



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Draft National Standards for Home Support Services November 2024



Safer Better Care



About the Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent statutory body 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.

Reporting to the Minister for Health and engaging with the Minister for Children, Equality, Disability, Integration and Youth, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Chief Inspector of Social Services within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children’s special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of permanent international protection accommodation service centres, health services and children’s social services against the national standards. Where necessary, HIQA investigates serious concerns about the health and welfare of people who use health services and children’s social services.
- **Health technology assessment** — Evaluating the clinical and cost effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland’s health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health and social care services, with the Department of Health and the HSE.

Visit www.hiqa.ie for more information.

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Introduction

1. Background

The Health Information and Quality Authority (HIQA) is the statutory body established under the Health Act 2007 (as amended) to drive high-quality and safe care for people using health and social care services in Ireland. One of HIQA's many functions is to set standards for health and social care services.

The Department of Health is progressing the development of a regulatory framework and licencing system for home support providers, with the aim of ensuring that all people using home support services are provided with high-quality care. When finalised, the regulatory framework will comprise:

- Primary legislation for the licensing of public and private home support providers - currently in development as the Draft Health (Amendment) (Licensing of Professional Home Support Providers) Bill 2024*
- Secondary legislation for providers of home support services (Regulations) and
- *National Standards for Home Support Services*, developed by HIQA.

In preparation for these plans and, given HIQA's remit to set national standards, it has developed draft *National Standards for Home Support Services* for public consultation. The aim of these standards is to promote progressive quality improvements in home support services. In preparation for the upcoming home support legislation and regulations, these standards have been developed using wide stakeholder engagement and evidence synthesis.

HIQA currently has a remit to set standards on safety and quality in relation to home support services, where the service is either provided by the Health Service Executive (HSE) or where the service is provided under a Section 38 or Section 39 arrangement. However these draft standards have been developed in line with the scope of the draft legislation, which includes public, private for-profit and not-for-profit providers of home support services for adults over the age of 18.

* General Scheme of the Health (Amendment)(Licensing of Professional Home Support Providers) Bill 2024. Published in May 2024 by the Available on DOH website here: [https://www.gov.ie/en/publication/a3ef4-general-scheme-of-the-health-amendment-licensing-of-professional-home-support-providers-bill-2024/#:~:text=The%20Health%20\(Amendment\)\(Licensing,incorporating%20transitional%20arrangements%20for%20existing](https://www.gov.ie/en/publication/a3ef4-general-scheme-of-the-health-amendment-licensing-of-professional-home-support-providers-bill-2024/#:~:text=The%20Health%20(Amendment)(Licensing,incorporating%20transitional%20arrangements%20for%20existing)

When the bill is approved by government and enacted, all home support services within the scope of the Act must be registered to operate within the law. A key function of the Chief Inspector of Social Services within HIQA will be to register and inspect these home support services to assess whether the registered provider is in compliance with the regulations and with the national standards as set by HIQA.

In preparing the sector for these changes, HIQA is conducting a public consultation to seek feedback on these draft standards from all stakeholders. This approach will promote sector readiness for the standards and will also provide all relevant stakeholders with an opportunity to provide their views on the draft standards.

2. A national approach to home support

National standards provide a framework for the development and continuous improvement of person-centred, high quality, safe and effective services. Having national standards in place for home support services promotes a consistent national approach to quality improvement.

A coordinated national approach in the area of home support is required to ensure that people using services are safeguarded and protected, and a responsive, person-centred, quality-driven home support service is provided. Strong and effective governance arrangements are also required at national, regional and local service-delivery level, to ensure that people using home support services receive consistent, coordinated care and support. In addition, systems and structures to support collaborative working and communication between home support services and other health and social care services are needed, to ensure that people get the integrated care and support they need.

3. Purpose of the national standards

National standards are a set of high-level outcomes that describe how services can achieve safe, high-quality, person-centred care and support. They are evidence based and informed by engaging with those who use and provide our health and social care services.

The standards are underpinned by four key principles. These principles are: a human rights-based approach, safety and wellbeing, responsiveness, and accountability. The principles work together to achieve person-centred home support.

When approved, the draft *National Standards for Home Support Services* will:

- provide a common language to describe what high quality, safe and reliable home support services look like
- enable a person-centred approach to care and support, by focusing on outcomes for people using home support services and placing them at the centre of all that the service does
- help people using home support services to understand what high quality, safe services should be and what they should expect from a well-run service
- create a basis to measure the quality and safety of a service's performance against the standards, by identifying strengths and highlighting areas for improvement
- promote day-to-day practice that is up to date, effective, consistent and based on the best available evidence
- provide a framework for service providers to be accountable to those using their services, the public and funding agencies, by setting out how they should organise, deliver and improve the care and support they provide.

The standards outline the service a person receiving home support should expect and examples of what the service provider can put in place to meet the standards. The examples are not exhaustive and providers may demonstrate compliance in other ways.

3.1 What the national standards mean for people using services

The standards focus on outcomes for people using services to ensure a person-centred approach to home support services. The standards can be used by people using home support services to understand what safe, high-quality care looks like and what they should expect from home support services. By giving this shared voice to the expectations of those using a service, the public and service providers, they provide a roadmap for improving the quality, safety and reliability of home support services for people using the service.

The standards are written from the perspective of the person using home support services. They state the outcomes people should expect, and set out the arrangements that a service provider must have in place to achieve these outcomes. While the primary relationship in any home support service is

between the provider and the person using the service, it is important to recognise the broader context in which any support is delivered and the role that context plays in the delivery of high quality and safe support services. Many family members, informal carers, friends and the wider community play a significant role in supporting people to live at home. They are vital, but often unacknowledged partners in the delivery of care and support. Providers have a responsibility to engage positively with informal or family carers, with the consent of the person using the service, in a way that reflects partnership working and to maintain effective communications and relationships with both people using services and their informal or family carers.

3.2 What the national standards mean for service providers

The standards have been developed in line with the scope of the draft home support legislation (see Appendix 1 for detailed scope of the legislation). The standards provide a framework for providers for the delivery of person-centred, safe and effective home support services. Service providers should implement these standards to achieve the highest possible quality of care and support for people using their service. It is recognised that the arrangements each service puts in place to meet the standards may vary and will need to be commensurate and proportionate to the needs of the people using the service, the type of service being provided, as well as the size and complexity of the service. HIQA will also work with services to develop tools to assist in the implementation of the *National Standards for Home Support Services*, where there is an identified need to do so.

4. HIQA's relevant legislative remit – Health Act 2007

Under the existing Health Act 2007, HIQA has a remit to set standards on safety and quality in relation to home support services, where the service is either provided by the Health Service Executive (HSE) or where the service is provided under a Section 38 or Section 39 arrangement.

The Department of Health is currently preparing the Health (Amendment) (Licensing of Professional Home Support Providers) Bill. It is envisioned that when the bill is passed into law and commenced, it will amend the Health Act to broaden the scope of HIQA's standard setting function to include home support service providers as defined in the legislation (see Appendix 1 for current proposed scope of these services as defined in the draft general scheme of the bill).

These standards have been developed in line with the scope set out in this forthcoming legislation.

HIQA also has a remit to promote safety and quality in the provision of health and personal social care services, for the benefit of the health and welfare of the public. One of the ways in which HIQA does this, is by taking a broad focus in the development of national standards, resulting in a set of national standards that can be used by all relevant health and social care services, irrespective of whether they fall within HIQA's regulatory remit.

5. Scope of the national standards

These draft national standards have been developed to include all home support services – all public, not-for-profit and private home support services, as opposed to only those provided directly by the HSE and Section 38 and 39 service providers.

However, while the Health (Amendment) (Licensing of Professional Home Support Providers) Bill 2024 is being finalised, these national standards will apply only to home support services provided directly by the HSE and those home support services provided under a Section 38 and 39 arrangement.

6. Interaction with other national standards and the requirements of other regulatory bodies

HIQA has developed a number of evidence-based standards for health and social care services in Ireland. The draft home support standards are not intended to replace existing national standards. Home support services must also meet the requirements of other relevant national standards, for example standards covering adult safeguarding and infection prevention and control. Home support services will be expected to implement the home support standards along with other national standards that are relevant to their service.

Health and social care regulatory bodies have a common purpose to protect service users and to drive improvements in the quality and safety of services provided to them. In Ireland, there are a number of regulatory bodies that have a remit in regulating health and social care services, either directly or indirectly, and or health and social care professionals.[†] These national

[†] These include the Medical Council of Ireland, the Nursing and Midwifery Board of Ireland, the Pharmaceutical Society of Ireland, the Dental Council, CORU, the Health and Safety

standards have been designed to complement the work of other health and social care regulatory bodies in Ireland. However, it is important to recognise that compliance with these standards will not indicate compliance with other regulatory bodies' legislative and regulatory requirements. These standards should be implemented in parallel with other statutory and regulatory frameworks that services and staff are required to follow.

7. Structure of the draft national standards

The draft national standards consist of three sections:

- principles
- standards
- features.

These three sections are intended to work together, and collectively they describe how services provide person-centred, safe, consistent and high-quality care and support. This care and support is integrated and tailored to meet the needs of any person receiving care and support from these services.

Principles

The draft *National Standards for Home Support Services* are set out under the principles of:

- a human rights-based approach
- safety and wellbeing
- responsiveness
- accountability.

Each principle begins with a high-level definition of the principle, written from the perspective of the person using home support services, which provides detail on how a person should experience that principle in the care and support they receive. This is followed by a description of what the principle looks like in practice and how a service provider can achieve this.

Figure 2 below sets out the four principles and illustrates that the person receiving care and support should be at the core of everything, with each of the principles working together to achieve person-centred care and support.

Authority, the Food Safety Authority of Ireland, the Health Products Regulatory Authority and the Mental Health Commission.

Figure 2: Principles underpinning the draft *National Standards for Home Support Services*



Standards

The draft *National Standards for Home Support Services* describe how service providers can achieve safe, high-quality, person-centred care. Each standard is comprised of two elements:

- A statement written from the perspective of the person using home support services, stating the outcomes they should expect
- A statement setting out the arrangements that a service provider must have in place to achieve these outcomes.

