



# Monitoring for Interim Standards November 2024



The HSE is working with the National Disability Authority (NDA) and other organisations on monitoring for day services.

We talked about monitoring in the [June Newsletter](#).

Find out what monitoring is [here](#).

## Consultations



Consultations were carried out from June to September 2024.

This was to find out what people think is important for monitoring in day services.



The NDA, Inclusion Ireland, and ACE Communication worked on the consultations and looked at what people had to say.

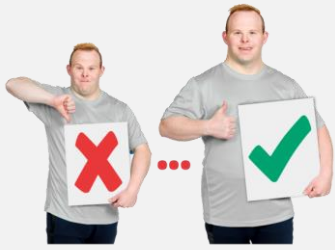


Thank you to everyone who took part and helped make the consultations happen.



There is a short report available on the New Directions website and at this QR code.

# Consultation Feedback with People Supported



78 participants were asked:

- What they like about day services and what needs to be better.
- What information they would like to get before an assessor visits.
- How they would like to be included in the monitoring process.



Participants suggested questions they felt the assessor should ask during a monitoring visit.



Liam and Valerie kindly shared their thoughts on being part of the consultation in this [video](#) and at this QR code.



## Consultation Feedback with Families



Families were asked to fill out a survey about the monitoring process.

1,800 surveys were received.

## Consultation Feedback with Staff



96 staff, working in day services, talked about:

- How important it is to get to know people well and listen to them.
- What works well in day services and what could be improved.



Staff believe monitoring will make services better.

## Consultation Feedback with Organisational Leads



Every organisation has 1 staff responsible for New Directions Interim Standards.

This person is called an Organisational Lead.

150 Organisational Leads:



- Thought it was good that the assessor will review documents about the service before the visit. This is called a desktop review.

- Would like to know what documents will be looked at before the visit.



- Thought the values behind the monitoring approach were good.
- Would like the assessors to have enough time to meet with people supported in day services.

# Monitoring Trial



A monitoring trial will take place in a number of day services.

This will start before the end of 2024.

There will be 4 different blocks.

Each block will focus on a different area:



- **Practice Development Block:** Training for the trial assessors



- **Trial Block 1:** Desktop review and gathering information



- **Trial Block 2:** Making decisions and reviewing information



- **Trial Block 3:** Giving feedback and final reports.

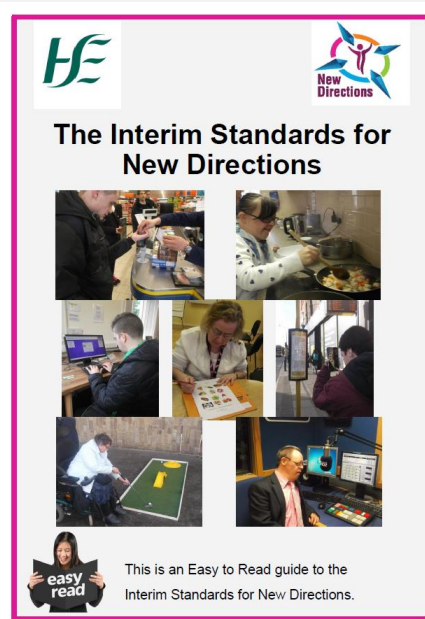
When the trial is over, the NDA will write a final report.

This report will give advice on the best way to do monitoring.

# Resources Available



New Directions  
Video QR Code



## For More Information

- Visit HSeLand Day Service  
Discovery Zone hub

[www.hseland.ie](http://www.hseland.ie)

- Visit New Directions

[www.hse.ie/newdirections](http://www.hse.ie/newdirections)

- [dayservicesmonitoring@hse.ie](mailto:dayservicesmonitoring@hse.ie)

