

Quality in Long-Term Care in homes, models centred on people in rural areas: Key elements and lessons learned

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Este proyecto (Ref. VS/2020/0290)
ha recibido financiación del programa de la Unión Europea
Empleo e Innovación Social ("EaSI") 2014-2020



Universidad de Valladolid



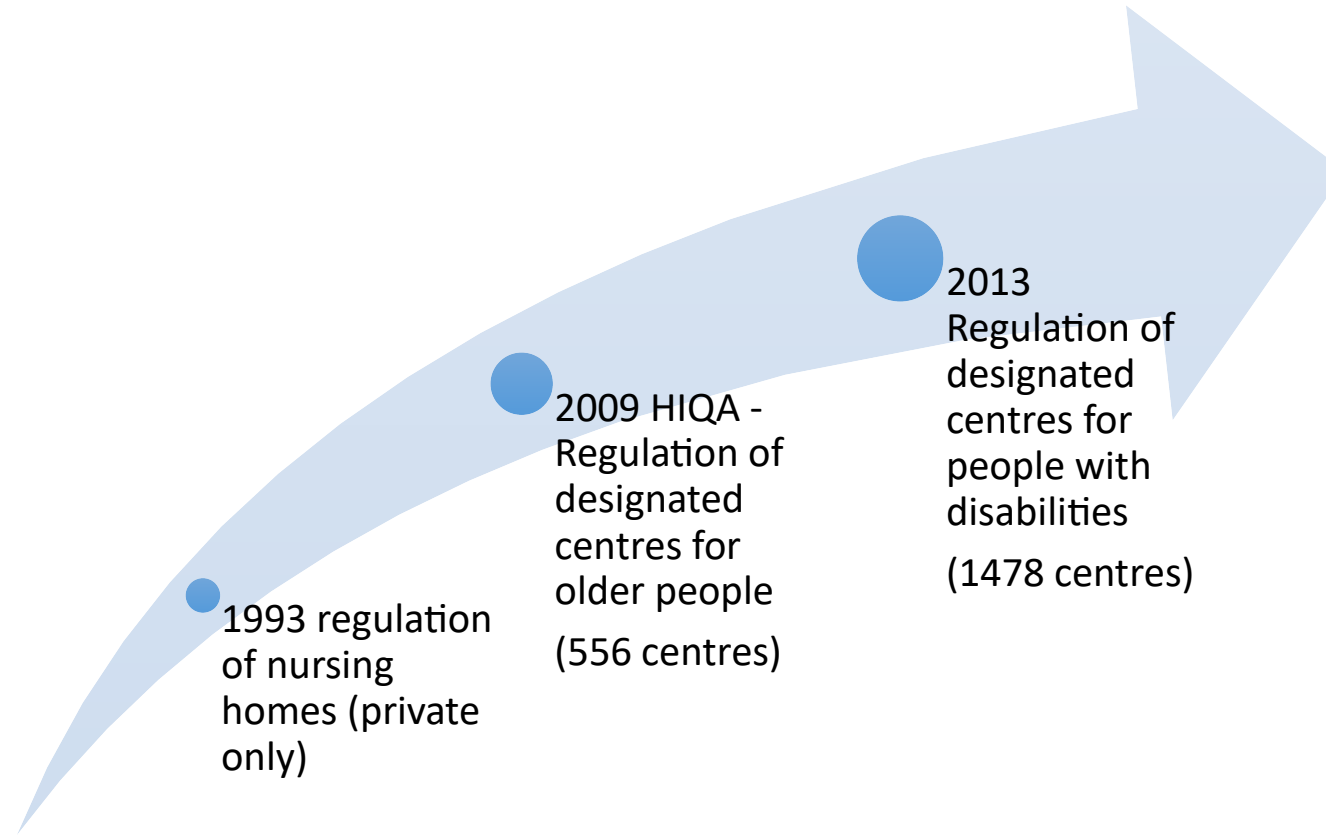


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Regulation of adult social care in Ireland



