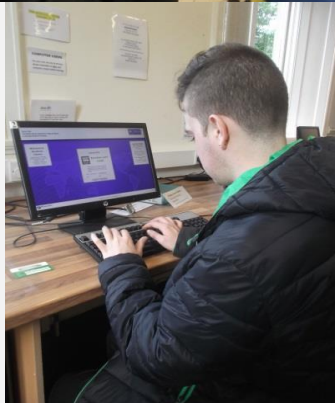




The Interim Standards for New Directions



This is an Easy to Read guide to the Interim Standards for New Directions.

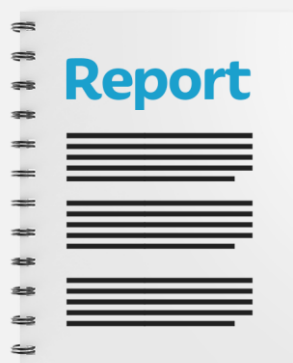
What is this book about?



This book is about the Interim Standards for New Directions.



New Directions is a report that came out in 2012.



This happened after a review of HSE day services for adults with disabilities.

The review found out what was working well and not working well.



New Directions talks about what you do during the day.

It talks about the supports you need to do the things you want to do.

The 4 Values of New Directions



1. Person-Centredness

Services should be set up to suit you and your needs.



2. Community Inclusion

Day services and supports should help you to be part of your community.



3. Active Citizenship

Day services and supports should help you to take up important roles in your community and country.



4. Quality

Day services and supports should be of good quality.

What are the Interim Standards?

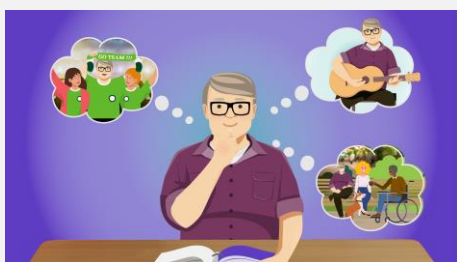


A Standard is a goal or aim.

Standards tell us good ways to do things.



The Interim Standards guide the people working in day services on ways to support you. They can make services and supports better.



The Interim Standards should make sure that you enjoy a good service in line with your wishes and needs.

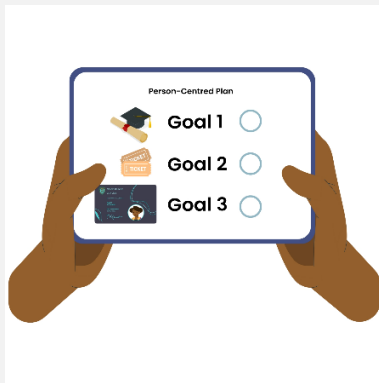


The Interim Standards should help day services to do what it says in New Directions.

They are for adult day services that get money from the HSE to support people with disabilities.



The Interim Standards are set out under 7 ideas called themes.



The first 3 themes make sure the supports you get work for you, are good quality, and are safe. For example, your person-centred plan, knowing your rights, being part of your community.



The last 4 themes are about how services are managed and how money is used to give you a good service.

1. Individualised services and supports



This theme is about giving support to one person at a time.

It is about giving you supports based on your needs and wishes.

These Interim Standards are about:



Respecting your rights and understanding your responsibilities



Getting the right information and support to help you make choices and decisions



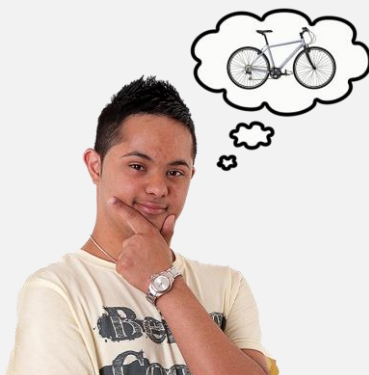
Supporting you to find an advocate if you want one



Having a personal plan with clear goals and supports that is reviewed regularly.



Being part of your community



Choosing the activities you want to do and new things you would like to try



Having your say if you are moving from one service to another



Making sure you can complain if you are not happy with the supports you get.



2. Effective services and supports

This theme is about having the right services and supports in place so you can live a good life.