Features

The features, taken together, demonstrate how a person receiving home support services should experience a service that is meeting the standards and how a service provider may meet this standard. The features detailed under each standard are not exhaustive and the service provider may meet the requirements in other ways.

8. Key terms used in the draft national standards

This section includes the key terms which are used in the standards. A full glossary is provided in Appendix 2.

Care and support refers to the personal care or assistance a person receives from a service provider.

Family carer means a person who provides an ongoing and significant level of home support to a relative who is in need of this support due to illness, disability or frailty.

Home support worker means a person employed or contracted to provide a home support service and includes role titles not limited to 'Healthcare Support Assistant'.

Person using the service refers to a person aged 18 years or older who by reason of illness, frailty or disability requires home support services.

9. How the draft national standards were developed

HIQA follows a documented standards development process when developing national standards. This process is set out in Appendix 3 of this document. All national standards developed since 2020 are underpinned by four principles, as set out in the *Standards Development Framework: a principles-based approach*, which can be found on www.hiqa.ie.

The draft standard statements and features were informed by a review of the research literature (including published research, national and international reviews of homecare and support services, legislation, standards, policy, guidelines and best practice), a public scoping consultation and focus groups with key stakeholders. The information gathered was collated and analysed by HIQA and this evidence was used to develop the draft *National Standards for Home Support Services*. The standards were developed in parallel and in alignment with the Department of Health's legislation and regulations for home support.

The evidence review to inform the development of draft *National Standards for Homecare and Support* is available on www.hiqa.ie.

HIQA also established an advisory group for the development of these standards. The Advisory Group is made up of a diverse range of stakeholders, including people with experience of using and delivering homecare and

support services, government departments, statutory bodies, advocacy groups and regulatory bodies. Full details of the Advisory Group can be found in Appendix 4.

To promote engagement and participation in the development of the draft national standards, HIQA ran a public scoping consultation at the initial stage of the process. This scoping consultation was conducted for 3 weeks in September 2021 and in total, there were 182 responses. This scoping consultation asked people with experience of homecare and support services (including people using these services, staff, advocates, family members and carers) and the public for their views on the key areas that the standards should address. All submissions to the consultation were considered and informed the development of the standards.

To inform the development of the draft standards, HIQA also conducted 24 focus groups and interviews, meeting with 130 participants in total. This included people using homecare and support services, family carers, advocacy groups, homecare and support staff, health and social care staff, and public, private and voluntary homecare and support providers.

10. Public consultation process

The draft *National Standards for Home Support Services* are available for public consultation for a six-week period. During this time, people using home support services, families, advocates, staff, service providers and the public will have the opportunity to provide feedback and become involved in the standards development process. We invite all interested parties to submit their views on the draft national standards. Further information is available on www.hiqa.ie.

**The closing date for receipt of feedback is 5pm on
Friday 13 December 2024.**

HIQA will review and consider all submissions received during the consultation process. Following this process, HIQA will finalise the draft *National Standards for Home Support Services* and make changes to the standards based on feedback received. A stakeholder involvement report will also be published, outlining the public consultation process, stakeholder engagement and summary of feedback received.

The final standards will be presented to the Board of HIOA for approval. Following approval, the standards will then be submitted to the Minister for Health for approval.

Standards for service providers of home support services

The next section sets out the standards and features that describe how service providers can achieve safe, high quality, integrated person-centred care and support for people using home support services. Each standard is comprised of three elements:

1. A statement written from the perspective of the person using the service, stating the outcomes they should expect
2. A statement setting out the arrangements that a service provider must have in place to achieve these outcomes
3. Features which, taken together, demonstrate how a person should experience a service that is meeting the standards and how a service provider may meet these standards.

Principle 1: A Human Rights-based Approach

How a person experiences a human rights-based approach:

My human rights are protected, promoted and upheld by the home support services I receive. My rights are explained to me in a way that I can understand. I am treated with dignity and respect and I do not experience discrimination for any reason when I am receiving care and support at home. I am valued and recognised as an individual who is able to participate in and exercise control over my life. My service provider and staff support my participation in decisions about my home support. This ensures that I can express my views, feelings and wishes, in order to effect change in the home support that I receive.

The principle of a human rights-based approach means that home support services:

- protect, promote and uphold the human rights of the person receiving care and support at home
- facilitate service user participation, partnership working and joint decision-making
- communicate effectively with service users and promote a just and open culture that welcomes feedback and suggestions.

Promoting, protecting and upholding service users' rights

Human rights are the basic rights and freedoms that all people should enjoy and everyone is entitled to have their human rights respected and protected. Human rights are underpinned by a legal framework and human rights treaties,[‡] which Ireland and other countries have agreed to uphold. HIQA has developed guidance on a human rights-based approach[§] to support the practical application of human rights in health and social care services.

[‡] Key international treaties ratified by Ireland that are central to human rights include

- the European Convention on Human Rights Act 2003
- the United Nations Convention on the Rights of Disabled People 2006
- the Charter of Fundamental Rights of the European Union 2000.

[§] For further guidance, tools and e-learning modules on implementing see HIQA's [Guidance on a Human Rights-based Approach in Health and Social Care Services](#), and additional tools on the HIQA website (www.hiqa.ie).

A human rights-based approach in the context of home support means that a person receiving home support is treated with dignity and respect, fairness and in an equal and non-discriminatory manner. In addition, their right to autonomy, privacy, safety, positive risk-taking** and to make informed choices is upheld. Service providers recognise that people have diverse needs and staff provide culturally sensitive care and support to ensure that all people are respected, regardless of their ethnicity, gender, religion, language, abilities or any other status. Service providers work to identify individuals receiving their services who may be more vulnerable to not having their rights upheld or not getting the care and support they need. This may include, for example, people with dementia, people with an intellectual or sensory disability or people with a neurological disorder.

Home support service providers and staff respect and recognise that a person's home is an integral part of their life, security and identity. When a home support worker is working in a person's home, that home becomes a place of work and relevant occupational health and safety legislation applies. Meeting these obligations, however, needs to be done in a sensitive way, maintaining a homely ambiance that respects the way the service user organises and wants to live in their home.

Service user participation, partnership working and joint decision-making

It is important that home support is tailored to the individual's needs and preferences, taking into account that the home reflects a personal space. People using home support services also have the right to make choices that others may consider to be risky or unwise, as long as there is a reasonable balance between their individual needs and preferences and their own, and others', safety.

Home support workers recognise and build on the strengths of the individual person and promote their independence, autonomy and participation in making choices and decisions about their own care and support. In order to meet a person's needs and preferences, service providers and staff adopt a partnership approach with the person receiving care and support, and where relevant their family members, carers, independent advocates or others. Listening to and involving the person in self-care and decision-making is at the centre of effective partnerships.

** Positive risk-taking involves working in partnership with the person using the service and others around them to make good decisions about risk. It is supporting the person to take calculated and reasoned risks to access worthwhile chances and opportunities.

Everybody has a right to fair treatment when they are making decisions about their lives. The person makes the decision, and if necessary, is assisted in doing so, in line with legislation. Services provide the information that people need to participate effectively in the decision-making process in a format that is accessible and appropriate to the person's communication needs and preferences and complies with relevant legislative requirements such as the Disability Act 2005. National legislation such as the Assisted Decision Making (Capacity) Act 2015, national policies and guidelines are utilised to support informed consent and assisted decision-making.

Communication and facilitating feedback

Communication is an essential means through which service providers can demonstrate respect as part of upholding a person's human rights. Service providers promote a just and open culture that welcomes feedback and suggestions, and encourages and supports people to communicate any concerns they may have. Where a person, their family or people caring for them have feedback or a complaint about a home support service, there is a clear and open process for hearing, recording and responding to this. People using the service are informed about independent advocacy services that can support them. Providers also take part in local and national reviews or surveys of service-user experience. Structures and processes for escalation of concerns and complaints are in place. In addition, opportunities to acknowledge and recognise compliments and good practices are promoted. These processes allow people to express their views and experiences openly, and ensure that the outcome of any feedback, complaints or compliments and, where relevant, what has changed as a result, is communicated to people.

Standard 1.1

The outcome a person should expect

What a service provider must do to achieve this

My human rights are explained to me in a way that I can understand and are respected and upheld. I feel valued by the staff providing my home support services and treated with dignity, compassion and respect.

The service provider has arrangements in place to ensure a person's human rights are explained to them in a way they can understand and are protected, promoted and upheld.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 1.1.1 My human rights are clearly communicated to me by the service provider in a way that meets my needs, and I am supported to understand and realise my human rights in a way that best suits me.
- 1.1.2 I am confident that staff will recognise if I need additional help and support to ensure my human rights are upheld or to get the care and support I need. I am provided with information regarding decision and advocacy support services that can support me to realise my human rights, express my views or access the services I need.
- 1.1.3 I am confident that staff providing my care and support recognise that my home is my personal space and they respect my home environment and my right to live as I choose.
- 1.1.4 My values, beliefs and way of life are respected by the staff caring for me and I am not treated differently to other people receiving home support for any reason.^{††}

^{††} The Equal Status Act 2000-2015 (the Acts) prohibit discrimination in the provisions of goods and services, accommodation and education. They cover the nine grounds of gender, marital status, family status, age, disability, sexual orientation, race, religion and membership of the Traveller Community.

- 1.1.5 I am recognised as an individual and staff communicate with me in a respectful way. I experience kindness and compassion when using home support services.
- 1.1.6 I am supported to complete everyday tasks and activities myself rather than my home support worker carrying them out for me.
- 1.1.7 My privacy and dignity are respected and protected when delivering home support, particularly with personal and intimate care.
- 1.1.8 My information is stored safely and securely in line with legislation, so it cannot be seen by people who do not need to see it. I am confident that my personal support plan is kept in a safe place in my house and I know who has access to it. The sharing of my personal information is carried out in a way that respects my rights.

