

## Project Toolbox for Residential Services for Adults with Intellectual Disabilities

The HSE Social Care Division (SCD) and Quality Improvement Division (QID) have jointly resourced a Quality Improvement Project Team to work with residential services for adults with intellectual disabilities. The Project Team advise and support services to enhance their structures and processes to improve the delivery of quality and person-centred safe services.

The purpose of this Project 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 the 18 Outcomes upon which services are inspected by HIQA against regulations and standards. The SCD/QID Project Team can help guide services to the appropriate relevant documents within the Toolbox that align with prioritised service needs. Project Team members also have examples of where some of these national documents have been adapted for local implementation.

Please note this is the first iteration of this Toolbox, and it is **not exhaustive**. Content will be reviewed quarterly by the SCD/QID Project Team Technical Subgroup. The SCD/QID Project Team also continues to liaise with internal and external stakeholders with a view to updating this Project Toolbox. If you have suggestions of nationally approved documentation that should be included in this Project Toolbox, please email Paddy McTeague on [paddy.mcteague@hse.ie](mailto:paddy.mcteague@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. The documents highlighted in green will be available on the Intranet in the coming weeks; in the interim, they are available by hardcopy only. If you wish to receive a copy please email [paddy.mcteague@hse.ie](mailto:paddy.mcteague@hse.ie).

<b>Document Reference</b>	SCD/QID_PT01	<b>Document Owner</b>	SCD/QID Quality Improvement Enablement Programme
<b>Version number</b>	1	<b>Approval date</b>	22 Dec 2015
<b>Review Date</b>	March 2016	<b>Responsibility for review</b>	SCD/QID Quality Improvement Enablement Project Team - Technical Subgroup

HIQA Outcomes	Tool Name	Tool Type	Source	Brief Description	Size	Last Revised
01: Residents Rights, Dignity & Consultation	<a href="#">Your Service Your Say</a>	PPPG	HSE	Policy for the Management of Consumer Feedback to include Comments, Compliments and Complaints in the HSE. Includes Complaints Management Policy and accessible Complaints policy example.	1.58MB	May-15
01: Residents Rights, Dignity & Consultation	<a href="#">HIQA General Guidance on the National Standards for Safer Better Healthcare</a>	Guide	HIQA	This Guidance is designed to complement the National Standards for Safer Better Healthcare. It aims to provide a common understanding on how the National Standards apply across all healthcare services and facilitates service providers in understanding and adopting them.	1.71 MB	Sept-12
01: Residents Rights, Dignity & Consultation	<a href="#">HIQA National Standards for Residential Services for Children and Adults with Disabilities</a>	Standards	HIQA	These standards set out what a good quality, safe residential service for people with disabilities should be. They include separate sections for children with disabilities and adults with disabilities, describing how safe and effective care can be provided.	1.42 MB	May-13
02: Communication	Quality and Safety Prompts for Multidisciplinary Teams (Adapted for ID residential services)	Guide	HSE	Quality and Safety prompts for discussion at team meetings. <i>Document adapted from Quality and Safety Prompts for Multidisciplinary Teams (HSE, 2012) by SCD/QID QI Project Team for HSE residential services for adults with ID.</i>	0.08 MB	Dec-15
02: Communication	<a href="#">Sharing Our Learning - Report of the Quality and Safety Clinical Governance Development Initiative</a>	Report	HSE	This report presents an overview of the quality and safety clinical governance development initiative. The main purpose is to consolidate the learning and make core recommendations for health service providers, policy makers and commissioners to inform their own specific actions plans.	3.68 MB	Mar-14
02: Communication	<a href="#">Report of the Quality and Safety Clinical Governance Development Initiative Primary Care</a>	Report	HSE	This report offers guidance for future quality and safety initiatives across the care continuum. The Action Projects valued teams by listening, empowering and enabling them to continuously improve services in the Primary Care setting.	8.22 MB	Jun-15
02: Communication	<a href="#">Sample ISBAR Communication Tool</a>	Template	HSE	Sample ISBAR communication tool from the National Early Warning Score and associated Education Programme.	0.50 MB	Aug-15
05: Social Care	<a href="#">Guidelines on Person Centred Planning in the Provision of Services for People with Disabilities in Ireland</a>	Guide	NDA	These guidelines explain the term 'person centred planning' and clarify the purpose and application of person centred planning. They also set out key principles and elements of effective person centred planning, and make practical recommendations including monitoring (or tracking) progress on putting plans into action.	0.73 MB	Jul-05
07: Health, Safety & Risk Management	<a href="#">Risk Assessment Tool and Guidance</a>	PPPG	HSE	This document provides an overview of the 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.	0.20 MB	Oct-11
07: Health, Safety & Risk Management	<a href="#">Risk Management in the HSE: An Information Handbook</a>	PPPG	HSE	Developed by the Quality and Patient Safety Directorate, it's objective is to outline the pro-active rather than re-active strategy of the HSE in relation to risk management.	0.26 MB	Oct-11
07: Health, Safety & Risk Management	<a href="#">Developing &amp; Populating a Risk Register – Best Practice Guidance</a>	PPPG	HSE	Developed by the Quality and Patient Safety Directorate. It gives guidance in relation to the development of the first risk register within a Service. It provides the details of the roles of the local risk mgt. dept. and the National Quality and Risk Team.	0.66 MB	Apr-09
07: Health, Safety & Risk Management	<a href="#">Integrated Risk Management and Incident Management Policy</a>	PPPG	HSE	Developed by the Quality and Patient Safety Directorate, it sets out the HSE's governance in relation to risk and the fact that risk is the concern of all employees.	0.15 MB	Jul-13
07: Health, Safety & Risk Management	<a href="#">Risk Management Guidance For Designated Centres</a>	PPPG	HIQA	Details the Identification and Assessment of Risk, Risk Treatment, Monitoring and Reporting and the Review of Incidents.	0.94 MB	Nov-13
07: Health, Safety & Risk Management	<a href="#">Staff Safety, Health, &amp; Wellbeing</a>	Signpost	HSE	This website is facilitated by the National Health and Safety Function, and provides resources relating to Risk Health & Safety.	N/A	Jul-15

