

RESIDENT FORUMS

IN DISABILITY CENTRES IN 2022

and 2023

April 2024

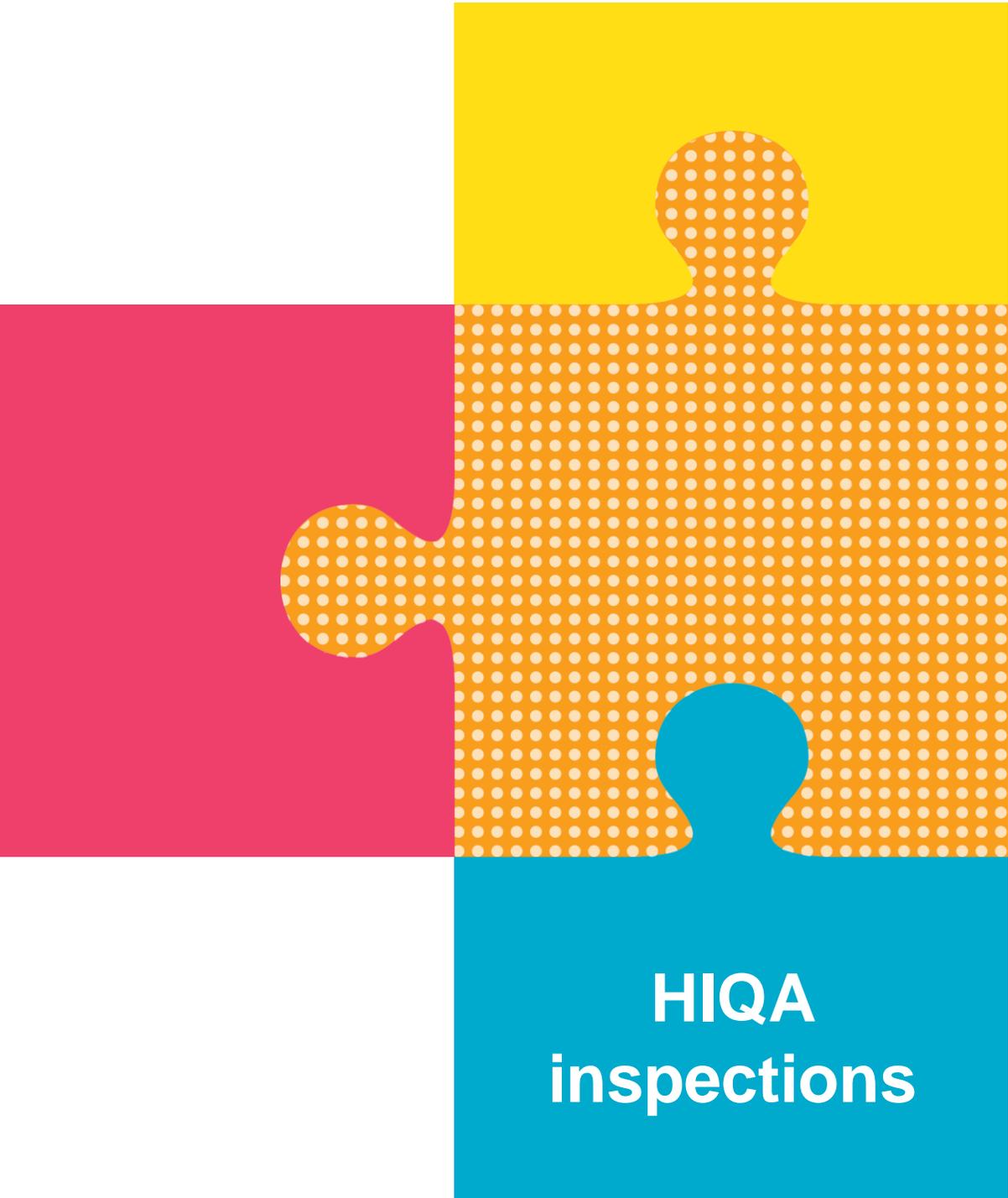


Health
Information
and Quality
Authority

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

HIQA
inspections





HIQA
inspections

Introduction

In 2022, HIQA met with 88 residents in 15 face-to-face resident forums across Ireland to hear about their experiences of living in residential services for people with disabilities.

In 2023, we sent a survey to a sample group of residents to ask them about their views on the resident forums and the reports that we produced.