Features of a service provider meeting this standard are likely to include:

- 1.1.1 The service provider places human rights at the centre of its governance, management, culture and delivery of care and support. The service provider ensures that human rights principles are considered in the development of all policies, procedures and practices in order to protect, promote and uphold the human rights of people using services, as set out in legislation and national policy. These policies and procedures are implemented in practice and are regularly reviewed.
- 1.1.2 The service provider has agreed processes in place to ensure that people using services are informed and aware of relevant advocacy services that can support them to achieve their human rights, express their views or access the services. People using services are supported to access these services, as necessary.
- 1.1.3 The service provider has systems in place to ensure that the personal information of people using the service is protected at all times, in line with legislation and best practice.

Standard 1.2

The outcome a person should expect	What a service provider must do to achieve this
I understand what the home support service offers and how to access the service. I can access these services without experiencing any form of discrimination.	The service provider provides clear and accessible information about what they do and how to access the service. The service provider ensures people can access the service without discrimination.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 1.2.1 The home support service I receive is based on my assessed needs and I do not experience discrimination of any kind.
- 1.2.2 I can easily access information about the home support services available to me, how to apply for a service, any eligibility requirements and if there are any direct financial costs to me. This information is easy to understand, and is available in a way that suits my needs.
- 1.2.3 Accessible modes and formats of communication with my service provider are available to me.
- 1.2.4 Any forms that I, or my family or advocate, need to complete when applying for and using the home support service are user-friendly and we can receive help to complete the forms, if we need it.
- 1.2.5 My communication needs and abilities, and where relevant that of my family, are acknowledged and supported by the service. For example, if I need information provided in a different format or language, my service provider does all it can to meet my needs.

Features of a service provider meeting this standard are likely to include:

- 1.2.1 The service provider ensures that information on the home support services that are available, the process for accessing these services and any direct financial costs for these services, is provided to people using the service in a timely fashion.
- 1.2.2 The service provider ensures that access for those using the service is based on the individual's needs assessment, and is in line with relevant eligibility criteria.
- 1.2.3 The service provider proactively identifies the diversity of needs of the population served, including their physical, sensory, cultural and language needs, and puts arrangements in place to meet these needs and support its service users, in line with relevant legislation.

Standard 1.3	
The outcome a person should expect	What a service provider must do to achieve this
I am supported to be involved in planning and making decisions about my home support.	The service provider has arrangements in place to ensure that a person is supported to participate and make decisions about their home support, and has the relevant information they need to do so.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 1.3.1 I am respected as the expert on my own life and supported to make decisions relating to my home support and be involved in planning my care and support as much as possible. My care and support focuses on what is important to me, how I want to live, and what support I need to achieve my goals.
- 1.3.2 Staff communicate with me effectively, listen to me and seek my views to make sure their understanding of my needs, preferences and goals are up to date.
- 1.3.3 I have the relevant information to help me to participate in decisions in a timely way.
- 1.3.4 I know that staff will use plain language that I understand when talking to me about my home support. I am encouraged to ask questions and staff check that I understand the information. I am given sufficient time to consider the information given and all available choices.
- 1.3.5 I am confident that staff will recognise if I need additional help and support to make a decision and provide me with information on how to access this additional decision support.

- 1.3.6 I, and where relevant my decision supporters, †† participate in decision-making around my care and support, particularly relating to how this will be provided, when it will be provided and by whom.
- 1.3.7 If my views and preferences for my care and support are in conflict with my family's views and preferences, I know that staff will respect my wishes and support my autonomy.
- 1.3.8 My service provider prepares a service agreement with me that sets out the home support services that will be provided to me and arrangements for how the service is delivered. This agreement is expressed in a way that I can understand and in a format that meets my needs. Any changes to this service agreement are agreed by me and the service provider before they come into effect.

Features of a service provider meeting this standard are likely to include:

- 1.3.1 The need to support people to participate in and make decisions about their home support, and to ensure people have the relevant information they need to do so is reflected in the service provider's policies and procedures. The service provider ensures that these policies and procedures are informed by decision-making legislation, are implemented in practice and regularly reviewed and updated.
- 1.3.2 Service agreements are prepared with all people who are using the services. These agreements are worded in clear language and are provided in a format that is understandable and best suited to the person using the service.

†† Decision supporter: means a person defined in accordance with the Assisted Decision-Making (Capacity) Act 2015, 2022 whose legal authority is based on their registration status with the decision support service, that is decision-making assistant, co-decision-maker, decision-making representative, attorney, designated healthcare representative.

Standard 1.4

The outcome a person should expect	What a service provider must do to achieve this
I have regular opportunities to give feedback to the home support service and staff encourage and support me to do this. My feedback, concerns, complaints or compliments about the service are listened to, recorded, and managed in a timely way.	The service provider facilitates and supports people using services to provide feedback and to express their concerns, complaints or compliments about the service and has arrangements in place for managing and responding to these in a timely way. The service provider ensures these arrangements are clearly communicated and accessible to people who use the service.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 1.4.1 I understand that I have a right to express my opinion on the service and how staff care for and support me. I am encouraged and supported to provide feedback on the home support service and on the care and support I receive.
- 1.4.2 I am provided with a safe place and space to express my views when giving feedback. For example, I can provide feedback anonymously if I prefer to do so.
- 1.4.3 I know how to make a complaint as I am provided with my service provider's complaints policy in my preferred format. This clearly outlines the mechanism for complaints and independent appeals process. I am informed about independent advocacy services that can support me when making a complaint.
- 1.4.4 If I need to make a complaint, I am supported to do so and I am reassured that there will be no negative consequences to the care and support I receive. I am confident that any concerns that I express about my

care and support or any complaints that I make will be responded to and addressed at the earliest opportunity to minimise the impact on me and others.

- 1.4.5 I am informed of the outcome of any complaint I make. If there is a delay, staff keep me up to date. I can request an explanation if I am unhappy with the outcome of my complaint, without concern of repercussions.

Features of a service provider meeting this standard are likely to include:

- 1.4.1 The service provider has mechanism in place to receive feedback from service users
- 1.4.2 The service provider has a complaints policy and clear, transparent, open and accessible arrangements in place to invite, receive, review and respond to any complaints or concerns about the services provided. These arrangements take account of legislation, relevant regulations, national guidelines and best available evidence.
- 1.4.3 The service provider addresses complaints and concerns promptly, effectively and fairly, while supporting service users throughout the process and if necessary facilitating them to access support or independent advocacy services.
- 1.4.4 The service provider ensures that people who make a complaint are not disadvantaged in any way. There is a fair and timely appeals procedure that is consistent with relevant legislation, regulations and best practice guidelines.

Principle 2: Safety and Wellbeing

How a person experiences safety and wellbeing:

I am supported to be safe and live a whole and fulfilling life, free from harm or abuse. Services recognise that my needs and aspirations are unique and treat me as a partner when planning my care and support. The services I use see me as a whole person, not just as the needs I am presenting with, and the care and support I receive helps to maintain and improve my overall health and wellbeing. Services work together to make sure that I receive the right supports at the right time. I am supported to live a full life, to pursue my goals and to achieve my potential.

The principle of safety and wellbeing is about how home support services work to protect and enhance the safety and wellbeing of people who use their services. To achieve this, home support service providers:

- work to safeguard people using services and prevent harm in the delivery of care and support
- communicate openly and transparently with people using services and practice open disclosure
- ensure people's changing needs are identified in a holistic and person-centred way
- develop and implement personal support plans in collaboration with the person using a service to address these needs.

Safeguarding and working to prevent harm

Providers providing home support services have a responsibility to be alert to concerns about people's safety and wellbeing, and to respond to these in a person-centred way in line with legislation, regulations, national policy, standards and guidelines. Service providers put proactive measures in place to reduce the risk to people using their service of all forms of abuse, neglect or other kinds of harm and the provider collaborates with other services and professionals in this regard.

It is important that home support services are designed to protect the people they provide care and support to, help prevent abuse and have a system in place to report safeguarding concerns. People receiving care and support are listened to and taken seriously if they have a concern about the protection and safety of themselves or others. Services record, report, manage and review any safeguarding concerns in line with relevant legislation, regulations, standards, policies and best practice guidelines.

When people are receiving care and support at home, service providers work to minimise the risk of harm. Such preventative action includes care, support and interventions designed to promote the safety, wellbeing and rights of people and to minimise the use of restrictive practices.^{§§}

Home support services aim to proactively promote, protect and improve the safety and wellbeing of all individuals who use their services. This includes proactively identifying aspects of the delivery of care associated with possible increased risk of harm to people using services and implementing structured arrangements to minimise these risks. For example, services recognise that there is an increased risk of discontinuity of care when people using services are transferring from one service to another, such as from an acute setting to care at home, or the transition from child to adult services. To reduce this risk, services work together to plan, co-ordinate and manage these discharges and transitions carefully with the person, their family or carers where appropriate, and with relevant services - for example primary and acute services, and providers.

Open communication and disclosure

Safe services are open, transparent and learn when things go wrong in the delivery of their service. Service providers have clear policies, procedures and guidelines for the identification, management and reporting of incidents, in line with national processes.*** Staff receive training to implement these practices, including in relation to open disclosure.^{†††}

Identifying and meeting people's needs

Service providers have a responsibility to recognise that everybody's strengths and needs are different. A service focused on a person's wellbeing identifies the supports each person needs to enhance their physical, mental, social and emotional health and wellbeing, and coordinates these supports to ensure that they are put in place in a timely way. In working towards promoting an

^{§§} Restrictive practices are practices which intentionally or unintentionally limit a person's movement, communication and or behaviour.

^{***} An incident means an event or circumstance which occurs during the delivery of home support which could have, or did, lead to harm.

^{†††} The [National Open Disclosure Framework Disclosure \(Department of Health 2023\)](#) defines open disclosure as an open, consistent, compassionate, and timely approach to communicating with patients and, where appropriate, their relevant person following patient safety incidents. It includes expressing regret for what has happened, keeping the patient informed, and providing reassurance in relation to ongoing care and treatment, learning, and the steps being taken by the health services provider to try to prevent a recurrence of the incident.

individual's wellbeing, home support staff must determine and consider the individual's views, preferences and desired outcomes and support them to achieve them, wherever practicable and appropriate. Services can help achieve this by recognising people using services as partners in their own care and experts in their own lives.

