Disability Services Workshop

NESC Conference:

Quality and Standards in Irish Human Services:

21st November, 2012

Quality and Standards in Disability Services

1. Context of Disability Services

2. Distinguishing Characteristics

3. Two Key Emerging Issues and Questions

   1. Many hands make quality work?

   2. How to connect up the pieces?

Context of Disability Services

- A small proportion, 6 per cent, of people with physical, sensory and intellectual disabilities receive **specialist disability services.**

- Specialist service **provision varies by size, region, type of disability, level of support and by service model.**

- H**igh level policy goals and strategies** have not been fully realised.

Distinguishing Characteristics

- Standards have been developed but there are **no regulations, registration or inspections of services as yet-expected in 2013.**

- Despite this, there are quality, innovative services achieving excellence. **Multiple routes to quality (with multiple stakeholders)** exist as demonstrated by this 'bubbling up' of quality from voluntary service providers.

- This sector is **in transition.**

An Chomhairle Náisiúnta Eacnamaíoch agus Shóisialta
National Economic & Social Council

Two Key Questions for Discussion

1. <u>Many hands make quality work?</u> How to balance formal regulation for residential services with mandatory HIQA standards, registration, regulation and inspection, while building on existing good practice, fostering innovation and rewarding excellence?

    As one stakeholder outlined: *'It's about holding quality in hearts and minds. Standards you can meet, but you are not going to meet quality of life with them alone.'*

Two Key Questions (Cont.)

2. How to connect up the pieces?

For continuous improvement and innovation in the sector, there needs to be:

a) a combination of standards and inspection;

b) a range of other drivers such as a focus on quality assurance and service user involvement; and that these are

c) c) connected to each other in some appropriate way.
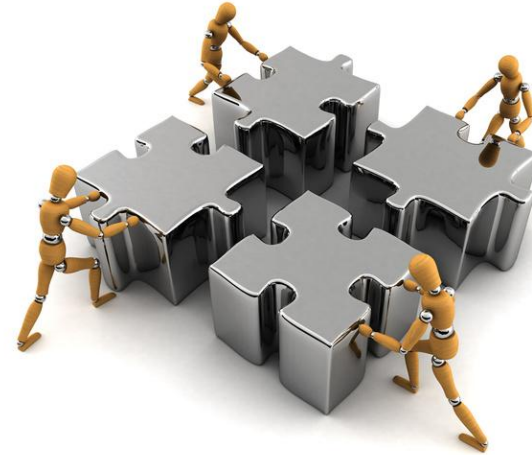
What is the potential of a 'Quality Service Framework?'