



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Disability Services Resident Forum Meetings

December 2020



About the Health Information and Quality Authority (HIQA)

The Health Information and Quality Authority (HIQA) is an independent statutory authority established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

HIQA's mandate to date extends across a wide range of public, private and voluntary sector services. Reporting to the Minister for Health and engaging with the Minister for Children, Equality, Disability, Integration and Youth, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Chief Inspector within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.
- **Health technology assessment** — Evaluating the clinical and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

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A Message from the Chief Inspector of Social Services and Director of Regulation



Mary Dunnion

Chief Inspector of Social Services and Director of Regulation

Listening to what you tell us is a really important part of our work and is crucial in helping us to understand what life is like for you, as a resident, living in your home. In 2019, residents' groups from 18 different parts of Ireland invited inspectors of residential services for adults and children with disabilities to attend your residents' meetings. So that inspectors could gather feedback about your home, the support you receive and the important areas that inspectors should be looking at when they are on inspection. Inspectors met with 171 of you and your peers during these meetings.

Inspectors may not always be able to communicate with some residents due to the nature of their disability, or residents may choose not to engage with inspectors, as is their choice. Nonetheless, inspectors make every effort to seek your views on different aspects of your day-to-day life.

We also know that it is important to not only listen to you on inspection but to meet you at other times too, which is why inspectors visited residents' groups across the country.

This report presents what you told us is important for you in your homes and in the support that you receive from your service. You told us about how important your rights are to you, and that it is important for you to be able to make decisions about your home. You told us about the important people in your life that give you support and you told us about how important your right to participate as an equal member of your local community is to you.

Since meeting with you, we have worked on actions that we need to take to ensure that your views are included in HIQA's work. We have also included these actions in this report.

I would like to thank all of the people who met with our inspectors and told them about what is important to them. The inspectors appreciated the welcome that they

received and said they learnt a lot from the very honest and helpful discussions with members of the residents' groups.

I would also like to thank all of the other residents' groups that invited us to visit them. Unfortunately we were unable to get to everyone in 2019. However, we do intend doing this again in 2021 and we hope to meet more of you and hear what you have to tell us to help us improve our work.

As we come towards the end of a very challenging year, when we have had to cope with a public health emergency that has affected all of our lives, I hope you find a way to have a lovely Christmas and I wish us all a much better 2021.



Mary Dunnion

Chief Inspector of Social Services and Director of Regulation, Health Information and Quality Authority

1. How we gathered the information

During meetings with advocacy groups in previous years, they told us that the best place to get the views of residents is in their own meetings where they feel more comfortable and where, if they need it, they have support to communicate their views.



During 2019, we wrote to **82** disability organisations and explained why we wanted to meet with residents. We asked providers to speak with resident's forums to ask if they would be interested in inviting HIQA staff to one of their meetings. Residents' groups associated with **41** providers invited us to join their meetings.

We met with residents to discuss two key areas:

1. *What is important to you in your home?*
2. *How can HIQA learn from what you told us?*

We were unable to attend all of the groups that invited us and when we were deciding which groups to meet in 2019, we tried to have a selection from the following:

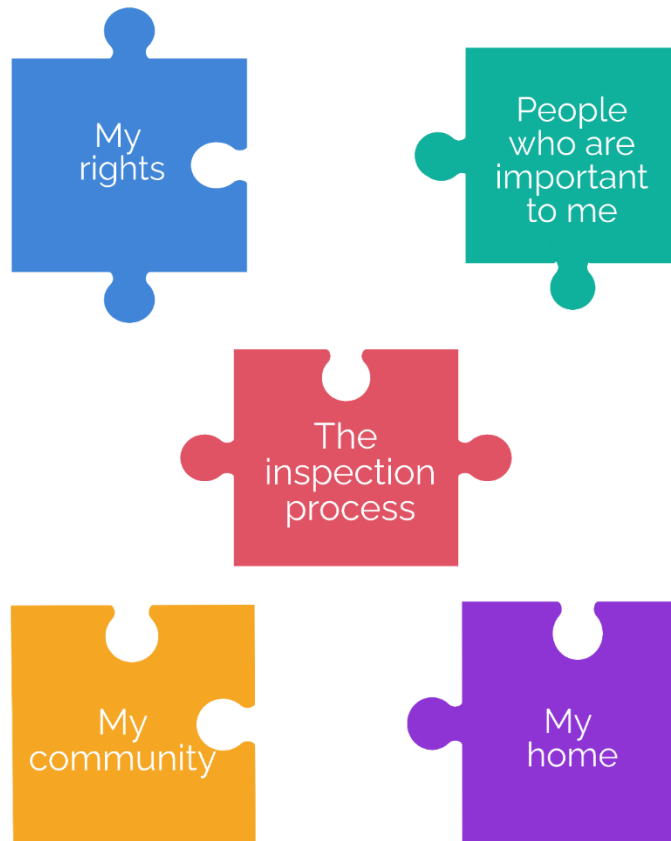
- Children services and adult services
- People with: Autism/physical and sensory disabilities/intellectual disability/acquired brain injury
- Urban and rural-based services, ensuring a representation from all regions.