Home support staff work with people receiving care and support to enable them to attain their highest possible level of health and wellbeing. Home support services act to promote and enable health and wellbeing throughout a person's life through prevention and timely intervention. Service providers use opportunities to inform, educate and empower people on how to protect themselves and to manage their own health and wellbeing, by supporting and encouraging them to keep healthy and identify and minimise risks to their physical and emotional health and wellbeing.

Personal support plans

The service provider develops a comprehensive personal support plan to support the safety and wellbeing of the person using a service. These plans are developed in collaboration with the person using a service, based on their assessed needs, interests, preferences and aspirations and kept up-to-date. The service provider has mechanisms in place to review and appropriately respond to the changing needs and circumstances of people receiving their home support services to ensure their needs are being met.

Effective home support services support people to continue to participate as citizens as fully as possible in their local community, in the ways that they want, as specified in their personal support plan, even if this involves some element of risk. People using home support services are helped to feel safe and secure in their local community and can make connections with others and maintain their relationships of choice.

Standard 2.1	
The outcome a person should expect	What a service provider must do to achieve this
My individual needs are identified and assessed, and the care and support I receive helps to maintain and optimise my overall health and wellbeing.	The service provider has arrangements in place to ensure that each individual's needs are identified and assessed. The service provider discusses with the service user and where applicable the HSE as commissioner of services, when a re-assessment is needed.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 2.1.1 My home support needs are assessed and reviewed with me in a standardised way to ensure I receive the right care and support at the right time. This includes a comprehensive assessment of my health, physical, sensory, emotional and social care needs as well as identification of my preferences, strengths and goals.
- 2.1.2 My needs assessment has a focus on optimising my quality of life, strengths, skills and interests through meaningful activities that are based on my preferences and goals.
- 2.1.3 I can make decisions about whether family, friends, carers or others, such as advocates, are involved in my support. If care and support is also provided to me by family members or friends, service providers work to support positive interactions between home support workers and informal caregivers.
- 2.1.4 The service provider informs me of the process for seeking a reassessment, should my circumstances or needs change.

Features of service provider meeting this standard are likely to include:

- 2.1.1 The service provider ensures an evidence-based assessment tool is used to assess the needs of the person using the service, in collaboration with that person. This includes a comprehensive assessment of the health, physical, sensory, emotional and social care needs of the person using the service.
- 2.1.2 The service provider ensures that the needs assessment has a focus on optimising the independence, health, wellbeing and quality of life of the person using the service, in accordance with their identified needs, strengths and stated goals and preferences.
- 2.1.3 The service provider has arrangements in place to respond to changes in the home support requirements of the individual using the service and discusses with them and the HSE as commissioner of services (where applicable) when a re-assessment is needed.

Standard 2.2	
The outcome a person should expect	What a service provider must do to achieve this
My needs, strengths, preferences and goals are recognised as unique to me by my service provider and I am treated as a partner when planning my care and support. My care and support is provided in a tailored and timely way to achieve the best outcomes for me and my wellbeing.	The service provider ensures that initial and ongoing planning and review of home support is undertaken in partnership with the person using a service to develop and deliver their individual support plan.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 2.2.1 I experience high-quality care and support because my home support workers have the necessary information and resources to support me.
- 2.2.2 I am given the choice to be fully involved in developing and reviewing my personal support plan. My personal support plan is right for me because it sets out how my needs will be met, as well as my strengths, goals and preferences. The support required to achieve these is clearly documented and communicated to those providing my care and support.
- 2.2.3 I am confident that, when implementing my personal support plan, the provision of any service is consistent with and contributes to meeting my assessed needs, goals and preferences. My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.
- 2.2.4 The service provider agrees the timings of my home support visits with me and they are arranged to enable my daily activities and routines.

- 2.2.5 I am treated as an individual by people who respect my needs, choices and preferences. I am empowered and enabled to be as independent and in control of my life as I want and can be.
- 2.2.6 I can maintain and develop my interests, activities and what matters to me, in the way that I like and these are included in my personal support plan. This includes being supported to continue to participate fully as a citizen in my community in the way that I want. If this involves some element of risk, this has been discussed and agreed with me and is included in my personal support plan.
- 2.2.7 If I am receiving support with my nutrition and hydration - either by meal provision, assistance to eat or drink, shopping or preparing food - food choices are in line with my preferences and dietary plan or nutritional needs for maintaining my health and wellbeing.
- 2.2.8 My personal support plan is updated in accordance with the outcomes I achieve, my assessed or re-assessed needs and my home support requirements.

Features of service provider meeting this standard are likely to include:

- 2.2.1 The service provider has a policy in place which outlines the process for the development and review of a personal support plan with the person using the service, based on their individual needs assessment. This includes how their families, carers or advocates have been included in the review in accordance with the preferences of the person using the service.
- 2.2.2 The service provider ensures that each person using the service has an up-to-date personal support plan developed in partnership with the person using the service. The service provider ensures that the support plan is easy-to read and accessible to the person using the service, home support worker and if applicable, other health and social care professionals involved in their care and support.

- 2.2.3 The service provider ensures that the development of personal support plans have a focus on optimising the independence, health, wellbeing and quality of life of the person using the service in accordance with their identified needs, strengths and goals and preferences.
- 2.2.4 The service provider has a system in place to ensure that the timing of home support visits are agreed with the person using the service and arranged so that they fit in with individual's needs, enable their daily activities and routines and, where relevant and possible, coordinates with informal carers. These timings are documented in the personal support plan and monitored in practice.
- 2.2.5 Personal support plans are implemented and monitored by the service provider to ensure they are delivered in accordance with the needs of the person using a service. The service provider ensures that regular reviews of personal support plans take place with the person using the service, and that plans are updated in accordance with outcomes achieved, the individual's changing needs and home support requirements.

Standard 2.3	
The outcome a person should expect	What a service provider must do to achieve this
I am supported to be safe and live a whole and fulfilling life, free from harm or abuse.	<p>The service provider has arrangements in place to ensure that people receiving services are safeguarded from harm and abuse through the consistent implementation of relevant national standards, legislation, regulation, national policy, procedures and guidance.</p> <p>The service provider works with other services as appropriate to safeguard people using services.</p>

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 2.3.1 I am confident that my service provider works to protect me from all forms of abuse including coercion, harassment, physical (including neglect), emotional (including bullying), sexual, financial or other exploitation.
- 2.3.2 The service provider and staff understand their role and responsibilities in protecting me from harm. This includes following legislation, standards, guidance and policies that help to keep me safe, as well as knowing the correct way to report any concerns they may have about me or my care and support.
- 2.3.3 I am listened to and taken seriously if I have a concern about the protection and safety of myself or others.
- 2.3.4 Staff respect the place where I receive care and support as my home and respect the security of my home and my

possessions.

2.3.5 I am confident that staff are working in line with financial policies and procedures including, for example, that staff working in my home support service will not act as my collection agent^{†††} nor do they ask for or try to obtain loans or gifts from me.

2.3.6 I am confident that staff know what to look out for to keep me safe. My home support worker is alert to and responds to signs of any significant changes in my health and wellbeing.

2.3.7 The home support worker(s) who support me, create an environment that is safe and is the least restrictive possible, and I am confident that they are trained to do this.

Features of service provider meeting this standard are likely to include:

2.3.2 The service provider has a range of policies and procedures in place to support the safety and wellbeing of people who use the service and to ensure the security, safety and protection of the individual and their home when the service is being delivered.

2.3.3 The service provider has an up-to-date, person-centred safeguarding policy and associated processes and procedures in place, which are in line with relevant national standards, legislation, regulations, national policy, procedures and best practice guidance. These clearly set out the roles and responsibilities of the service provider and staff in identifying and managing safeguarding concerns and are consistently implemented across the service in a timely way.

2.3.4 The service provider has a clearly defined reporting pathway for the person using the service and home support worker where safeguarding concerns arise. This is supported by

^{†††} A collection agent means a person who collects, on behalf of a person using a service, a payment due to that person, including, but not limited to, payments under the Social Welfare (Consolidation) Act, 2005.

clear policies and procedures to facilitate timely communication between the service provider and other relevant services and professionals (including up-to-date contact and or organisational details) to ensure people are safe, especially when there is an immediate risk to a person.

- 2.3.5 Staff are trained and supported to understand their role and responsibilities in safeguarding people who are receiving home support services. For example, service providers ensure that home support workers have completed safeguarding awareness training that includes the recognition and reporting of suspected abuse and the recognition of (signs of) self-neglect and making protected disclosures about the home support service.
- 2.3.6 The service provider ensures that the system of supervision and development for staff includes safeguarding as a core component.
- 2.3.7 The service provider has a system in place to successfully implement learnings from investigations into safeguarding concerns.
- 2.3.8 Service providers have policies, systems and processes in place to ensure that people using a service are free from the use of any unnecessary restrictive practices in the provision of home support services. Service providers monitor, record and review the use of any restrictive practices included in a personal support plan in line with any assessed needs.

Standard 2.4

The outcome a person should expect

I receive safe home support services and potential risks to me in delivery of my home support are identified and reduced.

What a service provider must do to achieve this

The service provider has arrangements in place to identify aspects of home support delivery associated with possible increased risk of harm to people using the service. The service provider puts measures in place to reduce these risks and prevent or minimise harm to people using the service.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 2.4.1 I am confident that my provider has arrangements in place to identify and address any potential risks to me in the delivery of my care and support.
- 2.4.2 I know that staff take all the precautions they can to prevent the risk of transmission of infection and have been trained to do so.
- 2.4.3 The service provider works with other services when I am transferring from one service to another, for example between hospital and home or from one home support service to another, to plan, coordinate and manage my transfer effectively.
- 2.4.4 If I need help with my medication, I am confident that staff can support me to manage my medication safely, as set out in my personal support plan. This may include collecting prescriptions and or prescribed medicines, prompting me if necessary regarding the timing of medication, assisting me to take prescribed medication, and observing for medication missed doses or errors.