HIQA inspections

About

The majority of residents we met had experienced their centres being inspected by HIQA and had been present during an inspection.

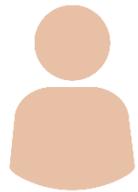
We asked residents about their experience of HIQA inspections in their homes, what they know about our work, and if there was anything they did not like about them.

This is what residents told us.

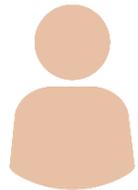
HIQA Inspections



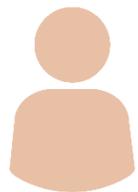
What happens when an inspector comes to your home?



“Just to check that everything is safe and it’s running okay and everything is grand for you.”



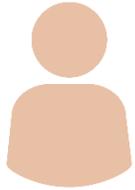
“They basically look around to see files and everything to see if everything is okay.”



“They go around and inspect all houses – keeping us happy, keep us safe.”



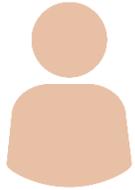
What do you think about HIQA inspections?



“When they came it was great, I showed them around the house. They were very polite and they went through a lot of folders and things to check that things were right for all the other clients and for staff. Amazing.”



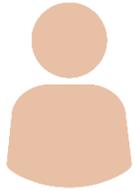
What do you think about HIQA inspections?



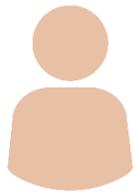
“To be honest I’m glad that they’re doing that and checking that it’s a great way to ensure whatever it is that it’s happening and that it’s done the right way.”



Did anything change before a HIQA inspection?



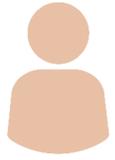
“When you first came it was never ending. I remember staff would be under pressure to get all the folders done for you but now it’s much easier when we know you are coming.”



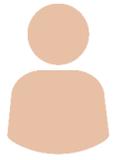
“When they know HIQA are coming, they get maintenance in to do all the jobs. When we ask it takes weeks.”



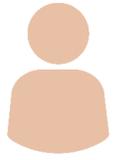
Do you prefer announced or unannounced inspections?



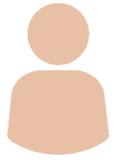
“I don’t like inspectors in. I would like to have notice.”



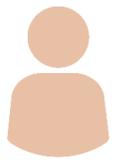
“I feel unannounced visits are very often, feel HIQA should come more often.”



“We prefer when we know ye are coming.”



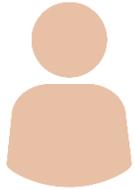
“We want to know who’s coming.”



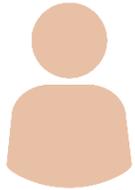
“Unannounced, don’t like it.”



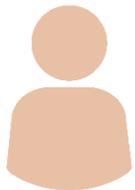
Did anything change after a HIQA inspection?



“I got my room done up after HIQA.”



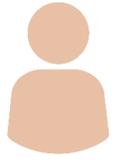
“More staff in the centre since HIQA called.”



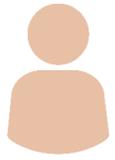
“We got new fire doors.”



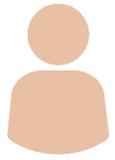
Did you read the inspection report on your home?



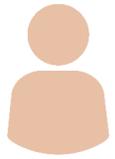
“I know you send the report back. The person in charge talks to us and reads it.”



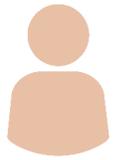
“We do find out after how the inspection went.”



“It’s mostly about them (staff), not us, so no... it’s kept private.”



“Staff don’t come back to say how we got on.”



“I don’t know about the report.”



Feedback for HIQA inspections

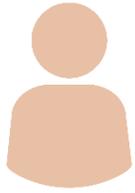


“You need to involve us more in the inspection.”

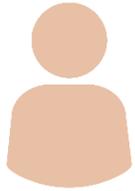
We also asked residents how we can improve the inspection process. **Many stated that they would like to be more involved in the process.**

This can be more one-to-one chats with the inspector, being at inspections, or accompanying the inspector during the inspections.

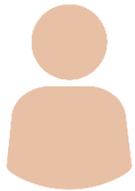
What can HIQA inspectors do differently in an inspection?



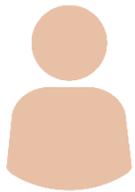
“I would like to look at my folders with the inspector.”



