



## QI Toolbox for Disability Services

The purpose of this Toolbox is to build a range of resources to support the efforts of residential services in implementing good practice and improving the delivery of quality safe services. It includes tools, guides, policies, templates, and signposts to online resources from HIQA, the HSE, and other national bodies where relevant, and is aligned to HIQA’s Enhanced Authority Monitoring Approach, February 2018 by which Disability services are inspected against HIQA standards and statutory regulations.

This toolbox was originally developed through the Social Care Division/ Quality Improvement Division (SCD/QID) programme and updated through this programme until this iteration. The Quality Improvement team, Disability-Operations wish to acknowledge the work of the SCD/QID team and also that of Paddy McTeague, Quality, Risk & Service User Safety, Donegal Intellectual Disability Services for his ongoing contribution to this work.

Please note the first iteration of this Toolbox was published 22 Dec 2015, reviewed in December 2016, in April 2018 and again in August 2018. It is **not exhaustive**. The Quality Improvement Team, Disability-Operations will continue to liaise with internal and external stakeholders with a view to updating this toolbox of resources. If you have suggestions of nationally approved documentation that should be included in this Toolbox, please email: [disabilitiesqi@hse.ie](mailto:disabilitiesqi@hse.ie)

Please note, the hyperlinks in this Toolbox will direct you to either the destination document OR to the website with subsequent links to the document. Links to HSELand will often require the user to log into HSELand to access HSELand resources.

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Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
<b>DIMENSION: CAPACITY AND CAPABILITY</b>						
Regulation 3: Statement Of Purpose	Standard 5.3 The residential service has a publically available statement of purpose that accurately and clearly describes the services provided.	<a href="#">Guidance on the Statement of Purpose for designated centres for Children and Adults with Disabilities</a>	Guide	HIQA	Provides assistance for services to develop their statement of purpose (SOP) to meet the National Standards	Feb 18
Regulation 3: Statement Of Purpose	Standard 5.3 The residential service has a publically available statement of purpose that accurately and clearly describes the services provided	<a href="#">Statement of Purpose (Link to template)</a>	Internet Link	HIQA	This link directs users to this guidance and supporting template. It is intended to assist registered providers in devising or updating their service's Statement of Purpose. It provides information on what is required to be referenced in the completed Statement of Purpose template and should be used in conjunction with the relevant regulations and standards.	Feb-18
Regulation 4: Written Policies and Procedures	Standard 5.1 The residential service performs its functions as outlined in relevant legislation, regulations, national policies and standards to protect each person and promote their welfare.	<a href="#">National Framework for developing Policies, Procedures, Protocols and Guidelines (PPPG)</a>	Internet Link	HSE	This link directs users to the HSE National Framework for developing PPPGs with guidance for service providers to implement the NCEC Standards for Clinical Practice Guidance and to outline the processes	Nov-16
Regulation 14: Person In Charge	Standard 5.2 The residential service has effective leadership, governance and management arrangements in place and clear lines of	<a href="#">Regulation 14 Person in Charge of a Designated Centre for Disability</a>	Internet Link	HIQA	This link directs the user to the guidance document intended to give clarity to intended/registered providers and persons in charge on Regulation 14 – Person in Charge.	2016

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
	accountability.					
Regulation 14: Person In Charge	Standard 5.2	<a href="#">The Role of the Person in Charge</a>	Reference Document	HSE	The Role of the Person in Charge sets out the responsibilities of the Person in Charge in accordance with the provisions of the Health Act 2007 (2013 Regulations).	Mar-18
Regulation 14:	Standard 5.2	<a href="#">Person in Charge of a Designated Centre for Disability</a>	Guidance	HIQA	This guide gives clarity to intended/registered providers and person in charge on Regulation 14 – Person in Charge.	2016
Regulation 14:	Standard 5.1	<a href="#">Designated Centre Management Walk -Round Guide</a>	Internet Link	HSE	Round Guide helps managers assess the effectiveness of the governance arrangements that designated centres have in place.	Mar-18
Regulation 15: Staffing	Standard 7.1 Safe and effective Recruitment practices are in place to recruit staff.	<a href="#">HSE Recruitment and Selection Procedures</a>	Internet Link	HSE	This is the link to the HSE Recruitment Process.	
Regulation 15: Staffing	Standard 7.1	<a href="#">National Vetting Bureau (Children and Vulnerable Persons) Act 2012</a>	Act	Legislation	The act for the protection of children and vulnerable persons.	May- 16
Regulation 16: Training and Staff development	Standard 7.2 Staff members have the required competencies to manage and deliver person centred, effective and safe services to adults living in the residential service.	<a href="#">HSE Supervision Guidelines for Health and Social Care Professionals</a>	PPPG	HSE	This policy has been developed to provide a support, quality assurance, accountability and development mechanism for Health and Social Care Professionals employed in the public health services.	Feb-15

