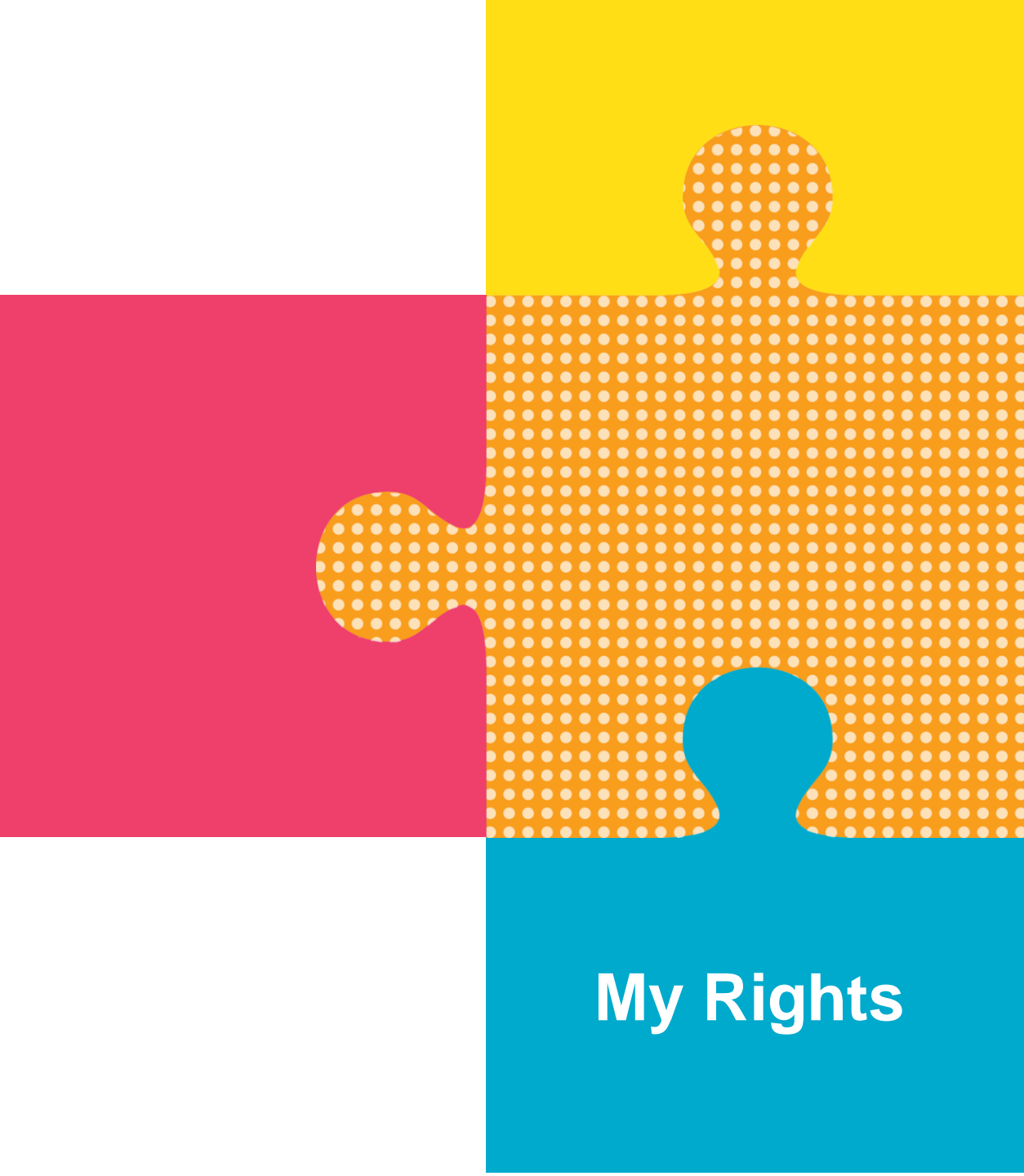


“Some staff don’t have time to respect us and they are too busy doing paperwork.”



“There does be too much paperwork... I have to give staff credit, they are working top to bottom to do what HIQA tell them.”





My Rights



**Find out more about the day-to-day
lives of people living in designated
centres for people with disabilities in
our report on Resident Forums in
Centres for People with Disabilities
2022 and 2023 at www.hiqa.ie.**