Homecare in Ireland

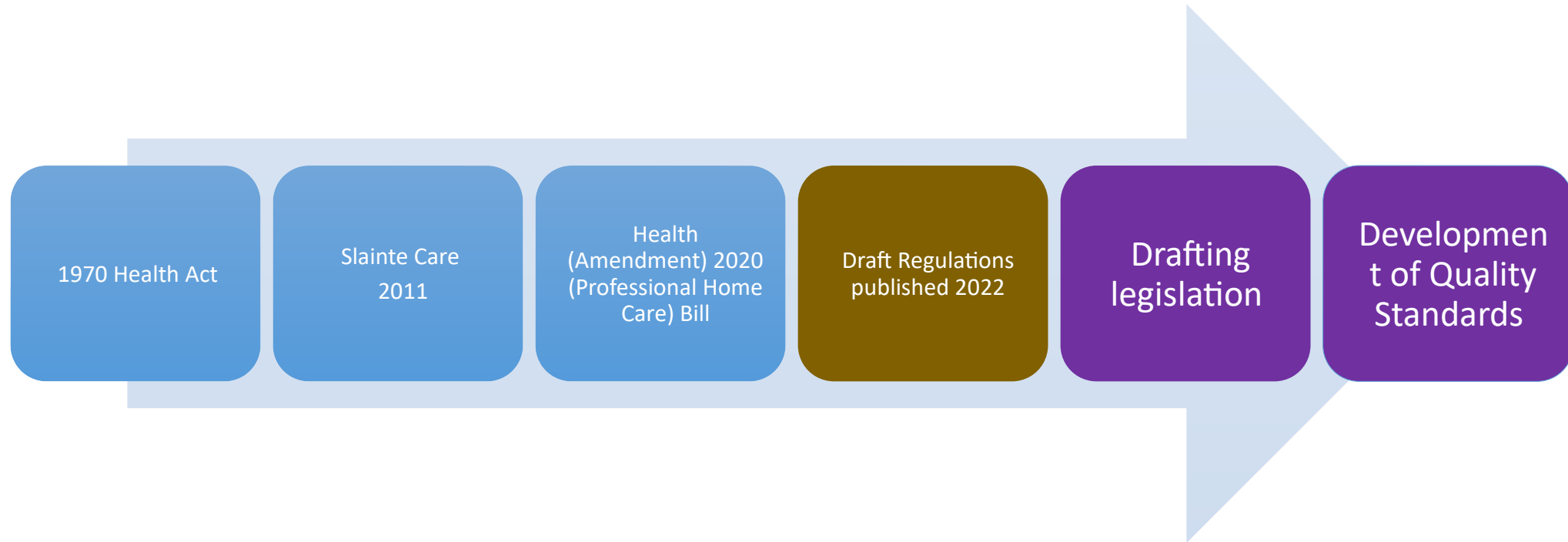
- Homecare is not regulated
- Internationally, the majority of home care (approximately 80%) that people receive is provided informally¹
- Percentage may be closer to 90% in Ireland²
 - Inference made from TILDA data
- 97% of formal care continues to be financed by the Irish State²
- Genet et al. (2013)³ [international comparison] identifies that in countries where involvement of informal care were stronger, the involvement of governments in home care is lower

Context



- Population: 5,123,536⁴
- 2022 census: 768,900 aged 65+ years (22% growth in 6 years)
- CSO population projection for people aged 65+years:
 - By 2031 the number of people aged 65+ years in Ireland is estimated to be 1,006,600 (high estimated) and 993, 800 (low estimate)
 - By 2036 the number of people aged 65+ years in Ireland is estimated to be 1,146,900 (high estimate) to 1,136,700 (low estimate)