Once we knew which resident groups that we would be able to visit in 2019, we sent an explanatory poster to each group before the meeting. The poster was developed in an easy-to-read format and gave residents an idea of what to expect from HIQA staff during the meeting.

A semi-structured interview was used to help us gather residents' feedback in a consistent way. A semi-structured interview is a meeting where the interviewer asks more open-ended questions rather than a formal list of questions. We had a

notebook to write down what residents told us. Two HIQA representatives went to each meeting and one representative took notes, while the other listened to what residents had to tell us.

In their discussions with us, residents identified the following key areas that were important to them:



The following sections of this report provide more information on each of these key areas identified by the residents groups.

2. What residents told us

2.1 My rights

Residents told us about what their rights meant to them and how important they were. The majority of residents said that they felt their rights were respected. Some residents we met told us that they were active members of advocacy groups and had a clear understanding of their rights. They told us how these groups actively advocate for the rights of all residents. Some of the aspects of rights that residents told us are important to them are their right to have their voice heard, the right to have their choices respected, the right to have their independence respected, the right to participate in decisions about their homes and the right to feel safe.

Residents gave us examples of what rights meant to them:

“Standing up for yourself.”

“Making my own decisions.”

“I have rights and people encourage me to use them.”

“Being supported to make decisions; working in a shop in the local community.”

“Feeling respected.”

The right of each resident to be consulted about their home was stated a number of times during our meetings and we heard how this was something that many residents felt very strongly about.

“Right to be consulted in any change big or small.”

“All people should be treated like an adult and spoken to about things. Everyone has the right to make their own choice.”

One group of residents told us about how rights are discussed each week at their house meeting. They explained to us that the meetings focused on a ‘right of the month’ and how they also discussed this at their council meeting. They said staff

helped them to understand their rights in this way, and that this was important to them.



Residents told us that the right to make choices about their lives and to have their will and preferences respected was very important. For example, one resident said:

"I don't have to do things just because others are doing them."

Another resident, who used LAMH sign language to communicate, highlighted that the right to choice was most important to him. Residents told us about how staff support them in making decisions, such as choosing what to have at mealtimes and what activities they want to take part in. A resident explained to us how they are given time to make decisions and that staff sit and have a cup of tea with them and listen to what they have to say.

Other residents told us how they liked when staff showed them pictures to help them make choices about things in their daily lives. A resident told us how it was their right to have staff support them with their needs and their "right to staff support."

It is important to point out that not everyone we spoke with had the same level of choice in their daily life. For example, one resident described how staff:

"Takes over, telling you what to do when you do not want to do it."

Residents told us that they have a right to their own money and that it was important to have "enough money", referring to the need to have enough money to be able to make choices about doing the things that they enjoy.

Residents also spoke about the right to choose who they live with in their home. We heard several examples of residents who were consulted about who they wanted to live with, many when moving from larger institutional settings to smaller homes in the community. They said that making their own decision about who they lived with

had been a positive experience for them. We also heard from residents who were unhappy about who they lived with and had asked to move to a different house.

Residents also spoke about the importance of their voice being heard. Some residents told us about how they found it difficult to have their voice heard when they lived in a larger setting.

“Too many voices to be heard.”

This feeling was reflected by residents in other centres, who continue to live in larger homes.

“Right to be listened to, and for things to be fair.”

Residents told us that if they were unhappy about something it was very important that they were listened to. Some said that they could tell their keyworker or they could make a complaint to the manager if they needed to.

“If we have problems, we can report them to the complaints officer.”