HIQA Outcomes	Tool Name	Tool Type	Source	Brief Description	Size	Last Revised
07: Health, Safety & Risk Management	<a href="#">Safety Incident Management Policy</a>	PPPG	HSE	Published by the HSE National Incident Management Team. The purpose of this document is to set out the HSE's policy for managing safety incidents. Safety incidents include staff or service user complaints which are associated with harm.	0.84 MB	May-14
07: Health, Safety & Risk Management	<a href="#">Strategy to Prevent Falls and Fractures in Ireland's Ageing Population</a>	Strategy	HSE	National Falls Strategy jointly prepared by the HSE, the Department of Health and Children, and the National Council on Ageing and Older People. The purpose of this Strategy is to provide an evidence based approach to facilitate the implementation of Falls and Osteoporosis Programmes.	0.65 MB	Jun-08
08: Safeguarding & Safety	<a href="#">Safeguarding Vulnerable Persons at Risk of Abuse: National Policy and Procedures</a>	PPPG	HSE	National Policy detailing procedures for responding to concerns or allegations of abuse (Physical, Sexual, Psychological, Financial or Material, Neglect, Discriminatory & Institutional) in older persons & adult disability services. It details the Principles that are critical to safeguarding - Human Rights, Person Centeredness, Advocacy, Confidentiality, Empowerment & Collaboration.	2.01 MB	Dec-14
08: Safeguarding & Safety	<a href="#">Guidelines for Lone Workers Policy for Lone Working</a>	PPPG	HSE	This Policy and the associated Guideline document have been developed to provide guidance to management and staff regarding best practice in order to maintain personal safety while working alone.	0.26 MB 0.19 MB	Sep-12 May-12
08: Safeguarding & Safety	<a href="#">Open Disclosure National Policy</a>	PPPG	HSE	A collaborative project by the HSE and the State Claims Agency. The key objectives of these guidelines are (a) to establish a standardised approach by healthcare professionals across all of our health and social care services in relation to how we communicate with service users following adverse events and (b) to ensure that communication with service users and staff members involved occurs in a supportive and timely manner. Include a patient information leaflet.	0.39 MB	Oct-13
08: Safeguarding & Safety	<a href="#">Guidance for Designated Centres: Provision of Intimate Care</a>	PPPG	HIQA	This guidance 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.	0.86 MB	Oct-14
08: Safeguarding & Safety	<a href="#">Guidance for Designated Centres: Intimacy and Sexual Relationships</a>	PPPG	HIQA	This guidance contains explanations of concepts, specific examples and templates which may assist in meeting regulations and implementing standards in relation to older people and people with disabilities experiencing intimacy and sexual relationships. Includes information on legislation, consent, and what a service provider can do.	0.93MB	Nov-14
08: Safeguarding & Safety	<a href="#">Guidance for Designated Centres: Residents' Finances</a>	PPPG	HIQA	This guidance contains explanations of concepts, specific examples and templates which may assist in meeting regulations and implementing standards in relation to the residents' finances. Includes control of financial affairs, financial abuse, and principles of good practice.	0.61 MB	Oct-14
08: Safeguarding & Safety	<a href="#">Policy On The Use Of Physical Restraints In Designated Residential Care Units For Older People</a>	PPPG	HSE	This document includes detailed direction on policy, procedures and guidelines on the limited circumstances where physical restraint use is permitted. The policy is intended for use in all residential care settings (public, private and voluntary) where older people reside and applies to all staff working within these units.	3.94 MB	Jul-10
08: Safeguarding & Safety	<a href="#">Guidance for Designated Centres: Restraint Procedures</a>	PPPG	HIQA	This guidance contains explanations of concepts, specific examples and templates which may assist in meeting regulations and implementing standards in relation to restraint procedures. Includes definition of restraint and principles of good practice.	0.76MB	Oct-14