Features of service provider meeting this standard are likely to include:

- 2.4.1 The service provider has arrangements in place to proactively identify and assess areas of home support delivery where there may be an increased risk of harm to the person using the service. These areas may include, but are not limited to, transitions of care, infection prevention and control, medication support, use of equipment, restrictive practices, deterioration of condition and falls prevention. Service providers put structured arrangements in place to identify and minimise these risks.
- 2.4.2 The service provider has an infection prevention and control policy in place, in line with national standards and guidance. Staff are trained in relevant infection prevention and control practices. This includes, for example, adhering to policies and procedures, practising good hand hygiene and respiratory and cough etiquette, transmission-based precautions and the safe use of personal protective equipment.
- 2.4.3 Staff have access to adequate supplies of personal protective equipment to meet the circumstances of the person using the service and know how to use and dispose of it correctly.
- 2.4.4 The service provider has an up-to-date policy on medication support and monitors adherence to the policy, taking appropriate action where safety risks are identified. The service provider ensures that home support workers who undertake medication management support receive appropriate training and are competent to do so.

Standard 2.5	
The outcome a person should expect	What a service provider must do to achieve this
<p>I am confident that if something goes wrong with my home support, my service will respond appropriately and in a timely manner. The service will review what happened, learn from it and will work to make sure that it does not happen again. My service is open and honest with me throughout this process.</p>	<p>The service provider has arrangements in place to identify, manage and report incidents in a timely manner, in line with relevant national legislation, policy, guidelines and guidance, and will use learnings to inform future policies and practices. Service providers fully and openly inform and support people using services throughout this process, in line with National Open Disclosure Policy and Frameworks.</p>

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 2.5.1 Staff communicate with me in an open, honest, timely and compassionate manner if something goes wrong during my care and support. I am confident that if something goes wrong in my care and support, my service provider communicates with me openly and honestly and involves me in the review of any incident.
- 2.5.2 I am confident that the outcome of any review that may take place is available to me and any learning from the review is used to help improve the service.

Features of service provider meeting this standard are likely to include:

- 2.5.1 The service provider has robust arrangements in place, including policies, procedures and staff training, so that staff can identify, respond to, report, review and learn from incidents, in line with national standards, legislation, policy, guidelines and guidance.

- 2.5.2 The service provider and staff communicate openly and honestly with people if something goes wrong in their home support and involves them in the review of any incidents. The outcome of any review that may take place and any action arising from the review is made available to the person using the service.

Principle 3: Responsiveness

How a person experiences responsive services:

I receive care and support from skilled, experienced and trained staff who are clear about their role and responsibilities. These staff respond to my needs and circumstances in a timely and sensitive way and are informed by the best available evidence and information. Staff take the time to get to know me and see my needs, preferences and goals in a wider context, and do not focus on only meeting my most urgent need. All staff involved in my care and support work together within and between services and staff are supported to do this by the services they work in. This helps to ensure that I receive the best possible care and support.

The principle of responsiveness includes both how home support services are organised to deliver coordinated care and support that meets the needs of people using their service, and how staff are recruited, trained and supervised to meet a person's needs in day-to-day practice, to ensure they receive the right care and support at the right time. Responsive home services ensure that the needs of people receiving their services are always put first, by:

- ensuring a consistent and coordinated approach to the delivery of care and support
- implementing safe and effective recruitment, management and supervision processes for their workforce
- ensuring that staff education and training reflects the needs of the people they will be providing care and support to and facilitating professional development.

Consistent and coordinated care and support

Responsive services ensure that people using the home support service have the opportunity to develop stable, continuous and trusting relationships with staff and to get to know them in a way that suits them. The service offers consistency and choice in who provides care and support and in how it is provided to individuals.

In responsive services, staff look at the whole person and their wider needs, and do not focus on meeting their presenting needs in isolation. To do this, staff listen to the person using the service, look at their individual life history and seek to understand their family, social, cultural and living circumstances. Methods of respecting an individual's needs and preferences are evident through listening attentively, understanding, having empathy and enabling a

person to participate in their own care and support plan. Staff are trained in effective communication skills, which support a human rights-based approach to the care and support they deliver.

Responsive services contribute to any review of the needs and circumstances of the person using the home support service to ensure they continue to receive the right care and support at the right time and for the required duration. The care and support provided is adapted when the person's needs, preferences or decisions change.

People receiving home support may also be in receipt of other health and social care services in both acute and community care. There is an obligation on staff working in these services to collaborate and openly communicate to achieve the best outcomes for the person using the service. Staff respect the values, opinions, and contributions of other staff from different disciplines and settings, and are supported to work and learn together to optimise coordinated, integrated care.

Workforce recruitment, management and supervision

Responsive services ensure that they have safe and effective recruitment and supervision processes, appropriate staff workloads and dynamic systems to manage and retain staff, including systems to support new staff to gain experience and build their skills.

Responsive services organise and manage their workforce to ensure that they have sufficient staff with the required training, skills, flexibility, and level of experience to deliver safe and effective care in accordance with people's identified needs, goals and preferences. Service providers implement work schedules and models of care that facilitate continuity of care and support.

All staff working with people requiring care and support have a role in delivering a safe, high-quality service and need to be supported to do this, both individually and in effective teams, for example through regular meetings with managers, team meetings, training opportunities, supervision and multidisciplinary team meetings. Staff are clear about their roles and responsibilities in delivering personalised care and support and work to meet people's needs in a timely and sensitive way. Responsive services ensure that staff have sufficient time to deliver the required support and work in line with national standards, national and local policies and procedures, guidance and recognised best practice.

Staff education, training and professional development

Responsive services implement a formal induction policy for new staff and establish a programme of continuous professional development to ensure that staff at all levels maintain competence in all relevant areas. Staff are supported to participate in ongoing professional development through training and education to retain, reflect and build on their skills and knowledge and to identify any knowledge or skills gaps. This facilitates a continuous cycle of improvement. Responsive home support services regularly undertake a training needs analysis to determine the training needs of staff and respond appropriately to the needs identified. This training supports staff to be confident that they are delivering the right care and support to people. Staff are provided with the relevant tools and time to put any training into practice. Staff training reflects the needs of the people they will be providing care and support to. Specific areas of education might include, for example, disability awareness training, end-of-life care, rehabilitation or specialist training in caring for, or supporting, people with dementia.

Standard 3.1	
The outcome a person should expect	What a service provider must do to achieve this
Staff take the time to get to know me as a person and understand my needs, preferences and goals in a wider context, and respond to my individual needs and circumstances in a timely and sensitive way.	The service provider has arrangements in place to support staff to develop consistent and trusting relationships with service users and understand and respond to their needs, preferences and abilities to help achieve the best outcomes for them.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 3.1.1 I experience continuity of care and support from the same team of staff. I know who will provide my care and support on a day-to-day basis and what they are expected to do.
- 3.1.2 Staff take the time to develop a relationship with me and listen to me, in order to get to know me and what is important to me. They speak and listen to me in a way that is courteous and respectful, with my care and support being the main focus of their attention
- 3.1.3 I am made aware of the circumstances when an alternative home support worker may be required to provide care or support to me. If there is a change due to unforeseen circumstance or planned leave, my service provider notifies me in advance, in a way that suits my needs.
- 3.1.4 I am supported and cared for in a sensitive manner by people who know me and my circumstances. They can anticipate issues that may arise for me and are aware of and plan for any known vulnerability or frailty that I may experience.
- 3.1.5 I am confident that staff advocate for support that is tailored to my individual needs and circumstances and is delivered in the right way, at the right time, and for as long as required.

Features of service provider meeting this standard are likely to include:

- 3.1.1 The service provider ensures that there are sufficient staff with the right skills and levels of experience to provide consistent care and support to each person using a service, in line with the requirements of the service being provided and the needs of the person.
- 3.1.2 The service provider has safe and effective systems, strategies, policies and procedures in place to recruit and retain home support workers who are sufficiently competent, skilled and experienced to build trusting relationships and meet the needs of the person using the service.
- 3.1.3 Service providers ensure that staff receive training on effective communication and have the ability to communicate with people using the service in a meaningful way that best suits their needs.
- 3.1.4 Staff take their time to build a trusting relationship with the person, in order to understand and respond to the person's needs in a timely way.
- 3.1.5 The service provider has a system in place to ensure continuity of care. People using the service are notified in advance when a home support worker previously unknown to them is assigned to deliver their home support. The service provider has contingency plans in place in the event that a home support worker cannot attend at a person's home as agreed.

Standard 3.2	
The outcome a person should expect	What a service provider must do to achieve this
All staff involved in my care and support communicate and work together so that I receive the best possible care and support at the right time. This includes communication within services and also between services when appropriate.	The service provider has arrangements in place to ensure care and support is coordinated effectively so people receive the right supports at the right time. Services proactively work together to achieve this and provide continuity of care.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 3.2.1 My care and support is consistent and reliable because staff are supported to work together well and learn from each other to ensure the best outcomes for me are achieved. I experience kind and compassionate care and support because there are good working relationships.
- 3.2.2 I am involved in planning and managing any move between different home support services. I receive home support that is well coordinated and flexible enough to suit my changing needs and reduce the risk of harm to me during any transition period.
- 3.2.3 I receive appropriate notice if the service I use can no longer meet my needs and wishes.

Features of a service provider meeting this standard are likely to include:

- 3.2.1 The service provider has arrangements in place to ensure that people using the service receive care and support that is integrated within and between home support services. The service provider supports staff to work together to achieve continuity of care for those using the service.

- 3.2.2 Staff are supported and trained to understand their role and responsibilities in advocating for people using the service within and between services, to ensure that people get the right services in a way that meets their needs.

Standard 3.3	
The outcome a person should expect	What a service provider must do to achieve this
I receive care and support from skilled, experienced and trained staff who are clear about their role and responsibility in my care and are informed by the best available evidence and information and are supported to do their job well.	The service provider has systems and structures in place to ensure staff have the skills, training and experience to deliver safe and effective care and support that is informed by the best available evidence and information. Staff are supported and supervised to do this.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 3.3.1 I receive safe and high-quality care and support that meets my needs, supports my wellbeing and is based on the best available evidence.
- 3.3.2 I am confident that staff who support and care for me have been recruited in line with the relevant policies and procedures.
- 3.3.3 Staff supporting me are competent and have the qualifications, skills, knowledge and experience necessary to care for and support me effectively with empathy and compassion.
- 3.3.4 I am confident that staff are supported in their role and receive regular and ongoing supervision.
- 3.3.5 I am confident that staff receive regular training and education to retain, reflect and build on new skills and knowledge to provide the best care and support to meet my needs. I am confident that staff are given time and support from their employers to put their learning into practice.