The right to privacy was very important to residents. They told us that their bedrooms were their private space and most residents told us that privacy was respected. Residents told us that they do not like other people going into their bedroom when they are not there, or entering without knocking. Some residents who shared bedrooms said that their right to privacy was not respected. Some residents told us that HIQA should look at:

“Privacy and own bedroom.”

“Shared rooms and whether someone is happy to share a room.”

Residents told us that some people were allowed to have a key to their own bedroom. They told us that they felt having a key to their bedroom increased their privacy. Some residents also told us that they were annoyed that they did not have a key to their own front door. Some residents told us that doors in their home were locked and that they should not be locked unless it is a person’s bedroom and they have chosen to lock it.

Residents also spoke about their right to be independent. They spoke of how it is their right to go out their front door, a right which some told us they did not have when they lived in an institutionalised setting. One resident told us of how the front

door was always locked when they lived in an institution, and how they had staff with them all of the time. However, since moving to their new home, this resident told us that they are able to go out and feed the birds in their birdhouse and they enjoy this very much. This resident said that they do not get upset as much since moving to their new home.

Residents also told us that they should have the right to take risks:

“We don’t need to be wrapped up in cotton wool.”

For example, one resident shared how their independence was respected and supported, telling us how staff support them to use the local buses independently.

2.2 My home

The centres are the resident's homes. Some residents told us that they had moved from larger institutionalised settings to smaller community-based houses in recent years. These residents told us about the positive changes that this had made to their lives. Some residents spoke about the freedom they have in a smaller home, which they did not have in larger institutionalised settings. For example, one resident said:

"I like living in a smaller house now, it is working better for me."

This resident went on to explain how they now got to do the things they liked such as "doing my own thing; choices; cinema; going for lunch. Staff have been very good to me." Residents who moved out of big, institutional settings told us that they now have more of a voice in smaller homes. For example, one resident said that:

"I am more involved in all decisions and given more choices."

Residents also told us that when they moved from larger settings to smaller homes in the community, some of them were pleased that they were asked who they would like to live with. However, other residents were given no choice and they told us that this upset them. For example, one resident we spoke with explained to us that they were unhappy in their home as they were not friends with the person they lived with and they wanted to move out. They told us that the provider was looking into how they could find this resident somewhere to live where they would be happier.



Residents also told us about how important it was for them that their preferences about how they wanted to live were respected. For example, a resident who lived alone told us that being able to "Stay in home alone" was very important to them. Another resident who had also moved into their own home told us about how happy

they were with their new apartment. They explained how they can now come and go as they please with the help of their support staff, and that they do not have to wait for other people to be ready. This resident told us that they can now watch whatever they want on television and that they feel so much happier now.

Residents spoke about how proud they were of their homes. Residents told us that it was important that their house felt like a "proper little home", and that it was "clean, had good furniture and a well looked after garden". One resident described his house as a "home away from home", "one big happy family."

Residents also told us about how important it was that they were involved in the running of their home. For example, at one meeting, residents told us that they have house meetings to discuss things that happen in their home and to decide what each person's job is in that home. Residents told us that a good home to them means:

"Choosing my meals and getting anything I want from the kitchen."

"A place for me and my dog."

"Having my own room."

"AC/DC playing in my relaxation room."

"They let your family and friends visit whenever they want."

Some residents described how their respite house feels like a home because it has "homey things" like "toys and games" and that it was a "nice house." They also told us how they helped around the house with cooking and cleaning. Residents told us that it was important to them that they were allowed to do chores around the house and have responsibility for different aspects of running their home. Residents told us that a good home to them means:

"A home means doing all the household chores, cleaning, shopping."

"Happy to help staff with grocery shopping."

"Having my own room."

“Keeping home clean, doing maintenance work, decorating – recently did some decorating work in house.”

Some residents told us how much they enjoyed choosing the décor for their bedrooms and how having this choice was so important to them. Others told us of how, after a HIQA inspection “I got my house painted” and “We had work done on our bathroom it is lovely now and plenty of space.”

Residents who had their own bedroom told us how important that was to them. We heard how this was their private space. One resident who had recently moved from a larger institutionalised setting told us how the following was important to them in their home:

“Like new home, have own room, decorating it for Halloween.”

Residents told us of the importance of feeling safe in their home. A stand out moment for us was the story of one resident, who had lived in a homeless service before moving to their current home. This resident told us of how unsafe they felt in the homeless service and how they no longer feel like this, as they now have the right supports in the right environment.