HIQA Outcomes	Tool Name	Tool Type	Source	Brief Description	Size	Last Revised
11: Healthcare Needs	<a href="#">National Dementia Training Programme</a>	Signpost	HSE	The Office of the Nursing and Midwifery Services Director has developed a National Dementia Training Programme for Older Person Services within the HSE. Read or download National Dementia Training Programme Resources on this site.	n/a	Not dated
11: Healthcare Needs	<a href="#">Provider Self-Assessment: Food and Nutrition (Older Persons Services)</a>	Template	HIQA	Self-assessment questionnaire to help providers prepare for inspection, measure performance against regulations and standards, and identify ways in which they can improve their services. 11 page questionnaire	1.18 MB	Jun-14
11: Healthcare Needs	<a href="#">National best practice and evidence based guidelines for wound management</a>	PPPG	HSE	These guidelines were developed by the HSE in collaboration with academic institutions and professional organisations involved in wound management in Ireland. The guidelines are applicable to all professionals involved in wound management and associated staff.	2.65 MB	2009
11: Healthcare Needs	<a href="#">Healthy Ireland in the Health Service: National Implementation Plan 2015-2017</a>	Signpost	HSE	The HSE published 'Healthy Ireland in the Health Services' – an implementation plan for the Healthy Ireland Framework which specifically focuses on the HSE, our workforce, our services and the people we care for. This webpage includes a link to the implementation plan, and toolkit for implementation.	N/A	2015
12: Medication Management	<a href="#">Guidance to Nurses and Midwives on Medication Management</a>	PPPG	NMBI	An Bord Altranais (NMBI) prepared these guidelines to assist nurses and midwives to understand their roles and responsibilities in medication management. They are written to enable nurses and midwives to reflect on the key points associated with medication management and the related principles, and thus support effective, safe and ethical practice.	0.43MB	Jul-07
12: Medication Management	<a href="#">Guidance for health and social care providers: Principles of good practice in medication reconciliation</a>	PPPG	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, illustrative examples and templates that may assist in meeting regulations and implementing standards.	2.82 MB	May-14
12: Medication Management	<a href="#">Medication Management Programme for all registered nurses and midwives</a>	Training	HSE	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>	N/A	Not dated
13: Statement of Purpose	<a href="#">HIQA Guidance on Statement of purpose</a>	Guide	HIQA	Provides assistance for services to develop their SoP to meet the National Standards	1.13 MB	Oct-14
14: Governance & Management	Quality and Safety Walk rounds Document (Adapted for ID residential services)	Guide	HSE	Quality and safety walk-rounds allow executive/senior management team members to have a structured conversation around safety with frontline staff and patients. <i>Document adapted from Quality and Patient Safety: Quality and Safety Walk rounds (May 2013) by SCD/QID QI Project Team for HSE residential services for adults with ID.</i>	0.40 MB	Oct-15
14: Governance & Management	The Safety Pause Information Sheet (Adapted for ID residential services)	Leaflet	HSE	This information sheet is based on one question: 'what patient safety issues do we need to be aware of today' resulting in immediate actions. The four P's in this information sheet provide examples to prompt the discussion. <i>Document adapted from Quality and Patient Safety: Safety Pause Information Sheet (May 2013) by SCD/QID QI Project Team for HSE residential services for adults with ID.</i>	0.09 MB	Oct-15
14: Governance & Management	Patient Safety Toolbox Talks (Adapted for ID residential services)	Guide	HSE	This document outlines a 'toolbox talk' applying the principles of quality and patient safety to the workplace. <i>Document adapted from the Dublin North East Quality and Patient Safety Toolbox Talks: Applying Quality Patient Safety Principles in Daily Practice (Nov 2012) by SCD/QID QI Project Team for HSE residential services for adults with ID.</i>	0.31 MB	Oct-15