Features of service provider meeting this standard are likely to include:

- 3.3.1** The service provider has a workforce recruitment and retention plan that is regularly reviewed and updated. This plan sets out the staffing levels to ensure adequate cover, skill-mix, competencies, experience and capabilities required to meet the needs of people using the home support service. The service provider monitors and evaluates the effectiveness of recruitment processes and addresses identified gaps.
- 3.3.2** The service provider ensures that the workforce has the skills required to support people using the service, through regular staff training needs analysis and taking appropriate action to address any knowledge gaps and training required. This includes matching skills within the workforce with individual needs assessments of people using the service.
- 3.3.3** The service provider ensures that all new home support workers complete induction training. This process includes ensuring that all home support workers are supervised by a suitably experienced worker as part of the practical training and are formally assessed and deemed competent prior to working alone.
- 3.3.4** Staff are supported to understand their roles and responsibilities and work in line with relevant legislation, regulations and standards, as well as national and local policies and procedures at all times. The performance of staff is assessed at regular specified intervals and all staff receive support and supervision to ensure that they perform their role to the best of their ability.
- 3.3.5** The service provider demonstrates a commitment to the continuous professional development of the workforce through the development and implementation of an annual training programme and by facilitating staff to achieve or maintain relevant care and support qualifications and training to address the identified needs

of people using the service. The service provider ensures that staff are supported through, for example, education, training and opportunities for reflective practice.

Principle 4: Accountability

How a person experiences accountable services:

I receive safe, consistent and high-quality home support and I have confidence and trust in the service. The services I use are well led, managed and governed and there is a culture of open communication, learning, reflection and improvement. Everyone knows and understands their role and responsibilities and works in a way that promotes my human rights and supports my wellbeing. I have access to the care and support that I need. Services work together to provide me with high-quality, coordinated and safe home support and to ensure that I do not experience any gaps in my home support.

An accountable home support service ensures that people receive high-quality, safe care and support that is consistent, coordinated and focused on supporting people to live at home and reach the best outcomes for them. To achieve that, accountable home support services:

- have effective leadership, governance and management arrangements in place
- have a clear vision for their work and support their staff to deliver on this vision
- work in a coordinated way with other relevant services, as well as family members or informal carers
- regularly assess the impact of their work on those receiving services and use this learning to drive quality improvement.

Accountable services ensure that the service is planned in accordance with individual assessed needs and delivered with a person-centred enabling approach^{§§§} that optimises the health and wellbeing of the person using the service. The service provider is responsible for the coordination and quality of the care and support provided. This includes ensuring that the service is complying with relevant national standards, legislation, regulations, policies and guidelines.

^{§§§} Enabling approach means an approach which recognises and promotes a person's ability to control his or her life and supports independence, self-care abilities, physical health and emotional wellbeing.

Effective leadership, governance and management

Leadership and governance are essential to ensuring that service providers are accountable for the care and support they provide. A key function of effective leadership and governance is specifying the accountability and reporting structures in the service, appropriate to the size and complexity of care and support provided, to ensure that people receive consistent, coordinated, high-quality, safe care and support.

Leaders and managers have an important role to play in strengthening the quality and culture of the service. This includes encouraging and supporting collaborative working with other services to ensure that people using the service are safe and that their wellbeing is improved. They ensure that everyone working in the home support service is aware of their responsibilities and who they are accountable to. A just and open culture which supports human rights, facilitates open communication, and encourages learning and continuous improvement is evident in the behaviour and attitudes of leaders and managers in an accountable service.

Clear vision for service: Statement of purpose and charter of service delivery

Service providers prepare a statement of purpose which contains up-to-date information on the organisation and sets out the aims, objectives, services provided, the intended service user population and the staffing and organisational structure of the service. Service providers publish this statement of purpose on their website. An accountable service ensures that it fulfils its statement of purpose by planning, leading, managing and organising the service to achieve its stated outcomes. To do this, services organise and use resources effectively, including their workforce and financial resources to ensure that home support services are delivered in a safe, consistent, sustainable and person-centred way. The service provider ensures that continuity management plans are in place and can be activated in the event of business disruption.

Accountable service providers also prepare a charter of service delivery that sets out the quality of service and the conduct that a person using services can expect in his or her interactions with the service provider and staff working in the service. In preparing the charter, the service provider has regard to these national standards.

Working in a coordinated way to deliver integrated home support

Service providers recognise the importance of working in partnership with other services in the community to support people using the service to prevent health or social care problems arising in the first instance, or getting worse if support is not provided early. Accountable service providers seek to achieve integrated, coordinated and effective care and support by communicating and collaborating effectively with a range of services including: the HSE of as commissioner of services, and where applicable, hospitals, primary care providers and other health and social care services, as well as the person using the service and their family members or informal carers. Effective collaboration requires clear and timely communication of key information, both within the organisation and with external partners in the delivery of care.

Accountable services have clear arrangements in place to support communication and information-sharing within and between services - in accordance with data protection legislation - to achieve integrated, coordinated and effective care and support. Services identify any barriers to effective communication and collaboration and work to resolve these barriers. Accountable services have reliable and secure information management systems and an agreed information governance^{****} framework to ensure that quality data^{†††} is shared in a timely and appropriate manner to facilitate staff to meet the needs of each person.

Assessing impact and driving quality improvement

An accountable service is actively and continuously looking for ways in which it can be more reliable and areas in which it can improve the quality of its service delivery. A focus on safety and quality improvement is part of a service-wide culture and is embedded in daily practices and processes, rather than being viewed or undertaken as a separate activity. Measurement of impact and effectiveness is focused on the outcomes and experiences that are important for the person using home support services, for example, quality of life and satisfaction.

Feedback, concerns, complaints and compliments from people using their services, family members, informal carers and staff are taken into account as part of the evaluation process to improve the quality, reliability and

^{****} Information governance refers to the arrangements that are in place to manage information to support an organisation's immediate and future regulatory, legal, risk, environmental and operational requirements relating to information.

^{†††} Data that is accurate and reliable, timely and punctual, coherent and comparable and accessible and clear.

consistency of the care and support provided. Services also learn from audits, incidents, reviews, evaluations and inspections by relevant regulatory bodies to improve the experience and outcomes of people using home support services. This includes identifying and sharing areas of good practice, as well as those areas that could be improved. Services use the information collected to improve the quality and safety of services for people using the service.

Standard 4.1	
The outcome a person should expect	What a service provider must do to achieve this
I am confident that the service providing my home support is well managed and follows relevant policies and procedures to make sure I get the right care and support.	The service provider has effective leadership, governance and management arrangements in place that reflect the type of home support service being delivered. This includes compliance with relevant legislation, national standards and policies.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 4.1.1 I know what my home support service does, and how it does it, because it is written down in a statement of purpose about the service. This document is made available to me and explained in a way that meets my needs. I am kept informed of any significant changes to the statement of purpose.
- 4.1.2 My service provider communicates clearly with me in a timely manner to keep me updated on how essential home support services will be provided to me in the event of a business disruption, for example, as a result of severe weather.
- 4.1.3 I know who I can contact in my home support service if I have a concern, during office hours, at night and at weekends.
- 4.1.4 I can access my service provider’s charter of service delivery on their website. This charter sets out the quality of service and the conduct that I can expect in all interactions with my service provider and their staff.
- 4.1.5 I know what to expect from the service and I am treated the same way as other people using the service, because there are policies in place that are consistently followed.^{††††}

^{††††} The Equal Status Act 2000-2015 (the Acts) prohibit discrimination in the provisions of goods and services, accommodation and education. They cover the nine grounds of gender, marital status, family status, age, disability, sexual orientation, race, religion and membership of the Traveller Community.

Features of a service provider meeting this standard are likely to include:

- 4.1.1 The service provider has a clear and accessible statement of purpose which is publicly available on their website.
- 4.1.2 The service provider has a charter of service delivery (“charter”) in place which is publicly available on their website.
- 4.1.3 The service provider has clearly defined governance and management arrangements in place that are regularly reviewed to ensure that they are fit for their intended purpose and are effective. These arrangements define lines of authority and accountability, roles and responsibilities for ensuring the quality and safety of the service.
- 4.1.4 The service provider has a comprehensive risk management system in place which identifies and addresses risk to individuals who use the service, the workforce and the continuity of services provided by the organisation.
- 4.1.5 The service provider has arrangements in place to regularly review national standards, guidance, alerts and recommendations formally issued by regulatory bodies in order to determine what is relevant to the home support services provided, and take action to address any identified gaps. This includes recommendations made following an investigation or review into the service.
- 4.1.6 The service provider adheres to the legislation relevant to its service. There is ongoing regular review of existing and new legislation to ensure compliance with all relevant Irish and European legislation.
- 4.1.7 The service provider has a business continuity plan in place to maintain essential home support services in the event of a business disruption. This plan includes how the service provider will communicate with people using the service in a timely manner to keep them up-to-date on the home support that can be provided.

- 4.1.8 The service provider produces and shares information on making protected disclosures. Members of the workforce are facilitated to exercise their personal, professional and collective responsibility to report, in good faith, any concerns that they have in relation to the safety and quality of the service, in line with legislative requirements.

Standard 4.2**The outcome a person should expect**

My care and support is consistent and I receive the care and support that I need to live in my own home.

What a service provider must do to achieve this

The service provider has arrangements in place to plan, manage, support and organise its resources, including its workforce, to ensure people receive responsive, coordinated and consistent care and support.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 4.2.1 I get the care and support I need, with consideration of my daily routine because my home support services have been planned to meet my needs.
- 4.2.2 I know how long I am going to get home support services for, and the reasons for any changes to this are explained to me in a way that I can understand.