Journey to regulating homecare





Quality – lessons learned from 13 years as a regulator



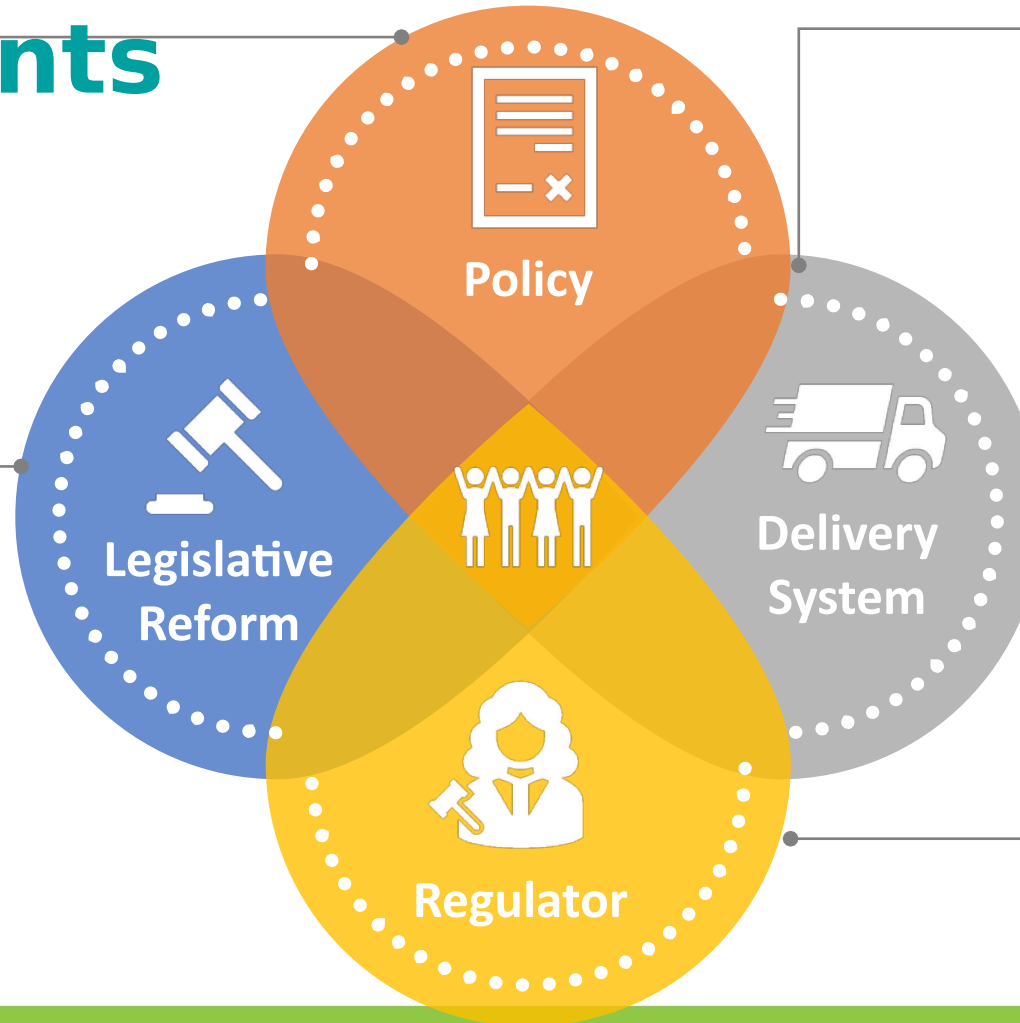
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Working together to deliver sustainable & continual quality improvements

- Key enabler of change in the sector
- Cohesion in health and social policy
- Using policy to support improvement
- Embedding human rights approach

- Responding to the evolving landscape
- Change in scope and powers
- Widening the provider base
- Enabling a proportionate response



- Leadership and governance
- Investment
- Review of overall approach to enabling improvement
- Effective oversight

- Adopting a rights based approach
- Proportionate and accountable
- Moving beyond compliance
- Setting the expectations through standards
- Enabling Learning and improvement
- Effective stakeholder engagement

The Legislative Framework

1. The Health Act 2007

2. Regulations made under the Health Act – Section 98, 99 and 101

3. Standards made under the Health Act

Standards

Standards made by HIQA under the Act, which set out a vision for **quality, continual improvement**

Regulations

Regulations made under the Act *by the Minister for Health*, which are binding – providers must comply, by law

5 YEARS of regulating disability centres

1 November 2013 – 31 October 2018



3 principles of a good service:

- A staff culture that protects the rights and dignity of residents ✓
- Capable leadership supported by the provider ✓
- A provider who has robust arrangements in place to assure a safe quality service ✓

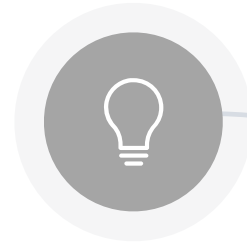
Opportunities for improvement:

- Safeguarding legislation
- Scope of regulation



Regulation has been one of the key drivers for change and improvement in Ireland's health and social care system in recent years!