“I feel safer when I’m here in the house I’m in now. HIQA have certain standards and they make sure that everyone is safe in the house.”

Many residents told us of how strongly they felt about having a key to their own home and how this should be their right. They told us that it is their home and they wished to be able to open their own front door to people who visited.

Some residents spoke about how important it was to them that people could visit them in their homes and that they had a place to sit and talk to their families and friends in private. A number of residents who had lived in larger institutionalised settings told us that:

“Family visit more now that we are in a smaller house, not institution.”

Residents also told us about things they did not like about their home. For example, one group told us that “Every Monday our house alarm is set off, our neighbours may think this is strange. It is very loud, it makes us stand out.”

2.3 My community

Having a sense of belonging as a result of being involved in activities outside of their home environment was a strong feature of our conversations with residents. Many residents told us how they felt that being able to access the community was key to living a good quality of life. A number of residents commented how HIQA had a major role in improving this aspect of their lives. One resident explained to us that they used to go out only on a Sunday, but following an inspection, now the only day that they stay in is a Sunday, and that is by their own choice.

Residents told us that the right to be part of their local community was very important to them. Residents told us that community meant different things to different people. For example, one resident explained that,

“Community means family, friends, fun and good support. This can be done by building an inclusive neighbourhood.”

Another resident told us that “getting back into society” was important to them and, for them, this meant getting back out into the community, back to work and being able to use the bus independently.

Some residents who had recently moved from larger institutional settings told us of how their involvement in their local community had changed and they were now “more present and active in the community”. Residents told us that when living in the big centre, often they were not given the opportunity to be involved in activities outside of their home.



Some residents told us that their community was their day service and the people they met there and we heard about the activities that they enjoyed doing with this community of people, such as workshops, crafts and horticulture.

Residents also spoke of the places that they liked to visit in their community, such as the shops, and how they liked to go to cafes and restaurants for coffee and lunch with support staff or their families and friends. One resident told us that they were a member of their local choir and how they enjoyed this. Another resident told us that

what was important to her was, "activities, meals, visiting neighbours, visit day care centre, doing makeup classes." Others enjoyed playing on the local basketball team, doing art, being a member of the local sailing club and being involved in organising the local festival in their area. Residents told us how being involved in their communities gave them the opportunity to meet new people and to make friends. For example, residents told us that:

"Getting out and about, without a shadow of doubt...is the key."

"Being a member of local clubs and accessing the community also gives opportunity to meet new people."

"I attend employment."

"I feel part of the community."

Some residents told us about how their jobs were very important to them. We heard how one resident works on a farm and another resident told us about their part-time job in a fast food restaurant. Another resident told us about how much they enjoy their job in the local supermarket and about the support they get from their co-workers.

Another example of community involvement was a resident who told us that they were enrolled in a course in their local community college and that they were proud of their student status.

Some residents told us that while they went out and about, they found it difficult when they had to do it as part of a group of residents. They said that they did not get the one to one support that they needed to allow them to fully participate.

Many residents told us of how being able to do things in the community "independently" and "unsupervised" was very important to them and that their independence should be supported. Some residents told us how they felt that a combination of supporting independence and the correct staffing levels was essential to making this happen. Many praised the staff for supporting them to be involved in their community.

Several residents spoke very positively about a "leisure buddy programme" which they are a part of. This is where a volunteer meets up with the resident regularly which means they can do things without staff being there. They told us about the

friends they had made through the programme and of how they enjoy going to the cinema and music events with their leisure buddy rather than staff.

There was one very clear message, which came up in conversation many times during our meetings with residents, which was that no matter how different a resident's experience, they all agreed:

"Community is important."

2.4 People who are important to me

Another key area that residents told us about was the people who are most important to them in their lives. Residents told us that family, friends and the staff in the centres are all very important sources of support to them. They told us of how they enjoy spending time with their families and friends. They described some of the activities that they enjoyed doing when they are with their families, such as helping on the farm and going dancing. During all of the meetings that we attended, residents repeatedly told us how important visits home to family were. For example, one resident told us:

"No complaints. Visit family at weekends. Father rings me daily."

Another resident told us about how important it was that they felt listened to at home.

Many residents told us that they rely on their families to be their voice, their advocates. For example, one resident told us that family "are my voice" during their planning meetings with staff.