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
Regulation 16: Training and Staff development	Standard 7.3 Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of adults living in the residential service.	<a href="#">HSE Staff supervision policy – e.g. Child &amp; Family Agency</a>	PPPG	HSE	The purpose of this policy is to ensure that all CFSA staff members receive consistent and effective Supervision. <i>Can only access from HSE Intranet.</i>	Set-12
Regulation 19: Directory of Residents	Standard 8.2.3 The service holds a register (electronic or hard copy) in line with statutory requirements which details the relevant information in respect of each person who resides in the service.	<a href="#">HIQA Guidance on the Directory Of Residents</a>	Internet Link	HIQA	This link directs the user to the Regulatory Guidance for Registered Providers of Residential Services for Children and Adults with Disabilities	June-2015
Regulation 21: Records	Standard 8.2 Information governance arrangements ensure secure record-keeping and file-management systems are in place to deliver a person-centred, safe and effective service.	<a href="#">Documentation Management System</a>	Guidance Document	HSE	Documentation management system is a guide on the management of information that will be required in each house to support staff in having easy access to relevant information as well as ensuring compliance with the statutory regulations.	Mar-18

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
Regulation 21: Records	Standard 8.2	<a href="#">HSE Standards and Recommended Practices for Healthcare Records Management</a>	Internet Link	HSE	This link directs the user to the HSE Standards and Recommended Practices for Healthcare Records Management.	May-11
Regulation 21: Records	Standard 8.2	<a href="https://www.hse.ie/eng/gdpr/hse-data-protection-policy/hse-data-protection-policy-v1-0.pdf">https://www.hse.ie/eng/gdpr/hse-data-protection-policy/hse-data-protection-policy-v1-0.pdf</a>	Policy	HSE	This policy sets out the requirements of the HSE relating to the protection of personal data where we act as a Data Controller and / or Data Processor, and the measures we will take to protect the rights of data subjects, in line with EU and Irish Legislation.	May 2018
Regulation 21: Records	Standard 2.1 Each person has a personal plan which details their needs and outlines the supports required to maximise their personal development and quality of life, in accordance with their wishes.	<a href="#">Guidance on the development of a Personal Plan</a>	Guide	HSE	This document has been developed to provide guidance to service providers and persons who use services, on developing a Personal Plan for persons with intellectual disabilities living in residential services.	May-18

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
Regulation 22: Insurance	Standard 2.2.16 The building and contents are insured and there is a valid insurance certificate or written confirmation of insurance cover.	Request from Regional Insurance office must be made to release these documents. 1. State Indemnity Confirmation Statement 2. Patients Personal Effects cover	N/A	State Claims Agency & Private Insurance Cover		
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">Intellectual Disability Residential Services: Governance Structure Framework</a>	Framework	HSE	Governance Structure Framework provides guidance for developing an effective governance structure within residential services.	Mar-18
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">Assessment judgment framework for designated centres for people with disabilities</a>	Internet Link	HIQA Feb-18	This link directs the user to the Judgement Framework. The purpose of the <b>Assessment Framework</b> is to support staff in gathering evidence when monitoring or assessing a service. It is a framework which sets out the 'lines of enquiry' to be explored by inspectors in assessing compliance with the standards and or regulations being monitored or assessed.	Feb - 18
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">SCDQID – Guidance for HIQA Self Assessment and Compliance workbook</a>  <a href="#">Self-Assessment Tool for Designated Centres on HIQA Assessment and Judgement Framework</a>	Guide  Excel Doc	HSEland	A Guide to support implementation of HIQA's enhanced monitoring approach  Self-assessment against HIQA assessment judgment framework	April 2018  Mar 2018
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">Guidance for the assessment of centres for persons with disabilities</a>	Guide	HIQA	This link directs the user to the Guidance for the assessment of centres. This guidance should be used in conjunction with the revised assessment judgment framework, which is one of the tools HIQA uses to assess compliance with the regulations	Feb 2018