Research



**Authority Monitoring
Approach -
Supporting the sector**



Our Regulatory Approaches to Quality



Standards



Publishing reports



**Stakeholder
engagement**



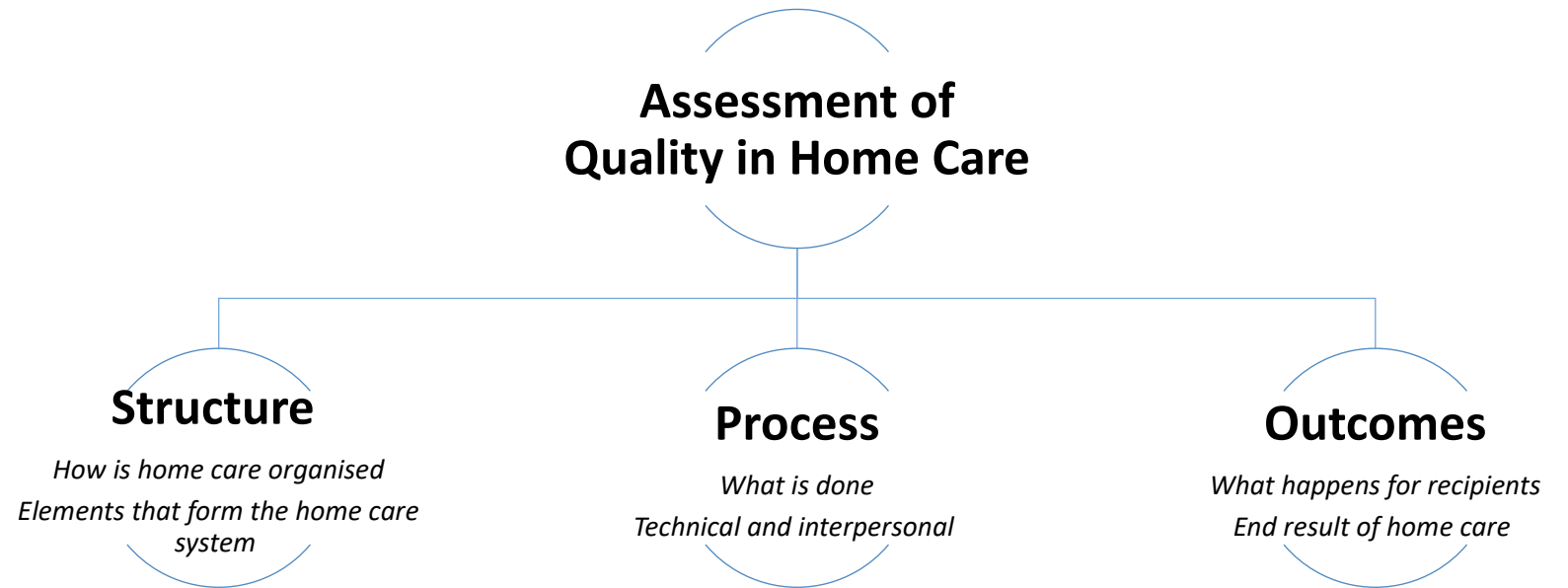
Research



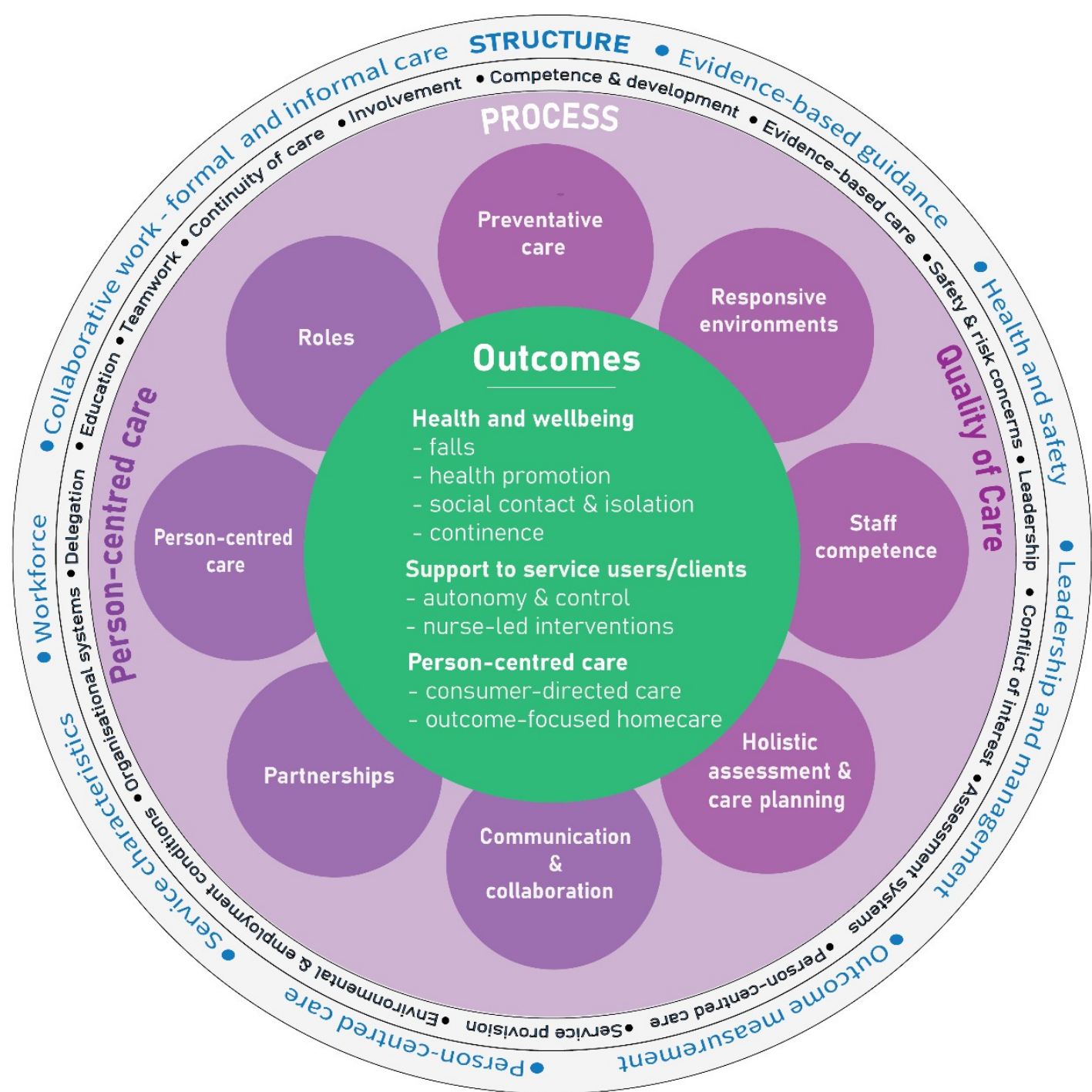
REGULATION OF HOMECARE: Research Report August 2021



Donabedian's Framework⁹ (explanatory model of quality)



Donabedi an Framework- applied to homecare



Authority Monitoring Approach - Supporting the sector- Guidance for providers



Online learning course

HIQA and the Mental Health Commission have developed an online learning course to help front-line staff implement the national standards. Click [here](#) to read our press release.

Take the online learning course [here](#).

The course is hosted on [HSELand](#) in the course catalogue 'Health & Social Care Professionals'. The course is called: National Standards for Adult Safeguarding the standards into practice.