Residents also told us that being able to have their family visit them in their home is very important to them. They told us that they should be supported to have time together with family and also have a nice place to meet with their family when they visit them in their home.

Many residents told us about the important role that their friends play in their lives. We heard how it is important to residents that they can visit their friends and that their friends can visit them.

Some residents shared stories of a recent outing to a Nathan Carter concert that they had gone to with their friends, and the excitement and joy brought about by this outing was clear to inspectors, as residents were telling the story of their outing.

A number of residents shared with us the importance of the support of the friends that they live with in their homes. They told us that they go to day services with these friends. Residents of one centre told us how they had plans to go on a holiday with their friends, and that they would be staying overnight in a hotel and going to a football game. We also heard about how residents of one centre enjoyed meeting with friends who they used to live with when they lived in a larger institution. They told us that they meet these friends each week and how important this connection with their friends is to them. During one meeting, a resident told us that a good life to them meant, among other things, "having good friends."

Some residents told us that they go for breaks in respite services and about how they enjoyed meeting their friends, and some residents said that they would be sad if they could not go to respite together.

The high quality of care and support provided by staff came through strongly in what residents told us. We heard from residents about how important it is to them that the staff understand their needs and are respectful towards them. When we asked what was important to residents, one resident responded "good quality staff". Residents told us that they thought a good staff member was:

"Someone who has good experience, knows what they are talking about, good understanding of how things work."

Another resident described a good staff member as someone who will bring them out of the house, make sure "you're not stuck in" or "bored" and will have you "out and about". Residents said that good staff are kind and will "look after us", and are "sometimes fun."

Residents were keen to share examples of how staff support them in their daily lives, telling us of how they are supported to attend meetings, outings and activities, and importantly, how staff support them in maintaining their relationships with their families and their friends. For example, a resident told us that:

"Staff supported me to go up to where my brother lives and I was able to enjoy this."

Residents also told us about the difficulties staff sometimes have in trying to support residents. Some residents said that this was because there weren't enough staff in the centre and others said that staff had too much paperwork to do. For example, one resident said that:

"There is too much paperwork and this means that staff do not have the time to talk to us anymore – staff are overworked – we like staff taking time with us."

Another resident told us that they "...would like staff to have more time to bring us out."

Residents told us of the importance to them of having a balance between support and independence. We heard that residents' independence was very important to

them. For example, some residents told us how they like to be able to help out with jobs around the house and that good staff “don’t stop us from helping.”

Overall, residents felt that the people in their lives were a valuable source of support and this was important to them in their daily lives.

2.5 The inspection process

Residents told us about their experience of the inspection process; what works well and what they feel could be improved. Some of the things that residents told us were:

"HIQA's job is to make sure everything is done by the book."

"It checks that things are being done right for me and my friends."

"Spot checks are good, everything kept up to date."

"Good to know that someone is checking."

"Want to see your home and that you are safe in your home."

"Keep services up to a standard", "Make sure we have good meals", "Make sure we have good staff".

Most residents told us that they were happy for HIQA to be visiting their homes, but some told us that inspections make them feel stressed and anxious.

"We get nervous too about HIQA - they are like the guards calling and we think we might fail".

"It caused me anxiety as I didn't know why HIQA was in my home"

One resident explained to us how they used to feel anxious when HIQA visited their home, but not anymore, because they feel assured about the positive work that HIQA are doing.

"Used to be anxious when an inspection was to happen, not anymore cause HIQA are doing a good job."

Residents had strong opinions about how they should be involved in the inspections and they gave us some examples of the things that they felt could be improved or enhanced, based on their experience of having an inspection of their home. Residents told us that inspectors are visitors to their homes and that they like to know who the visitor is and when they are coming. Some residents also said that they would like the same inspector to visit each time, as they preferred seeing a familiar face.

"Staff picture (is) on notice board - we would like the inspector to have a picture up as well."

"Would like to know who is coming before the inspection."

Some residents told us that they would prefer to be told about inspections beforehand, so that they can plan their day around the visit.

"Tell me when they are coming."

"I don't know when they are coming."

Residents told us that they would like to meet the inspectors when they arrive at their home and show inspectors around their house themselves.

"Ask us to give the tour of the house and then chat to staff."

A number of residents told us that they felt it would be best if inspectors talked with them first, before they speak with staff, as we are visiting their home.

"Knock at door, talk to us first! As we are individuals."

