



Talking with People Supported about their Day Service and Monitoring



This is Easy to Read information about a consultation.

What is this consultation about?



A consultation is when we ask people for their views and ideas.



This consultation was about day services.



The HSE are putting together a new monitoring system for day services.



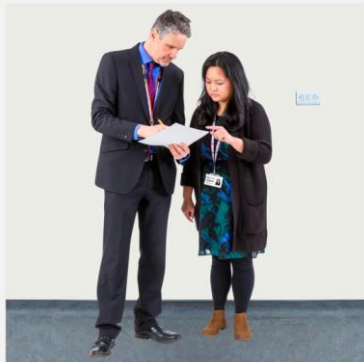
Monitoring is a way to check if you are getting the support you need from your day service to have a meaningful day.



We asked people supported about their day service.



We asked what is important for the new HSE monitoring system for day services.



The answers that people gave will tell us the important things to check during HSE monitoring visits.



The answers will help us to put together questions for monitoring.

Who took part in the consultation?



78 people supported in day services took part in the consultation.



People came from 27 different day services around the country.



Men and women from the ages of 18 to 73 took part.



People with a range of abilities shared their views and experiences.

Some people communicated using technology, Lámh signs, or pictures.

How did people take part?



Some people gave their views in a focus group.



Some people gave their views in a one to one interview.



Most people chose to take part in the consultation without staff support.



What people said about monitoring

What people said about monitoring



People supported said they would like to be part of a HSE monitoring visit.



The people doing the HSE monitoring visits are called assessors.

Assessors are people that check things are the way they should be.



Before the visit, people supported would like some information about the assessors.



They would like a photo or video of the assessors.

They would like to know where they work and about their experience.



They would like to know why the assessors are in their day service, what they will be doing, and how long it will take.



During the monitoring visit, people supported would like to meet the assessors.



They think that assessors should meet with them first before they meet staff and managers.



People supported want the chance to give their views and ideas.

They said their views are very important.



People supported said the best way to meet assessors is face to face.



Some people said they would prefer small group meetings.

Some people would prefer to meet the assessor by themselves.



After the HSE monitoring visit, people supported would like the assessors to tell them what they found.



They would like to know what will happen next.



Some people were worried about monitoring and about New Directions. They asked for more information so they can understand monitoring better.



People supported said they should be part of the HSE monitoring team.



They would like the chance to be an assessor.



People supported said they know better than anyone what good support looks like.



**The most important things
about day services**

The most important things about day services



People said they like to meet their friends and staff when they go to their day service.



People like to get support to try new and different things.



They really like to go on trips, do courses, and take part in the community.



People said it is important to have enough staff to do the things you want to do.



People said it is important to have staff that can support you to do things after day service hours from time to time.



People said it is important to have transport to get to your day service and to go places during the day.



People said that day service buildings need to be accessible to everyone.



People said it is important that the community is accessible too.



People said that day service buildings should have enough space for everyone. There should be quiet space and outside space.



Day services should be near a community.



People said it is important to have a person-centred plan if you want one. It is important to achieve your goals.



People said that having a keyworker is very important. They would like to choose their keyworker, and it is better if they do not keep changing.



People would like more supports to stay healthy and well, for example, Psychology, OT, Physiotherapy.



People said it is important to get information about what is happening in the day service and organisation.



They would like to get the right information at the right time.
They would like information in a way they can understand.



People supported said advocacy is very important.



**Things that some people
would like to change**

Things that some people would like to change



Some people said they are not getting a day service that follows New Directions. They are not getting individual supports in the way that suits them best.



Some people said their day service is too busy, crowded, cold, or noisy.



People said they would like day service buildings to be on the ground floor. The whole building should be accessible to everyone.



Some people said their day service does not have enough toilets, rooms, or outside space.



People supported said they would like better transport.
They should not have to pay for transport.



Some people would like more flexible opening hours for day services, for example, open earlier or close later.



Sometimes, people get bored in their day service and would like more things to do, for example, video games, pool tables, table tennis tables.



Some people would like more technology in their day service, for example, laptops or tablets.



People supported would like more support to get a job if they want one.



Some people would like more learning and support about relationships.



Most people said they would like more staff in their day service.

They would like staff to spend less time on paperwork and more time with them.



More staff would mean that people could work on their own goals and would not have to do everything in a group.



People supported would like to help choose staff for their day service.



People supported would like more say in what happens in their day service and organisation.



People supported said that managers should spend more time out of the office and with people in the day service. They should ask if the service is good.



There should be better connections between day services so they can socialise and learn from each other.

Plan



What happens next?

What happens next?



Údarás Náisiúnta Míchumais
National Disability Authority

We will use this information to help us with monitoring.

We will share it with the HSE and the NDA. Monitoring will help make some changes.



It will help the HSE to know what is important for monitoring and to put questions together for the assessors.



There will be some trial monitoring visits before Christmas.

These visits will try out some of the things you told the HSE are important to check.



There will be more chance to listen to people supported and to get feedback about the HSE monitoring visits in 2025.



November 2024



dayservicesmonitoring@hse.ie