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
					and standards.	
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">Registration, renewal and variation application handbook</a>	Guide	HIQA	Guidance for registered providers completing a registration application pack.	April 2018
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">Enhanced Authority Monitoring Approach</a>	Guide	HIQA	A summary of the HIQA's approach to the regulation of designated centres. It outlines the key enhancements to its approach arising from its review of the Authority's Monitoring Approach (AMA).	Feb 2018
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">Making Submissions on Regulatory Judgments on a stage 2 inspection report - Standard Operating Procedure</a>	SoP	HIQA	The SoP outlines how and in what circumstances a provider can make a formal submission to challenge a regulatory judgment arising from an inspection prior to the stage 3 inspection report, which is published on HIQA website.	Feb 2018
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">Introduction to HIQA Disability Inspections</a>	Internet Link	HIQA	This link introduces the user to the overview of HIQA disability inspections	
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">HIQA 6 Monthly Unannounced Visit to Designated Centre</a>	Guidance & Template	HIQA	A template to support Registered Providers to complete their Six Monthly Unannounced Visit to Designated Centres.	July 2016
Regulation 23: Governance and Management.	Standard 5.1	<a href="#">HIQA Annual Review Report Regulation 23(d)</a>	Guidance & Template	HIQA	A template to support Registered Providers to complete their annual review of the quality and safety of care and support in Designated Centres.	July 2016
Regulation 23: Governance and Management.	Standard 5.2	<a href="#">Governance for Quality</a>	Internet Link	HSE	This link introduces the reader to Governance for Quality The HSE recognises the critical importance of good governance and of continually enhancing accountability arrangements	



Toolbox To Support Residential Services for Adults with Disabilities



Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
		<a href="#">Framework for Improving Quality</a>	Framework document		The Framework provides a strategic approach to improving quality whether at the front-line, management, board or national level. It has a clear aim to foster a culture of quality that continuously seeks to provide safe, effective, person centred care across all services.	April -16
Regulation 23: Governance and Management.	Standard 5.2	<a href="#">Guidance on Completing a Residents Survey</a> <a href="#">Survey Analysis Tool</a> <a href="#">Questionnaire for Residents</a>	Guide Excel Doc Questionnaire		The purpose of conducting a Resident's Survey is to provide persons residing in a residential service the opportunity to express their satisfaction or otherwise in relation to the service provided.	
Regulation 23: Governance and Management.	Standard 5.2	1. <a href="#">Disability Community Services: Intellectual Disability Residential Services: Governance Structure Framework</a> 2. <a href="#">Designated Centre - Family Forum ToR</a> 3. <a href="#">Designated Centre – Staff meetings ToR</a> 4. <a href="#">Allocated Service – Rights and Restrictive Practice Oversight Group ToR</a> 5. <a href="#">Allocated Service - Quality and Safety Committee ToR</a>	Framework document ToR ToR ToR ToR	HSE	1. Guidance document for developing an effective governance structure within residential services. 2. Provides a forum for families and friends of residents within a DC to meet and discuss relevant matters of interest. 3. Provides an information sharing process between staff and management that is inclusive of all staff members, and to facilitate staff to raise concerns about the quality and safety of the care and support provided to the resident 4. Provides assurances to the Chief Officer and the Allocated Service Management Group that individual rights of residents are being upheld. 5. Ensures that effective arrangements are in place to direct and guide the delivery of quality, person-centred, responsive and safe care to residents in line with	Mar 2018