Residents told us about the qualities they like in inspectors, and one resident told us that, "Inspectors should be happy, generous, kind and respectful". Residents shared positive feedback about the inspector who visited their home, and told us that they

enjoyed spending time talking with the inspectors and having tea and a chat while they were in their home.

"The man came and he was nice and he had tea with us, he was nice and funny."

"I like it, talking to them and showing them my room."

Some residents told us that they would like inspectors to speak with them individually and in private, away from staff, when we first arrive at their home. Residents said that it was important that inspectors don't rush when talking to them, with one resident saying "Don't rush us and be patient."

Some residents told us about how frustrated they were at not being able to speak to the inspectors as much as they would have liked to during the inspection at their home.

"We do not get to speak with inspectors for more than 5 mins."

"It would be nice to sit down with a cuppa and chat for a while."

Some residents explained that they felt it was important that the inspector gets the residents' feedback about their experience of living in their homes, as well as looking at their folders and other paperwork.

"Inspectors spend a lot of time looking at folders."

"I think it is better to tell people about our experiences."

"Spend time talking to us about our lives."

"HIQA to ask who we are."

Some residents felt very strongly about their right to privacy during inspections and said that:

“Inspectors should ask permission before looking through our folders.”

“Talk to residents first and then look through our folders.”

While the majority of residents said that they did not mind that inspectors were in their home, some said that they would prefer not to be there at the time of the visit.

Residents also told us about how important it is that the work that the inspector has to do does not interfere with their plans for the day. One resident told us how they thought they had to stay at home for the day while the inspector was in their house, but they now know that they can carry on with what they had planned if they like. Some residents told us that staff spend time on the computer or doing paperwork when inspectors visit and because of this, their time with residents is more limited.

“Too much paperwork - staff don’t spend much time talking to us as they in their office.”

“Staff spend a lot of time on computer doing things.”

Residents told us that they had a right to know what inspectors thought of their service before the report is published. Some residents gave us examples of good practice by staff in helping residents to see and understand the report. They told us that staff gave them an easy-to-read version of the inspection report. Other residents told us how they discussed the inspection report at their weekly residents’ meetings, while another group of residents told us that their personal assistants read the inspection report to them. One group of residents told us that it is:

“Very important to get the report right as it is about us!”

Residents told us about things that they think we can improve about inspections, so that they are more involved in certain parts of our visit. Some residents felt that inspectors should speak directly with them about the findings of the inspection before they leave on the day of the inspection.

"HIQA should talk to residents before they leave about the findings."

"After the visit why do HIQA meet with the staff and not us."

Residents also spoke to us about the questionnaire which they can fill out for HIQA, as part of the inspection process. One resident said that they would prefer to send the questionnaire directly to HIQA rather than having staff do it on their behalf. Residents told us that they would give feedback to HIQA on the inspection and suggested that inspectors:

"Have a flier after the inspection so we can fill it out and give feedback."

Residents also said that they wanted more information about the inspections and the standards. They would like to be given information in leaflets that they could understand, or in videos or animations.

Residents told us of the positive impact that inspections have had on their lives. Some spoke about the renovations to their homes. Others who had lived in a large institutionalised setting spoke about how their quality of life had improved since moving to their new home in the community.



"New life since moving from the institution."

3. What we are going to do next

We would like to thank the participants of the 18 groups that we met for their welcome and for sharing their thoughts and opinions with us. They told us about the importance of their rights, their home, their community and people who are important in their lives. Those who had lived in large institutionalised settings spoke about how their quality of life had improved since moving to their new homes.

They also gave us very valuable information on their experience of inspections. They told us that they thought the inspections were an important way to ensure that they are provided with good quality support and also made suggestions about how we might improve our inspection process.

We now want to ensure that we make good use of the opinions and information given to us by residents, and we intend to undertake the following actions in 2021:

<p>Consultation</p> 	<p>We will invite members of resident groups to join a staff team meeting dedicated to hearing the views of residents in 2021. It is important that all of our staff hear directly from residents about what really matters to them and how our role can support their quality of life.</p> <p>We will meet more residents' groups in 2021 to listen and ensure that we understand what is important to them in their home and to use the views of residents to improve our inspection work.</p> <p>We will explore how we can promote and support providers to inform residents about inspection outcomes.</p>
<p>Review</p> 	<p>We will identify how the information given to us by residents can be used to improve the way we do our inspections, focusing on the way we engage with residents during inspections and ensuring the aspects that residents have identified as important to them are included in the inspection.</p>