LENS Project

Learning from notifications in social care



Guidance for the Provider - Assessment of Centres



- The guidance documents are laid out as followed:

1. Regulation

2. Associated Standard(s)

3. *What a quality rights based service looks like*

4. Examples of information/evidence that will be reviewed

5. Statements illustrating what compliance looks like

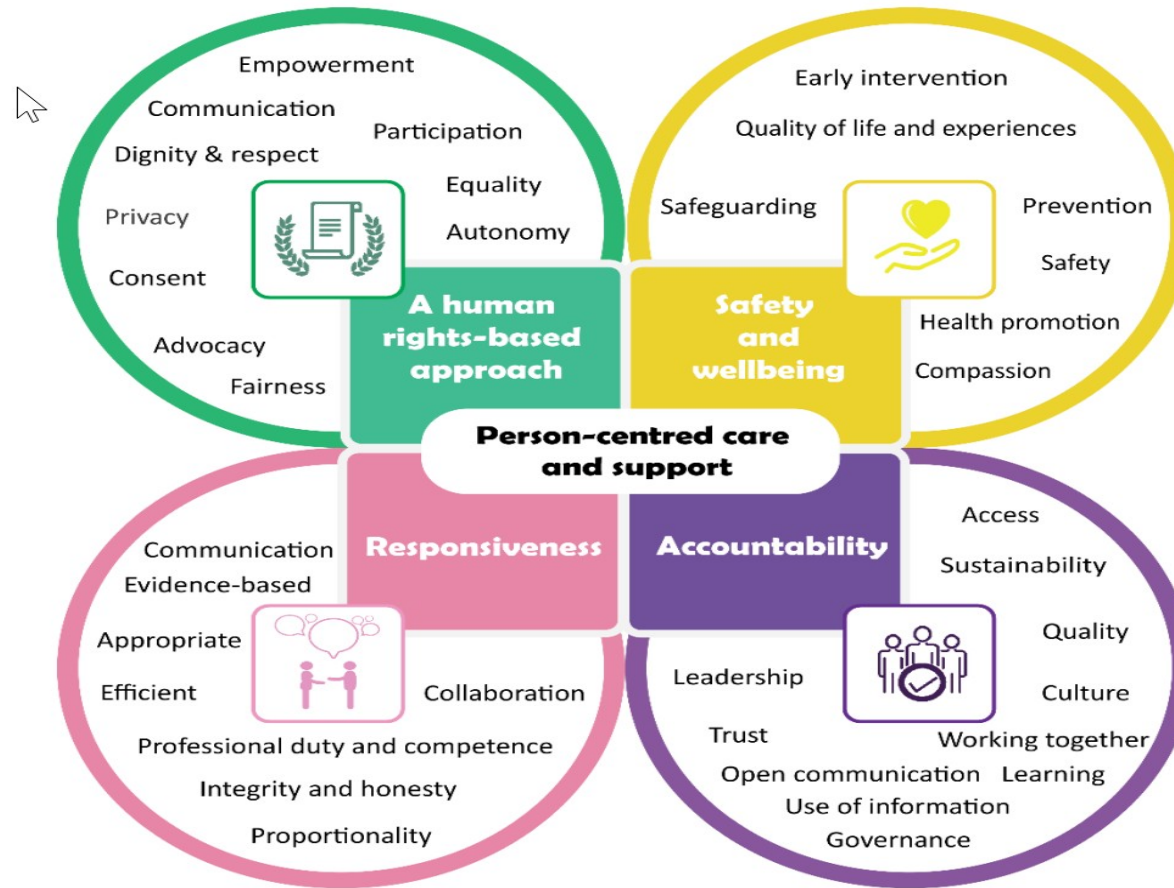
Compliance

Indicator

Quality

Improvement

The role of Standards



Publishing reports

- To support quality improvement
- To inform choice
- Transparency as to the quality and safety of care