HIQA Outcomes	Tool Name	Tool Type	Source	Brief Description	Size	Last Revised
14: Governance & Management	Clinical Governance Information Leaflet (Adapted for ID residential services)	Leaflet	HSE	This information leaflet outlines an introduction to Governance for Quality and Safety, designed to assist discussions on this topic. <i>Document adapted from Quality and Patient Safety: Clinical Governance Information Leaflet (Feb 2012) by SCD/QID QI Project Team for HSE residential services for adults with ID.</i>	0.30MB	Oct-15
14: Governance & Management	<a href="#">HSE Organisational Structure Template</a>	Template	HSE	Organisational Structure Diagram. <i>Can only access from HSE Intranet.</i>	0.02 MB	Oct-15
14: Governance & Management	<a href="#">National Clinical Programmes Model of Care Development Checklist Governance for Quality and Safety</a>	Checklist	HSE	The Clinical Strategy and Programme Division (CSPD) and the Quality and Patient Safety Division (QPSD) have collaborated to develop this Checklist for Quality and Safety Governance as a guide to National Clinical Programme teams in the development of models of care (October 2014). There is a longer PDF document with appendices, as well as an abridged MS Word document, both available for download.	0.35 MB	Oct-14
14: Governance & Management	<a href="#">HSE Quality and Patient Safety Clinical Governance Assurance Check</a>	Guide	HSE	The Quality and Patient Safety Directorate developed this document as a support for health service providers. The document is intended as a guide for clinical governance development across the continuum of care (statutory or voluntary hospital/network, mental health service, primary care services, area management etc)	2.64 MB	Feb-12
14: Governance & Management	<a href="#">Quality and Safety Committees: Guidance and Sample Terms of Reference</a>	Signpost	HSE	This document provides guidance and sample terms of reference for organisations to use and adapt in the establishment of both Quality and Safety Board Committees and Quality and Safety Executive Committees.	3.91 MB	May-13
14: Governance & Management	<a href="#">HSE Performance Management</a>	Signpost	HSE	Site includes links to Performance Management Documentation including the PMS Guidance Document; Appendix 1 Performance Review Cycle Form; and Performance Improvement Action Plan Form.	n/a	Mar-12
14: Governance & Management	<a href="#">HSE Code of Standards and Behaviour</a>	Code	HSE	This Code of Standards and Behaviour for the HSE is in accordance with section 25(3) of the Health Act 2004 and the Ethics in Public Office Acts 1995 to 2001 and applies to all employees of the HSE, organisations funded by the HSE and suppliers of service.	0.07 MB	Dec-08
14: Governance & Management	<a href="#">HSE Quality and Patient Safety - Routine Audit Tools</a>	Signpost	HSE	A Suite of Excel and Word based routine audits to assist the development of an audit schedule. Intellectual disability specific audit tools are available on this webpage.	n/a	Apr-15
14: Governance & Management	<a href="#">Guidance on Developing Key Performance Indicators and Minimum Data Sets to Monitor Healthcare Quality</a>	PPPG	HIQA	The guidance outlined in this document is based on an analysis of evidence from an extensive literature review. It is intended as a resource for all stakeholders, including the public and service users, but more specifically, policy makers and frontline practitioners, with responsibility for the development and implementation of Key Performance Indicators and associated Minimum Data Sets.	0.51 MB	Feb-13
14: Governance & Management	<a href="#">Judgment Framework for Designated Centres for Persons (Children and Adults) with Disabilities</a>	PPPG	HIQA	The Judgment Framework is used to support Authority staff in reaching decisions on whether a registered provider or person in charge is compliant with the regulations and or standards.	2.12 MB	Jan-15
14: Governance & Management	<a href="#">Assessment Framework for Designated Centres for Persons (Children and Adults) with Disabilities</a>	PPPG	HIQA	The purpose of the Assessment Framework is to support Authority staff in gathering evidence when monitoring or assessing a service.	0.72 MB	Jan-15