Toolbox To Support Residential Services for Adults with Disabilities



Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
		6. <a href="#">Allocated Service – Management Group ToR</a>	ToR		the Statement of Purpose and function of the Designated Centre. 6. Ensures that management systems are in place to support and promote the delivery of good quality services. 7. Ensures that effective management systems are in place to support and promote the delivery of safe, quality services. 8. Monitors and promotes the health and well-being of each resident through person centred practices. 9. Creates an opportunity for staff and residents to share information and to discuss important matters relating to the operation of the house on a day-to-day basis. 10. Ensures that incidents and complaints are being managed appropriately, trends and causative factors are being identified and learning from incidents, near misses and complaints inform quality improvement plans for the service. 11. Outlines the principles for developing and establishing a Resident’s Forum in an Allocated Service area.	
		7. <a href="#">Designated Centre Management Group ToR</a>	ToR			
		8. <a href="#">Designated Centre MDT/Clinical Group ToR</a>	ToR			
		9. <a href="#">Guide to House Meetings</a>	Guide			
		10. <a href="#">Incident and complaint Review Group ToR</a>	ToR			
		11. <a href="#">Framework for the Residents Forum</a>	Framework Doc			
Regulation 24: Admissions and contract for the provision of services.	Standard 2.3 Each adult’s access to services is determined on the basis of fair and transparent criteria.	<a href="#">Time to move on from Congregated Settings</a>	Internet Link	HSE	To support the process of moving on, the HSE established a web page that provides services with supporting documentation to support the process of de-congregation, including a strategy for community inclusion.	
Regulation 31: Notification of	Standard 3.4 Adverse events and	<a href="#">HSE - Incident Management</a>	Internet Link	HSE	This link gives the user access to the HSE Quality assurance and Verification	2018

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incidents.	incidents are managed and reviewed in a timely manner and outcomes inform practice at all levels.	<a href="#">HSE – Incident Management Framework, Guidance &amp; Patient and Staff stories</a>			Division (QAV) site and includes access to the HSE incident Management Framework, Guidance, Templates/Forms, After Action review and the National Incident Management System (NIMS)	
Regulation 34: Complaints procedure	Standard 1.7 Each adult’s complaints and concerns are listened to and acted upon in a timely, supportive and effective manner.	<a href="#">Your Service Your Say</a>	Policy	HSE	This will enable staff to identify when a complaint has been made and what process should be followed to resolve it at the most efficient level.	2017
Regulation 34: Complaints procedure		<a href="#">A quick guide to reviewing, analysing and learning from incidents and complaints</a>	Guide	HSE	A quick guide to reviewing, analysing and learning from incidents and complaints supports the management of incidents and complaints through the Quality and Safety committee or through a group set up to manage incidents and complaints.	2018
Regulation 34: Complaints procedure	Standard 1.7	<a href="#">Effective Complaints Handling – Enrolment Page (HSEland)</a>	E-learning	HSEland	An interactive on-line complaint handling e-learning tool, hosted through the HSEland portal.	



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<b>DIMENSION: QUALITY AND SAFETY</b>						
	Standard 3.3 Adults living in the residential service are not subjected to a restrictive procedure unless there is evidence that it has been assessed as being required due to a serious risk to their safety and welfare.	<a href="#">Guidance for Designated Centres Restraint Procedures</a>	Guide	HIQA	HIQA Guidance Document on Restraint Procedures within Designated Centres	April 2016
Regulation 8: Protection.	Standard 3.1 Each adult is protected from abuse and neglect and their safety and welfare is promoted.	<a href="#">HSE – Safeguarding Vulnerable Adults</a>  <a href="#">Safeguarding Vulnerable Persons at Risk of Abuse: National Policy and Procedures</a>  <a href="#">Safeguarding Vulnerable Persons Community Referral Forms</a>  <a href="#">Information for Families on Safeguarding Vulnerable Adults</a>	Internet Link  Policy  Internet Link  Guide	HSE	This link directs the user to the National web page  Link to the Policy & Procedures for responding to concerns or allegations of abuse.  This link guides the users to the CHO specific Safeguarding Vulnerable Persons Community Referral Forms  Information for Families on:	Dec-14

