



Public consultation survey – Easy-to-read version



What is this consultation about?

HIQA wants to hear what you think about the draft *National Standards for Home Support Services*. This is called a consultation.

We want to know what you think about the standards. You can also tell us about any changes you would like to make to them.



How do I take part?

You can take part by completing this survey. A survey is a short list of questions about your opinion.

This survey has 3 sections:

- **Section 1** asks about you.
- **Section 2** asks about what is in the draft standards.
- **Section 3** asks general questions.

When you finish responding to the questions you can:



Send the survey by **email** to standards@higa.ie

OR



Print the survey and **post** to:

Health Information and Quality Authority. Dublin
Regional Office. George's Court

George's Lane

Smithfield

Dublin 7. D07 E98Y.



If you want a copy of the survey you can find it on our
website www.higa.ie and then print it out.

OR

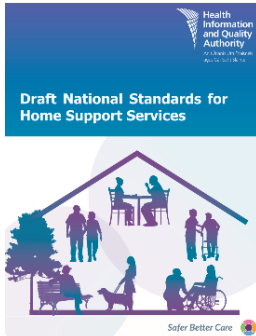


You can email us at standards@higa.ie to ask for a
copy.



When should I send my views?

You should respond to this survey by 5pm on Friday 13 December 2024.



What will happen after I send the survey?

HIQA will look at what people say about the standards and decide if we need to make changes.

HIQA will also write a report and research studies, using what people tell us.



Privacy Notice

- By answering this survey, you are agreeing to take part in the public consultation.
- We will not put anyone's name in the standards, reports or research studies.
- HIQA is subject to the Freedom of Information (FOI) Act and the Code of Practice in relation to FOI.
- All information you provide will be treated securely.

Section 1. About you

Question 1a. Who are you answering the questions for?



Yourself



A group or organisation

Question 1b. If you said **Yourself**

Have you used home support services **in the past?**



Are you **currently** using home support services?

Other

If you said **other**, please explain here:

Question 1c. If you said **A group or organisation**



What is the name of the group or organisation you are answering this survey for?

What do you do in the above organisation?



Question 1d. If you want to be contacted **for future discussions** about the National Standards for Home Support Services, please provide your name and contact details below.

Name:
Phone:
Email:

Section 2. Your views on the content of the draft standards

Standards under the Human Rights principle



Rights

Question 2a. What do you think about ideas for the standards under the human rights principle?



Question 2b. Should we include or remove any ideas from this principle?



Question 2c. Is there anything else you would like to tell us?

Standards under the Safety and Wellbeing principle



Question 3a. What do you think about ideas for the standards under the safety and wellbeing principle?



Question 3b. Should we include or remove any ideas from this principle?



Question 3c. Is there anything else you would like to tell us?

Standards under the Responsiveness (Good and Timely support) principle



Question 4a. What do you think about ideas for the standards under the responsiveness (good and timely support) principle?



Question 4b. Should we include or remove any ideas from this principle?



Question 4c. Is there anything else you would like to tell us?

Standards under the Accountability (well-managed service) principle



Question 5a. What do you think about ideas for the standards under the accountability (well-managed service) principle?



Question 5b. Should we include or remove any ideas from this principle?



Question 5c. Is there anything else you would like to tell us?

Section 3. General questions



Question 6. Do you think the **words and pictures** in these standards are:

Easy to understand?

OR



Difficult to understand?

If you think these standards are **difficult to understand**, please tell us how we can make it easy to understand.



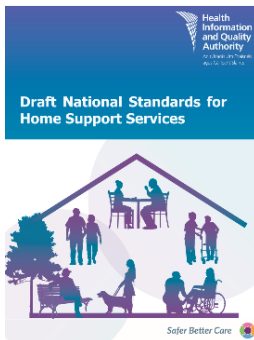
Question 7. Do you think these standards will help to improve the home support services in Ireland?

Yes

No

Not sure

If you said **No or Not sure**, please tell us why.



Question 8. We want to make sure that home support services will use these standards.

What do you think would help home support services to use these standards?



Question 9. Are there any other ways that we could improve these standards?

Thank You!!


Thank you for taking the time to give us your views on the draft *National Standards for Home Support Services*.