These Interim Standards are about:



Making sure services and supports are based on what you want and need



Making sure services and supports can change if your needs change



Giving you and your family information about what a service can offer you in a way you can understand



Giving you a chance to try a service to see if it is the right one for you



Meeting new people, making friends, and practising your communication skills in your community



Supporting you to have an important role in your community, such as a volunteer, advocate, or member of a local group



Supporting you to be more independent and to manage your own life



Supporting you to stay healthy



Finding out if you have an interest in the arts or cultural activities like art, drama, crafts, music, books



Supporting you to learn new things and get into education and training



Giving you the right supports to train for, get, and keep a job



Making sure you can use all the buildings and facilities you need to in a service



Involving you in checking services to make sure they give good quality, person-centred supports.

3. Safe services and supports



This theme is about making sure that each person feels safe.

It is about helping you to make decisions about the supports you get and the risks you take.

These Interim Standards are about:



Being safe and feeling safe when you use a service or get support



Being listened to if you have any worries or complaints



Having supports to help you keep your mind healthy and well



Having behaviour supports available if you need them



Supporting you to use mental health services if you need to



Supporting everyone to talk about any worries they have about quality or safety



Training all staff so they know how to keep everyone free from abuse

Making sure all staff know what to do if they find out someone is being abused



Making sure services learn from mistakes and make changes.



4. Leadership, governance and management

This theme is about making sure that services are managed and run well, and the supports you get are person-centred and of good quality.

These Interim Standards are about services:



Making sure that all staff know how to meet your needs



Thinking about the supports they give you
Having clear plans on how they will give you those supports



Talking to you to find out what the service is like for you



Looking at ways to give you a better service



Working within the laws and in line with Irish policies and standards to keep everyone safe



Keeping a record of any complaints you make, listening to you, and taking action quickly to put things right



Having an agreement with those who pay for services.

5. Responsive workforce



This theme is about how services organise and manage staff.

It is important that staff are supported and get the training they need to do their job well.

These Interim Standards are about services:



Talking with you when they need new staff

You should have a say in how staff are picked and how they do their job



Checking with the Garda Vetting Unit about the staff and volunteers



Making sure they find good people with the right skills and experience to do the job well



Making sure they have enough staff to meet your needs



Supporting staff to do a good job



Keeping records of staff training, how well staff are working, and how they are managed and supported



Having good managers and leaders to run the service well.

6. Use of resources



This theme is about well-run services, making the best use of money and staff.

Services should look at ways to give you better supports and to improve your life.

These Interim Standards are about services:



Making sure that staff and money are managed right



Making sure that you are happy that the service is making the best use of its staff and money.



7. Use of information

Information helps services to give you good supports.

The best information is up to date, right, can be read, can be trusted, has clear facts.

When services have good ways to manage information, it is kept safely, privately, and in line with the law.

These Interim Standards are about services:



Collecting information from you and others to help make services and supports better



Using the right information to check if the supports you get are good and safe



Having rules that follow the law so you can see all your personal information if you want to



Keeping your personal information safe and private



Keeping information about you that is right

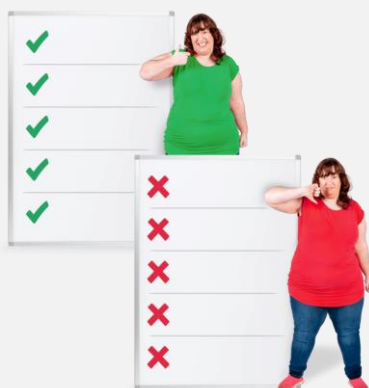


Keeping your personal information and files up to date.

Checking if the Interim Standards are working



Monitoring is the way we will check if the Standards are working in your day service.



You should be part of checking if the Interim Standards are working in your day service.

More information



There is a bigger copy of the Interim Standards for New Directions on our website

www.hse.ie/newdirections



You can also get a copy by emailing us at

newdirections@hse.ie

You can contact us at this address:

HSE Disability Services

Room 232, 2nd Floor

St. Canices Hospital

Dublin Road

Kilkenny



You can phone us on 056-7784058