Communication

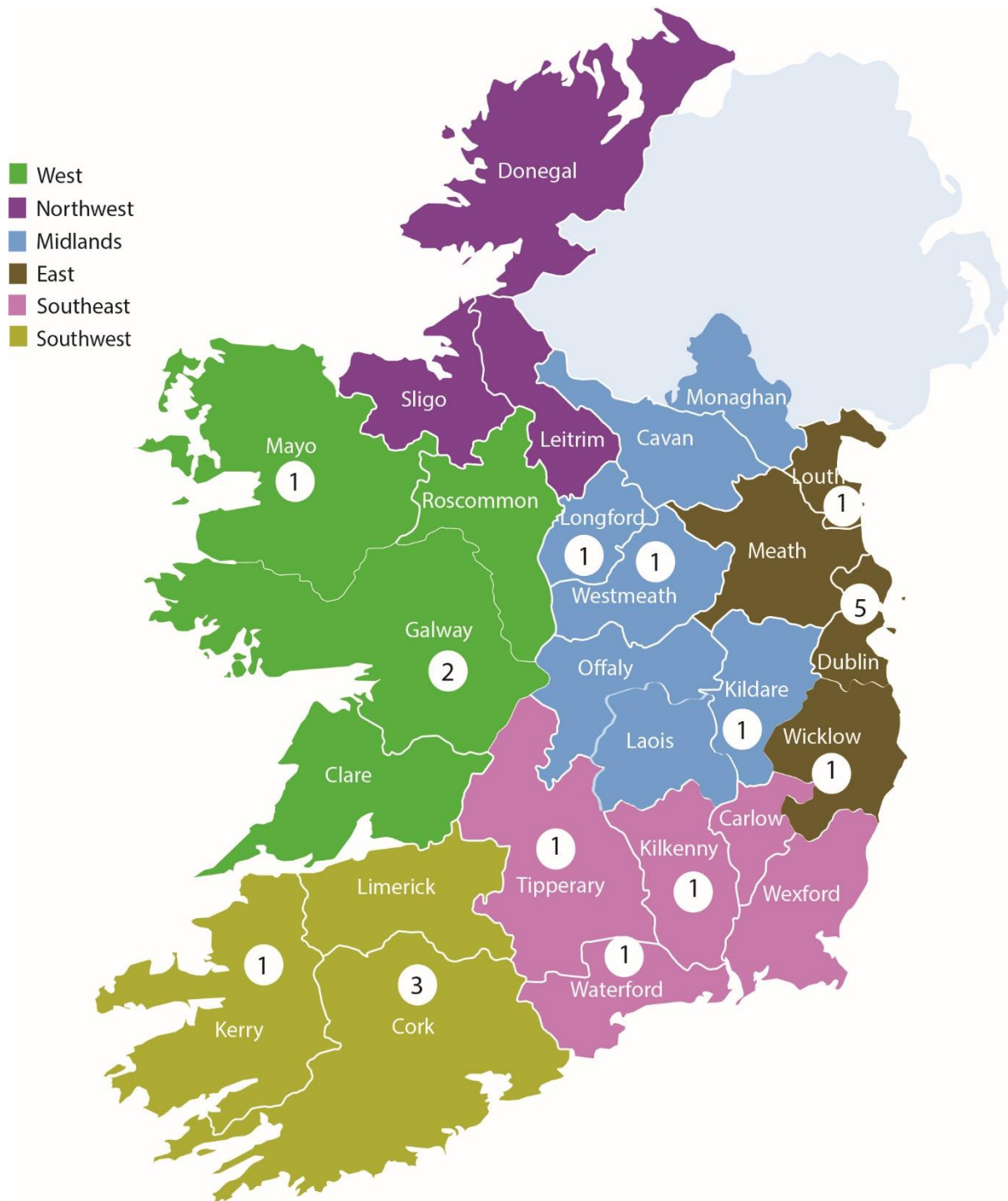


We will develop accessible and user-friendly leaflets that explain the role of inspectors and the inspection process based on the feedback that residents gave us.

We will develop a video explanation of what HIQA's role is.

We will also develop a poster that captures what residents told us was important to them during the meetings in 2019 and distribute this to all centres.

Appendix A- Map of Resident Forum Meetings 2019





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