Features of a service provider meeting this standard are likely to include:

- 4.2.1 Service providers have an up-to-date plan in place detailing how the service will be planned, managed, staffed and resourced to consistently meet the needs of the people who use the home support service. Service providers consider the use of relevant and appropriate emerging technologies to assess and plan the use of resources.
- 4.2.2 Staff have access to, and knowledge of the policies and procedures which support them in their role in achieving the best quality of care and support.

Standard 4.3	
The outcome a person should expect	What a service provider must do to achieve this
If I need home support from more than one service, this is planned and organised so I get the right services, at the right time. I know the person or service in charge of organising all of the different home support services for me and I do not experience any gaps in my care and support.	The service provider advocates on behalf of people using their service and, where applicable, in consultation with the HSE as commissioner of services, to support people to receive coordinated care and support in a timely and integrated manner.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 4.3.1 I experience joined-up care and support from the different home support services I need, who work together so that my needs are met at the right time and in the right way for me. I am aware of what each service should be doing to support me and who is responsible for this.
- 4.3.2 I am confident that the staff providing these services have the skills and information to plan and coordinate my home support.
- 4.3.3 If care and support is also provided to me by family members or friends, my service provider works to support positive interactions between staff and informal caregivers.

Features of a service provider meeting this standard are likely to include:

- 4.3.1 The service provider has protocols, policies and procedures in place that set out the organisational and staff responsibilities within and between services to ensure coordinated care and support to people using

services who need care and support from more than one service.

- 4.3.2 The service provider facilitates a cooperative approach in the planning and delivery of home support where there is more than one home support worker, family carers and or multiple agencies involved.

Standard 4.4

The outcome a person should expect

The home support service I am using regularly looks at how it can improve the care and support given to me, and other people using the service, so that I get the best possible care and support. My views are important and are taken into account in the planning, review and delivery of services.

What a service provider must do to achieve this

The service provider fosters a just and open culture of continuous improvement, responding to and learning from audits, incidents and feedback to achieve the best possible outcomes for people receiving their services. The service provider has arrangements in place to ensure that the views of people receiving care and support are sought and inform service planning and development.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 4.4.1 I know that staff caring for and supporting me will look for ways to improve the care and support they give me and other people using the service.
- 4.4.2 I know that the service provider who provides me with my home support services is always looking for ways to make the service safer and better for me and other people using the service. This includes sharing good practice and looking at times when things go wrong, to identify how the service can improve.
- 4.4.3 I am regularly asked to give my views on the service in an open and transparent way. My views and feedback are listened to and incorporated in any improvement programmes or initiatives. My views are taken seriously and I am told how they have been used.
- 4.4.4 I know that staff will also be asked for their views on how the service can be improved.

- 4.4.5 I have opportunities to participate in the planning, design and evaluation of the service and I am encouraged to do so.
- 4.4.6 I am confident that my service provider will review and take on board the outcomes of inspections, audits and reviews, and appropriate action(s) will be taken to ensure improvement.

Features of a service provider meeting this standard are likely to include:

- 4.4.1 The service provider uses information as a resource in planning, delivering, managing and improving its services to meet the needs of the people using the service.
- 4.4.2 The service provider has arrangements in place to ensure the collective interests of people who use the service are taken into consideration when decisions are being made about the planning, design and delivery of services.
- 4.4.3 The service provider has arrangements in place to conduct regular evaluations of services to assess how well they are meeting the identified needs and preferences of people using the service. This includes having a process in place for consulting with people who use the service and using their feedback to continuously improve their experiences.
- 4.4.4 The service provider formally plans and documents, in a quality improvement plan, what it is going to do to meet people's needs and improve the quality of its service in the short, medium and long-term. The service measures whether they have done this and reports this in an annual report.
- 4.4.5 There is a proactive approach to learning from the findings and recommendations from national and international reviews and investigations.
- 4.4.6 The service provider encourages and supports reporting throughout the service, especially when things go wrong and reviews any concerns about the quality and safety of

the service which are brought to their attention by people who use the service or by members of the workforce. There are appropriate governance and accountability structures in place to support open disclosure.

Standard 4.5

The outcome a person should expect

I know that my home support service has access to, and uses, high-quality information effectively when making decisions with me about my care and support. I know that the service shares important information about me with other services in a timely and appropriate manner to ensure I get the care and support I need.

What a service provider must do to achieve this

The service provider has effective information management systems and structures in place to enable services to plan, manage, and deliver person-centred, safe and effective care and support. The service provider has arrangements in place to ensure adherence to relevant legislation, national standards, policies and initiatives for safe and effective collection, use and sharing of information.

Features that demonstrate how a person should experience a service that is meeting this standard include:

- 4.5.1. I am confident that the service provider shares relevant information in a timely way within, and between, relevant organisations, in line with legislation. This is done in a manner that facilitates effective home support for me, while protecting my privacy and confidentiality and keeping my information safe and secure.
- 4.5.2. Information about me and the home support I receive is used by the service to improve my care and support.
- 4.5.3. I have access to and can request to see any information written about me, in line with legislation.

Features of a service provider meeting this standard are likely to include:

- 4.5.1. The service provider has systems, policies, procedures and practices in place to ensure that high-quality information is

available and shared^{§§§§} in a timely way within, and between, relevant organisations, in line with legislation. These arrangements facilitate effective home support services and protect the privacy and confidentiality of the person using the service.

- 4.5.2. The service provider uses information from monitoring performance and other sources to improve the quality, safety and reliability of home support services.
- 4.5.3. The performance of the service against the service provider's quality and safety objectives is monitored, managed and reported through the relevant governance structures.
- 4.5.4. Service providers take part in and provide data to any relevant national home support quality and safety improvement programmes.
- 4.5.5. Where applicable, the service provider has a policy on the use of telecare^{*****} interventions, including the use of artificial intelligence, which includes obtaining the consent of the person using the service.

^{§§§§} Data sharing refers to making data available to another agency, organisation or person under agreed conditions.

^{*****} Telecare means assistive and monitoring devices and telecommunication interventions that are used to support and enable a person to remain safe and independent in his or her home.

Appendix 1: Definitions and Scope of the [Draft General Scheme of the Health \(Amendment\) \(Licensing of Professional Home Support Providers\) Bill 2024](#)

The General Scheme of the Health (Amendment) (Licensing of Professional Home Support Providers) Bill 2024 applies to the following home support services:

- public home support providers
 - private home support providers
 - not-for-profit home support providers.
-
- Home support provider means a natural or legal person who provides home support services. The following exemptions apply:
 - i. provides a home support service for persons less than 18 years of age,
 - ii. provides home support in the context of a family or personal relationship,
 - iii. has an individual arrangement with a service user for which there is no financial gain,
 - iv. provides a home support service for 3 or less service users,
 - v. provides a service that exclusively provides health and social care professionals as
 - vi. defined in the Health and Social Care Professionals Act 2005, or
 - vii. provides a service through an introductory recruitment agency who have no ongoing role in the direction or management of the home support service provided.
-
- Home support service means the service of providing in the home (i) personal care and/or (ii) assistance for an adult who by reason of illness, frailty or disability is in need of such care and assistance.
 - personal care means supporting a person with (a) the activities of daily living (ADLs) and/or (b) the prompting or supervision of these activities where a person is unable to perform them effectively without such prompting or supervision.
 - Assistance means supporting a person with (a) the instrumental activities of daily living (IADLs) and / or (b) occupational and social engagement.
 - Activities of Daily Living (ADLs) means the essential tasks involved in caring for oneself. They include, but are not limited to, mobility, personal hygiene, skin care, nutrition, hydration, toileting and continence.
 - Instrumental activities of daily living (IADLs) means the tasks related to independent living in the community and includes but is not limited to, preparing meals, shopping, housework, using a telephone, and medication support.

Appendix 2 - Glossary of terms

Abuse: mistreatment of any kind and includes the physical, financial or material, psychological, sexual or discriminatory mistreatment or neglect of a person (note, this is not an exhaustive list).

Access: in this standards document, access refers to a person's ability to avail of the home support they require based on their assessed needs and to engage with the services that provide it.

Accessible: refers to the design and delivery of a home support service (for example, information leaflets about the service, feedback mechanisms) so it can be accessed, understood and used to the greatest extent possible by all people who need to use home support services.

Activities of Daily Living (ADLs): means the essential tasks involved in caring for oneself. They include, but are not limited to, mobility, personal hygiene, skin care, nutrition, hydration, toileting and continence.

Advocacy: a process of empowerment of the person which takes many forms and includes taking action to help communicate wants, secure rights, represent interests or obtain services needed.

Assistance: means supporting a person with (a) instrumental activities of daily living (IADLs) and or (b) occupational and social engagement.

Arrangements: this term refers to a strategy or plan which the service provider has in place to aid their response to particular circumstances which can arise during the delivery of home support.

Care and support: throughout this document, this term refers to the personal care or assistance a person receives from a service provider.

Consent: means the giving of permission or agreement for a specific intervention, receipt or use of a service or participation in research. Consent may only be given following a process of communication in which the person has received sufficient information in a manner and form appropriate to their needs to enable them to understand the nature, potential risks and benefits of the proposed intervention or service.

Complaint: means a complaint made about any action of a service provider that, it is claimed, does not accord with fair or sound administrative practice, and adversely affects the person by whom or on whose behalf the complaint is made.

Data Protection law: means the provisions set out in the Data Protection Act 2018 and EU Regulation 2016/679 - the General Data Protection Regulation.

Dignity: means the right to be treated with respect, courtesy and consideration.

Disability: means disability as defined in Section 2 of the Disability Act 2005 and the term “substantial restriction” in that definition shall be construed as meaning a restriction as described in paragraphs (a) and (b) of Section 7(2) of that Act.

Enabling approach: means an approach which recognises and promotes a person’s ability to control his or her life, supports independence, self-care abilities, physical health and emotional wellbeing.

Family carer: means a person who provides an ongoing and significant level of home support to a relative who is in need of this support due to illness, disability or frailty.