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
		<a href="#">Safeguarding Easy Read Leaflet for Service Users</a>  <a href="#">Open Disclosure</a>  <a href="#">Open Disclosure</a>	Internet Link  Internet Link  Policy		Safeguarding Vulnerable Persons at Risk of Abuse National Policy and Procedures  This link guides the users to the CHO specific Safeguarding Easy Read Leaflet for Service Users This link directs the user to the National web page  Link to the Policy for managing open disclosures.	
Regulation 9: Residents Rights	Standard 1.1 The rights and diversity of each person are respected and promoted.	<a href="#">Supporting People's Autonomy: A Guidance Document</a>	Guide	HIQA	Produced by HIQA in 2016 to ensure that the rights of vulnerable services users are placed at the heart of our work, whether that be in development of standards and guidance or in our assessment of the quality and safety of services through our programmes of regulation.	Jan - 16
Regulation 9: Residents Rights	Standard 1.1.1 When ratified, the rights of people with disabilities as enshrined in the UN Convention on the Rights of People with Disabilities.	<a href="#">Convention on the Rights of Persons with Disabilities</a>	Articles 1-50	UN Department of Economic and Social Affairs	The purpose of the present Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity	2006, Ratified in Ireland in 2018
Regulation 9: Residents Rights.	Standard 1.2 The privacy and dignity of each adult are respected.	<a href="#">Guidance for Designated Centres: Intimacy and Sexual Relationships</a>	Guide	HIQA	This link directs the user to this guidance which contains explanations of concepts, specific examples and templates which may assist in meeting regulations and implementing standards in relation to the provision of intimate care. Details basic principles & good practice, vulnerability to abuse, working with families, parents and carers in relation to intimate care planning for each service user.	Nov-14

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
Regulation 9: Residents Rights.	Standard 1.6 Each adult makes decisions and, has access to an advocate and consent is obtained in accordance with legislation and current best practice guidelines.	<a href="#">HSE Your Service Your Say-Guidance Resource</a>  <a href="#">Your Service Your Say</a>	Internet Link	HSE	You and Your Health Service is a Statement of Commitment by the HSE describing what service users can expect when using health services in Ireland, and what they can do to help Irish health services to deliver more effective and safe services. It is based on eight principles which underpin high quality, people-centred care. It aims to inform and empower individuals, families and communities to actively look after their own health and to influence the quality of healthcare in Ireland.	2018
Regulation 9: Residents Rights.	Standard 1.6	<a href="#">Sage Advocacy</a>	Internet Link	SAGE Advocacy service	Sage promotes and supports the rights of vulnerable adults and older people. The right to have your voice heard and to participate in the making of decisions which affect you is a fundamental principle in a democratic society. It is about independence and interdependence. It is a principle simply stated as <b>“Nothing about you / without you”</b>	
Regulation 9: Residents Rights.	Standard 1.1.7 People are facilitated in accessing advocacy services and are well informed, supported and receive information about their rights.	<a href="#">National Advocacy Service for People with Disabilities</a>	Internet Link	Inclusion Ireland	The National Advocacy Service provides a free and confidential advocacy service to people with a disability.	
Regulation 10: Communication	Standard 1.5 Each adult has access to information, provided	<a href="#">Communicating in Plain English</a>	Guide	HIQA	This guide will help you to communicate more clearly with your adult service users and their families	Nov 2015

