



An Chomhairle Náisiúnta Eacnamaíoch agus Shóisialta
National Economic & Social Council

Quality and Standards in Eldercare

Quality & Standards in Human Services
Croke Park, 21 November 2012

Context

- Residential care, 2010 –
 - 21,000 people cared for;
 - 63% of places provided by private sector, 28% public, and 9% voluntary.
- Home care, 2011 –
 - almost 51,000 people (most 65+) with home help; and 15,000 with a home care package;
 - 2009 - 70% provided by public sector, 23% voluntary and 7% private.



Two quality standards frameworks

- HIQA *National Quality Standards for Residential Care Settings for Older People*
- Draft standards for home care



HIQA National Quality Standards for Residential Care Settings for Older People

Strengths:

- Mandatory, & apply to all residential centres
- Inspected by HIQA
- Agreement of service-user emphasised
- Emphasis on collecting data to analyse risks
- Welcomed by the sector
- Considered successful in raising quality of care

HIQA National Quality Standards for Residential Care Settings for Older People (2)

Limitations:

- HIQA does not provide guidance on best practice
- Frustrating for managers
- ‘Mediocre’ centres lack guidance on how to improve
- Paperwork divides opinion
- Expensive to implement (time, money) – but considered worthwhile



Home care

- Draft HSE standards for quality in home care
- None mandatory for home help
- Some standards voluntarily applied
- Need for implementation of draft standards in HSE services
- Meanwhile home care packages contracted out by HSE require comprehensive standards
- Monitoring application of these important



Implications for quality public services

- Importance of having agreed standards
- Importance of combining regulation/mandatory standards, and best practice supports
- Range of actors involved; how to capitalise on the work of all
- Important to collect data to assess and improve, but difficulties adapting to this

Implications for quality public services (2)

- Benefits of diffusing information to all stakeholders
- Increasing involvement of the service user
- Linking standards to funding
- Monitoring important to ensure standards achieved