Stakeholder engagement

- Individual
- Group
- Nationally
- Representative groups
- Policy makers



Feedback from service users



1

**One to one
Engagement
& questionnaires
on inspection**



2

Focus groups

**We want to
hear from you**

3

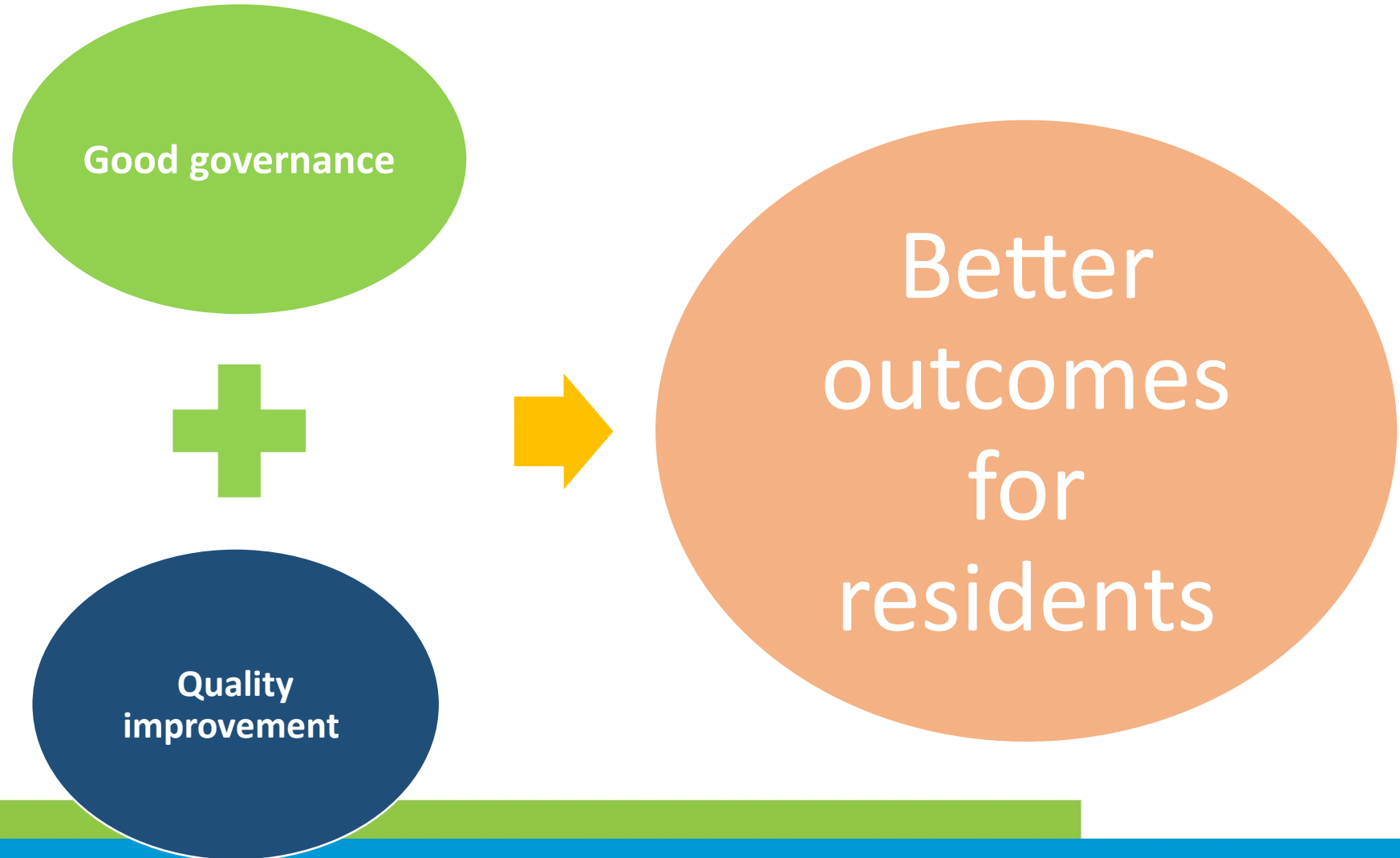
Concerns



4

**National Care
Experience
Programme**

Governance and quality improvement



Governance assurance framework for providers



Service User Experience

What do people who receive homecare services experience on a day to day basis?

Ensuring

How does the service and staff ensure that best practice occurs as a matter of routine where homecare is provided?

Assured

How is the homecare provider assured of the quality and safety of homecare and compliance with regulations and standards?

In summary

- Integrated Homecare services
 - Collaborative working ensuring Integrated social and health care service
 - Integrated Information and Communications Technology systems
 - integrated in its community
- Rights based minimum and quality improvement standards
- Strong and effective governance arrangements at national, regional and local service-delivery level
- Standardised assessment
- Tools for homecare to be successful
- Supported staff with access to training and education
- Agile regulatory framework

*Happy to take questions
Thank You.*



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References

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