



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Regulation and Monitoring
of Social Care Services

Frequently-asked questions
from webinar on “Human
Rights Training: The value
and impact for residents”

Safer Better Care

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About this guide

This short frequently-asked questions document has been compiled in response to queries received during the webinar of the "Human Rights Training: The value and impact for residents" webinar which was hosted by the Health Information and Quality Authority (HIQA) on 19 September 2024.

Important Documents

The links to the documents and materials below are listed to support users seeking further information.

- [HIQA launches e-learning course to promote a human rights-based approach in health and social care services | HIQA](#)
- [Guidance on a Human Rights-based Approach in Health and Social Care Services | HIQA](#)
- [International agreement on the rights of disabled people | Centre for Universal Design Australia](#)

1. Will this training become mandatory on HSeLanD?

Currently, cyber security is a mandatory module, which may suggest that it holds more importance than human rights training. Making this course mandatory could help ensure it is taken more seriously.

Human rights training is widely recognised as essential, though there is currently no regulatory requirement for it to be mandatory. However, many providers are increasingly making this training a requirement for their staff and it is expected that this trend will continue.

HIQA reports from the past year offer numerous positive examples of staff who have completed human rights training and now apply a more individualised, person centred rights-based approach in their work. Promoting such an approach in health and social care is a central theme in the national standards developed by HIQA. Human rights training can help staff understand how to implement these standards effectively, and it may also be of interest to people using health and social care services as well as their families, friends and advocates.

2. Can human rights training be organised locally by a service for staff or is it recommended to complete the HSeLanD modules on Human Rights?

Human rights training can be organised locally by services. The HSeLanD modules are highlighted as a free resource to raise awareness, but there are also many other rights-based training courses available to staff and providers.

The following website directs users to HIQA's e-learning course on promoting a human rights-based approach in health and social care services: [HIQA launches e-learning course to promote a human rights-based approach in health and social care services | HIQA](#)

The course comprises of four modules:

- Introduction to Human Rights in Health and Social Care
- The Role of Good Communication in Upholding Human Rights
- Putting People at the Centre of Decision-Making
- Positive Risk-Taking

The course aims to further support services to understand a human rights-based approach and put the national standards into daily practice. It also provides staff with an opportunity to reflect and build on their good practice through engaging with practical scenarios describing real-life examples of good and poor practice.

3. Is it possible to organise conferences for family members to receive information on Human Rights?

Staff frequently promote human rights but often face resistance from family members, which can impact residents' decisions regarding activities they had shown interest in, as well as influence financial decisions. While staff have been advised to explain human rights to family members, this has proven to be challenging.

The online training modules on human rights are available to everyone on the HIQA website. It is acknowledged that involving family members in this process can be challenging, and providing information can help address this. It is important to recognise that adults receiving support in services have the right to make their own decisions, and should be supported in doing so. While families have the best interests of their loved ones in mind, they may not always agree with those decisions. Providers work with families to help them understand and respect the rights and wishes of residents in making their own choices.

4. Is it possible to obtain more information about the 'will and preference communication tool' referenced in the November 2023 example?

The example referred to in the presentation from November 2023 was unique and individualised to one resident and their specific preferred style of communication.

5. Where can easy-to-read documents on human rights and advocacy be found?

HIQA has developed a video animation to raise awareness of human rights and the Guidance on a Human Rights-based Approach in Health and Social Care Services. In addition to the Guidance, HIQA has published a number of resources to help health and social care services to apply a human rights-based approach, which are located here:

- [Guidance on a Human Rights-based Approach in Health and Social Care Services | HIQA](#)

There are also a number of other online easy-to-read supports available on human rights and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). For example, the Centre for Universal Design Australia have published an Easy Read UNCRPD document on the International Agreement on the Rights of Disabled People which is available at:

- [International agreement on the rights of disabled people | Centre for Universal Design Australia](#)

6. Will the HSE provide funding to support making the training mandatory, given that many providers are operating with an overspend?

The online modules on human rights are free to access. HIQA has no input into funding arrangements. Additionally, there are a number of courses and or training modules and human rights 'easy-to-read' documents freely available online. (See Easy Read UNCRPD above)

7. How can awareness of the booklet, poster and video on advocacy be promoted? Is the video accessible for individuals with a visual impairment?

Please see [Guidance on a Human Rights-based Approach in Health and Social Care Services | HIQA](#) for all resources that HIQA currently have available.

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