



# Monitoring System for the Interim Standards

November 2024 No.02



Since our last [newsletter in June](#) a national consultation was completed from June to September 2024. This Newsletter shares the details of the consultation and the next steps for the monitoring system trial.

The NDA, Inclusion Ireland, and ACE Communications are independent organisations that worked in partnership with the HSE to carry out the consultation process and analysis of the feedback. The consultation asked people supported in day services, direct support staff, interim standards organisational leads and families for their views on outcomes-focused monitoring for day services. Here is a brief overview of who we spoke to:

People Supported	Direct Support Staff	Organisational Leads	Family
<ul style="list-style-type: none"><li>• 78 participants</li><li>• 12 service providers</li><li>• 27 locations</li></ul>	<ul style="list-style-type: none"><li>• 96 participants</li><li>• 6 online consultations</li></ul>	<ul style="list-style-type: none"><li>• 150 participants</li><li>• 9 consultations across all CHO's</li></ul>	<ul style="list-style-type: none"><li>• 1,810 responses</li><li>• National survey with 7 questions</li></ul>

## Feedback from People Supported

People supported told us about:



- what information they would like to receive before a monitoring visit
- what areas an assessor should look at
- how they would like to be involved in the process
- what they appreciate about day services
- what they believe needs improving
- the questions the assessor should ask people supported.

Liam and Valerie kindly shared their thoughts on the consultation process in this [video](#).



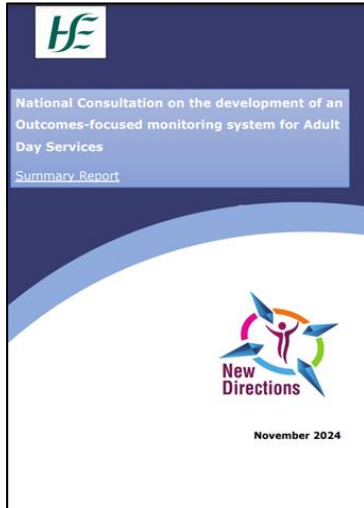
This feedback was really clear and strong and will help shape the development of the monitoring process.

## Feedback from Families

- Over 1,800 family members responded to the family survey.
- Families wanted monitoring to focus on how their loved ones develop more relationships as well as the day service buildings and accountability of funding.



## Feedback from Direct Support Staff



- Direct support staff shared the areas they see as most important when supporting a person to have a meaningful day such as building relationships with people supported, listening to their feedback and remaining flexible.
- Staff recognised the value of self-evaluation and noted challenges using the EASI tool.
- Staff welcomed monitoring as an opportunity for recognition of good practice and quality improvement.

## Feedback from Interim Standards Organisational Leads

- The Organisational Leads welcomed the introduction of monitoring and emphasised the importance of a supportive approach.
- They welcomed the proposed approach to monitoring and agreed with the principles underpinning monitoring.
- They highlighted the need for sufficient time for assessors to meet people and for locations to receive guidance on preparation in advance.



### Thank you

The National Day Service Team and the Monitoring Steering Group extends its **sincere thanks to all participants** and to all who facilitated the consultations.



### Summary Reports

Summary reports are available on the [New Directions website](#) at this QR code.



# Next Steps - Monitoring System Trial

The findings from the consultation will be used to inform the development of the monitoring system. We have already made some changes which means the Trial will now run from Q4 2024 to Q4 2025. The trial is the way we will check and evaluate the monitoring system across a broad range of day service locations. It consists of 4 blocks, and each block will test a different part of the monitoring system:



## Practice Development Block

**Date:** Oct–Dec 2024

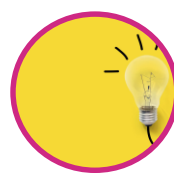
•**Focus:** Assessor training, developing processes



## Block 1 Information Gathering

**Date:** Q1 2025

•**Focus:** Desktop review & Information Gathering



## Block 2 - Decision-Making

**Date:** Q3 2025

•**Focus:** Decision making & triangulation of data



## Block 3 – Reporting

**Date:** Q4 2025

•**Focus:** Providing feedback & final reports



We encourage each service provider to **share communications with people who attend Day services**, please revisit:

[Easy to read guide to New Directions](#)

•New Directions [explainer video](#)

•[Easy to Read guide to the Interim Standards for New Directions](#)

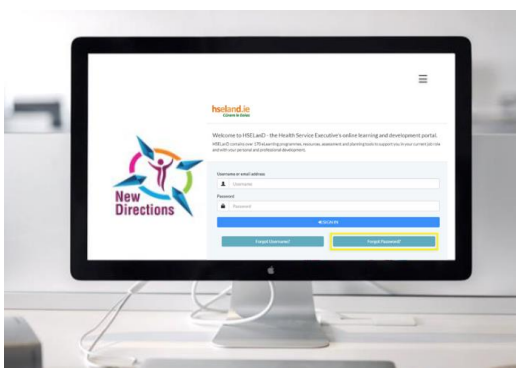
## Trial expression of Interest:

If your Location would like to participate in the trial an expression of interest will be issued in Q1 2025



Our next **Newsletter** will be issued in early 2025

## For More Information on Monitoring



- 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)
- Contact us: [DayServicesMonitoring@hse.ie](mailto:DayServicesMonitoring@hse.ie)