“Don't like them going into my bedroom, sometimes two people.”

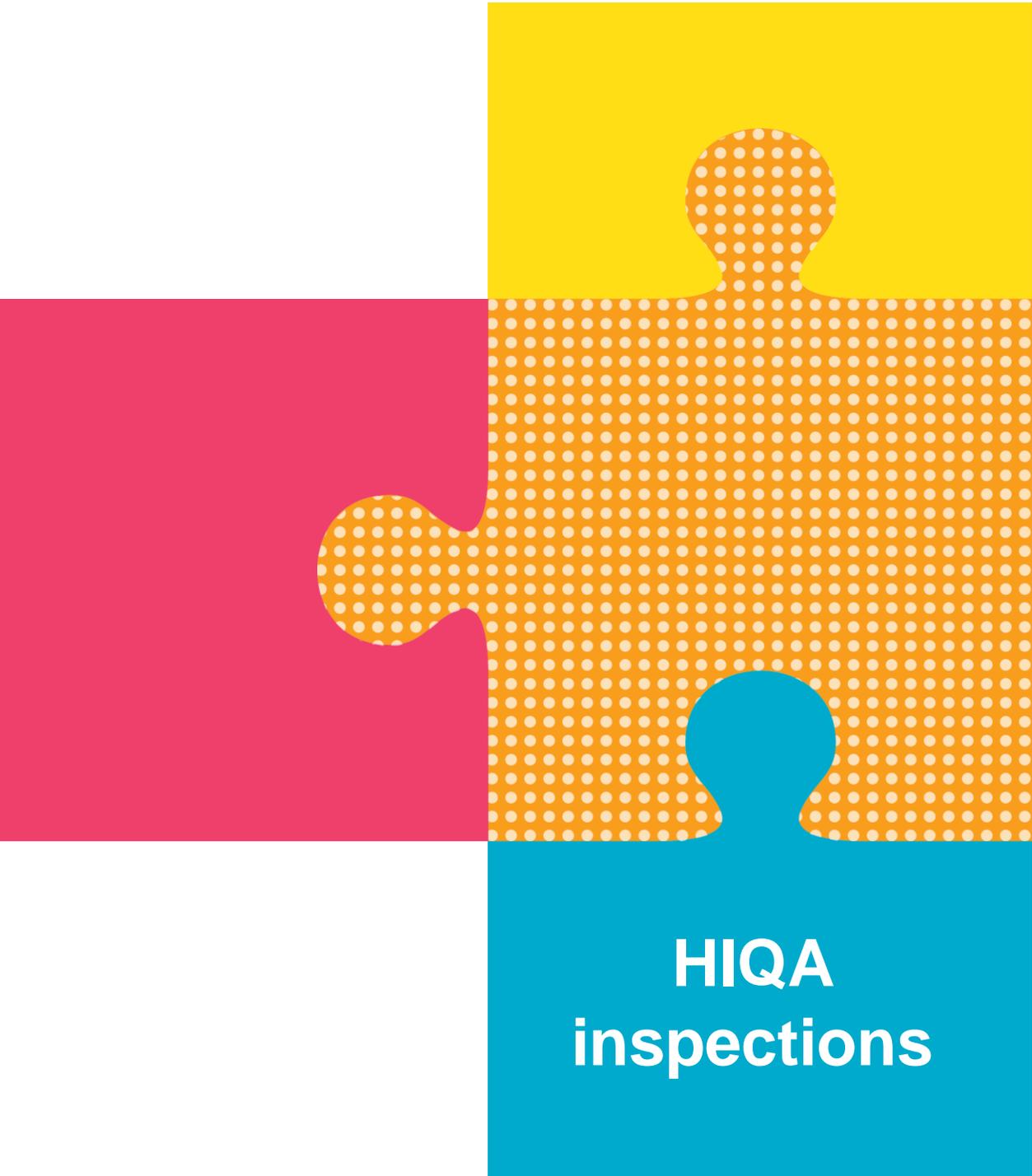


“Use pictures to help people understand your questions.”



“Always ask permission.”





HIQA inspections



**Find out more about the day-to-day
lives of people living in designated
centres for people with disabilities in
our report on Resident Forums in
Centres for People with Disabilities
2022 and 2023 at www.hiqa.ie.**