Home: means the dwelling of the person using the service that is not open to the general public to visit unless invited and where the person using the service habitually resides. For the avoidance of doubt, “home” does not include a designated centre as defined by Section 2 of the Health Act 2007.

Home support service: means the service of providing in the home
(i) personal care and or
(ii) assistance
for an adult who by reason of illness, frailty or disability is in need of such care and assistance.

Home support worker: means a person employed or contracted to provide a home support service and includes role titles not limited to ‘Healthcare Support Assistant’.

Instrumental Activities of Daily Living (IADLs): means the tasks related to independent living in the community and includes but is not limited to preparing meals, shopping, housework, using a telephone, and medication support.

Incident: means an event or circumstance which occurs during the delivery of home support which could have, or did, lead to harm and includes, but is not limited to, near misses which could have led to harm but did not do so, whether by reason of chance or timely intervention and staff or service user complaints which are associated with harm.

Medication support: means assistance provided by the home support worker that relates to the medication needs of the person using the service and includes:

- a. collecting prescriptions and or prescribed medicines.
- b. assisting people using the service to take their prescribed medication.
- c. prompting regarding the timing of medication.
- d. observing for medication missed doses or errors.

Needs assessment: means a comprehensive assessment of the health, physical, sensory, emotional and social care needs of a person seeking home support.

Person using the service: refers to a person of age 18 or older who by reason of illness, frailty or disability requires home support services. Reference to service user acknowledges the role of a decision-supporter where a legal arrangement exists.

Person-centred: means an approach that recognises that each person using the service has individual needs and personal goals to which his or her service should be tailored (where practicable) and involves the person using the service in decision-making and respects their will and preferences.

Personal care: means supporting a person with
(a) the activities of daily living (ADLs) and or
(b) the prompting or supervision of these activities
where a person is unable to perform them effectively without such prompting or supervision.

Personal support plan: means a plan based on the needs assessment of the person using the service, prepared for the purpose of the provision of home support service. The person using the service is involved in the development of this plan.

Personal protective equipment (PPE): means any device or appliance designed to be worn or held by an individual for protection against one or more health and safety hazards. In an infection outbreak hand sanitiser, gloves, aprons, long sleeved gowns, goggles, fluid-repellent surgical masks, face visors and respirator masks may be required.

Risk assessment: means an inspection of the home and individual living, sleeping and toileting facilities to identify potential safety hazards and which aims to mitigate against risks with the consent and cooperation of the person using the service.

Safeguarding: means putting measures in place that reduce the risk of harm and abuse, promote and protect people's human rights and their health and wellbeing, and empower people to protect themselves.

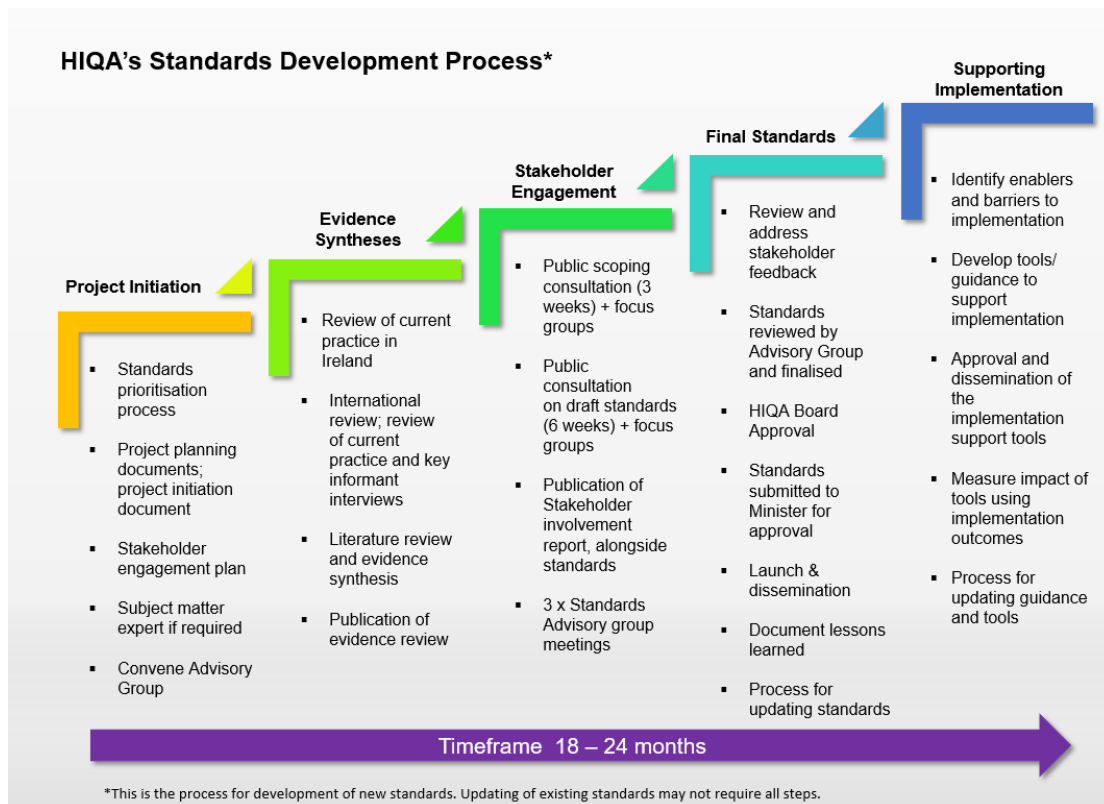
Staff: the people who work in or for the home support service provider, and who are responsible or accountable to the organisation when providing a home support service.

Telecare: means assistive and monitoring devices and telecommunication interventions that are used to support and enable a person to remain safe and independent in his or her home.

Will and preferences: means personal values, personal beliefs and ultimate goals and a person's preferences refer to a greater liking for one alternative over another.

Wellbeing: this is a broad concept which includes, for example, physical and mental health and development and emotional wellbeing.

Appendix 3 – HIQA’s Standards Development Process



Following the development of standards, HIQA works with services to develop implementation support tools to assist them in implementing the standards in their setting, based on the needs identified.

Appendix 4 – Membership of the Advisory Group to inform the development of the draft *National Standards for Home Support Services*

Name and title	Organisation	Division
Paul Alford Logan Raju	People using home support services	Person using services (disability services) – nomination from Inclusion Ireland Person using services (older person’s services) - nomination from the Alliance of Age sector NGOs*
Sheila Mulcahy, Home care worker	Home support worker	Home support worker
John Dunne, CEO of Family Carers Ireland and family carer	Informal carers	Nomination from Family Carers Ireland
Maurice O’Connell, Chair of the Home Care Coalition	Home Care Coalition	Representative from the Home Care Coalition**
Áine Higgins Ní Chinnéide, Senior Standards and Monitoring Officer	National Disability Authority	Statutory body
Dr Diarmuid Quinlan, Medical Director ICGP	Irish College of General Practitioners	General Practitioner representative
Sarah Cooney, Principal Officer	Office of the Ombudsman	Representative from the Office of the Ombudsman
Mary Foley, Home Support & Evaluation Officer.	Department of Health (DoH)	Home Support Reform Unit. Disability Unit.

Thomas Morrin, †††† Assistant Principal Disability Services Unit.		
Olive McGovern, †††† Principal Officer, Disability Planning Unit.	Department of Children, Equality, Disability, Integration and Youth	Disability Unit.
Claire Collins ^{§§§§§}		Disability Day Services Unit
Kathleen Jordan, General Manager, Home Support Services Virginia Pye, National Lead for PHN services. Gerry Tully, National Specialist, Social Care Division.	Health Service Executive	Home Support Services. Public Health Nursing. Social Care Division (Community Care)
Catherine Byrne, Strategic Projects Manager	CORU	CORU - Regulating health and social care professionals
Catherine Devaney, ***** Health and Social Care Professions Clinical Advisor, Older Persons	National Health and Social Care Professions Office	Health and Social Care Professions, Older Persons
Joseph Musgrave CEO, Home and Community Care Ireland Margaret Gillard, Project Coordinator, Dublin West Home Help	Service Providers	Home and Community Care Ireland (HCCI) *** National Community Care Network (NCCN) ****
Pawel Stepala, ††††† Head of Regulatory Practice and Standards	Mental Health Commission	MHC Regulatory Practice and Standards

†††† Member until March 2023

††††† Member until November 2022

§§§§§ Member from March 2023

***** Member from April 2022

†††††† Member from June 2022

<p>Martin McMahon, †††††† Regulatory Practice Development & Research Manager, Regulatory Practice Development Unit, HIQA</p> <p>Lucia Power, Regional Manager, Disability, HIQA §§§§§§</p>	<p>HIQA</p>	<p>HIQA Regulation Directorate.</p>
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* **The Alliance of Age Sector NGOs** unites eight national age sector organisations working together to support Ireland in becoming a better place in which to grow old: Active Retirement Ireland, Age Action, Age & Opportunity, ALONE, The Alzheimer Society of Ireland, The Irish Hospice Foundation, The Irish Senior Citizens Parliament and Third Age.

** **The Home Care Coalition** is a group of 23 charities, not-for-profit organisations and campaigners, established with the aim of ensuring the implementation of an adequately-resourced, person-centred statutory home care scheme with equality of access and availability across the country. Members include: Acquired Brain Injury Ireland, Age Action, Age and Opportunity, ALONE, Alzheimer Society of Ireland, Care Alliance Ireland, Cheshire Ireland, Cystic Fibrosis Ireland, Disability Federation of Ireland, Family Carers Ireland, Irish Association of Social Workers, Irish Heart Foundation, Irish Hospice Foundation, Irish Motor Neuron Disease Association, Irish Senior Citizens' Parliament, Irish Wheelchair Association, Migrant Rights Centre Ireland, MS Ireland, National Women's Council of Ireland, Neurological Alliance of Ireland, Northside Home Care Services, SAGE Advocacy and Third Age Ireland.

*** **Home and Community Care Ireland (HCCI)** is a national membership organisation for companies that provide a managed home care service in Ireland.

**** **National Community Care Network (NCCN)** represents 26 not-for-profit home care providers across the country.

†††††† Member until October 2022
§§§§§§ Member from January 2023

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