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
	in a format appropriate to their communication needs.				and friends. It will help you think about how you present information so that the reader or listener will understand it the first time they read or hear it.	
Regulation 12: Personal Possessions	Standard 1.2	<a href="#">Residents Finances</a>	Guide	HIQA	Children and adults who use residential care services have freedom to exercise choice and control in their daily lives. A person's decisions about money and how it is used are an important means of exercising these choices. It is therefore important that services support people who use the service in managing their own money where possible.	Oct 2014
Regulation 12: Personal Possessions	Standard 1.2	<a href="#">National Financial Regulation Financial Management in Community Residences Nfr-14</a>  <a href="#">National Financial Regulation Patient Private Property Nfr-22</a>	National Financial Regulations	HSE	The objective of this regulation is to set out policies and procedures governing The management of finances in HSE community residences that promote the client's independence as much as possible and yet safeguard not only his/her interests but also those of the HSE and its staff.  The purpose of this document is to <b>set</b> out the HSE's obligation to provide a service for the custody of PPP	Feb – 2014  2011
Regulation 13: General Welfare and development	Standard 1.4  Each adult develops and maintains personal relationships and links with the community in accordance with their wishes.	<a href="#">New Directions</a>  <a href="#">New Directions</a>  <a href="#">Interim Standards for New Directions</a>	Internet Link  Review & Implementation Plan	HSE	This link provides resources on New Directions Personal Support Services for Adults with Disabilities  The purpose of this review of HSE funded adult day services is to reconfigure and modernise HSE funded day services to embrace the Principles of person-centeredness, access, accountability and quality.	Feb –2012

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
			Standards		The Interim Standards are developed under 7 themes and support the implementation of New Directions policy.	June - 2018
Regulation 13: General Welfare and development	Standard 4.4 Educational, training and employment opportunities are made available to each adult that promotes their strengths, abilities and individual preferences.	<a href="#">ETBI</a> : Education and Training Boards <a href="#">NLN</a> : National Learning Network <a href="#">AHEAD</a> :Association for Higher Education Access and Disability	Internet Link		Education & Training opportunities	
Regulation 18: Food and Nutrition	Standard 4.1.6 People are encouraged to access appropriate health information and education both within the residential service and in the local community.	<a href="#">HIQA Guidance on Food and Nutrition</a>	Guide	HIQA	This link directs user to the HIQA Guidance on Food and Nutrition for Older Persons	Dec 2015
Regulation 26: Risk management procedures	Standard 3.4 Adverse events and incidents are managed and reviewed in a timely manner and outcomes inform practice at all levels.	<a href="#">HSE Risk Management Documentation</a>  <a href="#">HSE - Incident Management</a>  <a href="#">HSE – Incident Management Framework, Guidance &amp; Patient and Staff stories</a>	Internet Link	HSE	This link directs the user to Policy and procedures outlining the HSE Risk Management Process. It gives Guidance on Risk Assessment and the use of the HSE’s Risk Assessment Tool: Risk Identification, Risk Analysis, Evaluation & Treatment of Risk using the HSE Risk Matrix, and Impact Table.	2017
Regulation 29: Medicines and pharmaceutical services	Standard 4.3 Each adult’s health and wellbeing is supported by the residential service’s policies and	<a href="#">HIQA Medicines Management Guidance</a>	Guide	HIQA	Guidance document which has been developed to help enable service providers meet the medicines needs of older people, and children and adults with disabilities living in residential care. It signposts to some of the	Oct 2015

Regulation	Standard	Tool Name	Tool Type	Source	Brief Description	Last Revised
	procedures for medication management.				resources that help in the provision of high quality, safe and effective care outlined in the National Standards.	
Regulation 29: Medicines and pharmaceutical services	Standard 4.3	<a href="#">HIQA Principles of Good Practice in Medication Reconciliation</a>	Guide	HIQA	Medication reconciliation is the process of creating and maintaining the most accurate list possible of all medications a person is taking. This guidance contains explanations of concepts, examples and templates that may assist in meeting regulations and implementing standards.	May 2014
Regulation 29: Medicines and pharmaceutical services	Standard 4.3	<a href="#">Guidance to Nurses and Midwives on Medication Management</a>	Guide	NMBI	Guideline document to assist nurses and midwives to understand their roles and responsibilities in medication management.	July 2007
Regulation 29: Medicines and pharmaceutical services	Standard 4.3	<a href="#">HSELand</a>	E learning	HSEland	Medication Management Programme for all registered nurses and midwives, available on “HSEland” the Health Services e-Learning and Development service. <i>Available to HSE staff only.</i>	
<b>General Information</b>		<a href="#">HSE Quality Improvement Division Website</a>	Internet Link	HSE	This link directs users to the Quality Improvement Division (QID) website of the HSE. The QID works in partnership with patients, families and all who work in the health system to innovate and improve the quality and safety of care.	n/a





Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

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Community Services

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