HIQA Outcomes	Tool Name	Tool Type	Source	Brief Description	Size	Last Revised
17: Workforce	<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.	0.37 MB	Feb-15
17: Workforce	<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>	0.28 MB	Sep-12
18: Records & Documentation	<a href="#">HSE Standards and Recommended Practices for Healthcare Records Management</a>	PPPG	HSE	This is a guide to the standards of practice required in the management of healthcare records in the HSE, based on current legal requirements and professional best practice.	1.50 MB	May-11
18: Records & Documentation	<a href="#">HSE Code of Practice for Healthcare Records Management - Retention and Disposal</a>	PPPG	HSE	The Code of Practice is a guide to the standards of practice required in the management of healthcare records in the NHO, based on current legal requirements and professional best practice	0.23 MB	Oct-07
14: Records & Documentation	<a href="#">HSE Code of Practice for Healthcare Records Management - Abbreviations</a>	Code	HSE	This is intended to encourage best practice while assisting healthcare professionals to make effective use of their time, by providing a list of agreed abbreviations, which are approved for use throughout the HSE.	0.67 MB	Jun-10
18: Records & Documentation	<a href="#">Developing Policies, Procedures, Protocols and Guidelines</a>	Signpost	HSE	This site includes links to a template for developing PPPGs and a PPPG inventory in order to adhere to the HSE's policy of developing a uniform process for developing such documents.	n/a	n/a
18: Records & Documentation	<a href="#">HSE Procedure for developing Policies, Procedures, Protocols and Guidelines</a>	PPPG	HSE	The purpose of this procedure is to provide a standardised methodology for the development of PPPGs throughout the HSE.	0.24 MB	Mar-14
18: Records & Documentation	<a href="#">HIQA Recommendations for a more integrated approach to National Health and Social Care Data Collections in Ireland</a>	PPPG	HIQA	The purpose of this report is to provide recommendations to the Minister for a more integrated approach to National Health and Social Care Data Collections in Ireland.	1.19 MB	Nov-14
18: Records & Documentation	<a href="#">HIQA Health Information Governance</a>	Signpost	HIQA	Information governance provides a means of bringing together all the relevant legislation, guidance and evidence-based practice that applies to the handling of information. This site includes a number of resources and self-assessment in this area.	n/a	n/a
18: Records & Documentation	<a href="#">HIQA Guidance on Information Governance for health and social care services</a>	PPPG	HIQA	The purpose of the guidance is to facilitate the successful implementation of the National Standards, provide common understanding and language across all healthcare services and provide examples from different services of steps that providers can take to meet the National Standards.	0.67 MB	Sep-14
18: Records & Documentation	<a href="#">HIQA Guidance on Directory of Residents</a>	PPPG	HIQA	This guidance contains explanations of concepts, illustrative examples and templates that may assist in meeting regulations and implementing standards.	0.12 MB	Nov-14
18: Records & Documentation	<a href="#">HIQA Information Governance and Management Standards for the health identifiers operator in Ireland</a>	PPPG	HIQA	This document presents information and governance standards for health identifiers operator± in Ireland with the aim of underpinning the introduction of health identifiers in Ireland with a robust governance framework for the health identifiers operator, which will inspire trust and acceptance of health identifiers in Ireland.	0.85 MB	Aug-15
18: Records & Documentation	<a href="#">HSE Guiding Framework - Nursing and Midwifery Quality Care-Metrics</a>	PPPG	HSE	Quality Care-Metrics will enable nurses and midwives to quantify their contribution to care provision that is safe, beneficial, patient-centred, timely and efficient. This framework will guide nurses and midwives on their journey to implement Quality Care-Metrics in the future.	0.94 MB	May-15