

Report

Role of the Persons-in-charge Seminar

October 2014

NATIONAL FEDERATION OF VOLUNTARY BODIES

Providing Services to People with Intellectual Disability

Background:

In November 2013 HIQA commenced the registration and inspection of residential services for adults and children with a disability. The role of the 'Person-in-Charge' (PICs) is central within the regulations - Health Care Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013. To enable and assist PICs in this new role a seminar was organised by the Quality & Standards Sub Committee of the National Federation of Voluntary Bodies. It took place on Thursday 9th October, 2014 in the Heritage Hotel in Portlaoise. The event was an opportunity for PICs to share experiences, discuss issues arising from HIQA inspections and learn from the experience of colleagues within other organisations.

The event proved very successful and attendance reached full capacity three weeks prior to the event with approximately 230 people in attendance.



230 Delegates attended the Persons-in-Charge event

Overview:

The programme for the Seminar for Persons-in-charge included an input from an organisation that has been through the HIQA registration process; addressed areas of concern to PIC's (fire safety and risk management); allowed time for delegates to interact with those in a similar role and to pose questions to Mr. Finbar Colfer, National Head of Programme: Residential Services for People with Disabilities, HIQA.

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The first session in the morning was chaired by Mr John Hannigan, CEO of Sunbeam Services and Chairperson of the National Federation of Voluntary Bodies. During this session two presentations were given, firstly Ms Pamela Fagan of Health Care Informed focused on the overall role and responsibilities of the person in charge and the second presentation was from two staff members



from COPE Foundation, Ms. Bernie O' Sullivan and Ms. Liza Fitzgerald, who were centrally involved in their organisation's HIQA registration process. Details of the presentations are outlined below in the evaluation section of this report.

The mid-morning session was chaired by Ms Marion Meany, Head of Operations & Service Improvement - Disability, HSE. This session included a presentation by Ms. Clare O'

Neill, Safety Development Manager, St. John of God Hospitaller Ministries, which focused on the topic of risk management.

A roundtable session provided delegates with an opportunity to discuss issues arising in relation to their role as a 'Person-in-Charge' and to pose specific questions regarding same. The questions were grouped under key headings and a selection were subsequently put to Mr. Finbarr Colfer and addressed during the afternoon session.

There was a light-hearted 'Fun Quiz' immediately after lunch, compered by Ms. Bernie O'Sullivan, COPE Foundation, which tested delegates knowledge of the regulations. There was also a statement from Mr. Brian Dowling, Department of Health, regarding the review by the NDA of the implementation of the HIQA Disability Regulations which is due to commence shortly.

The afternoon session, chaired by Dr. Bob McCormack, Chief Executive, DARA Residential and Chairperson of the Quality & Standards Sub Committee National Federation, included two presentations - Mr. Chris Barry, Department of Environment, and Mr. Finbarr Colfer, HIQA. Chris Barry's presentation focused on fire safety regulations and legislation while Finbarr Colfer shared lessons arising from the registration and inspection process to date and answered the key questions posed by delegates during the earlier session.



Dr. Bob McCormack

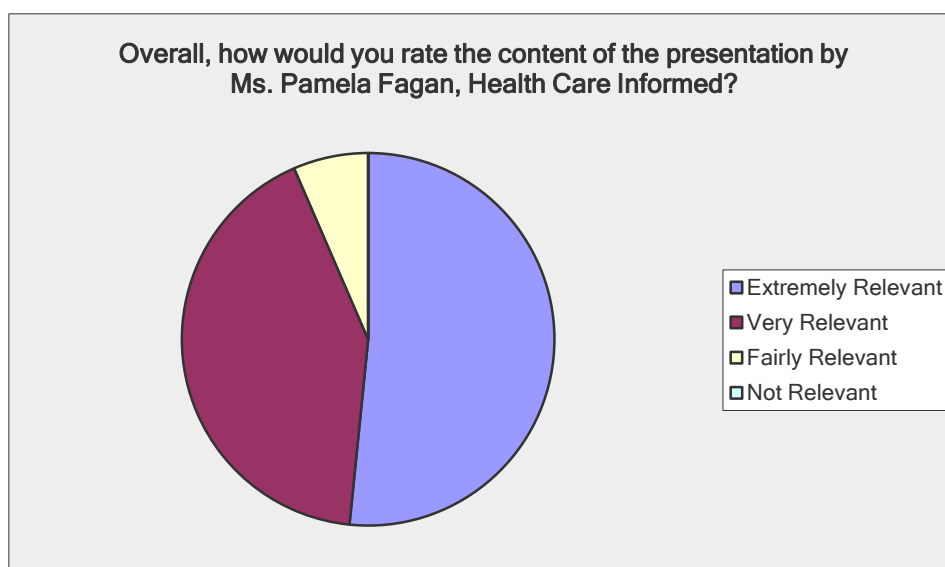
Evaluation of the event by the delegates:

Following the event, delegates were requested to take part in an online survey. Overall, the response from the delegates to the conference was very positive. Some general comments were as follows:

- “Themes were well covered”
- “Usefull to hear the real story in relation to the real experience of the inspections”
- “Time keeping was excellent”
- “I thought the event was very well thought out”
- “Good range of speakers and presentations”
- “Round table discussions allowed the sharing of experiences and the realisation that everyone is struggling with many aspects of the regulations/standards”
- “More time was needed for Q&A”



Feedback on the presentation by Ms. Pamela Fagan Deputy CEO, Health Care Informed (HCI) entitled “What does it mean to be a Person in Charge?”



Extremely Relevant	51.6%
Very Relevant	41.9%
Fairly Relevant	6.5%
Not Relevant	0.0%

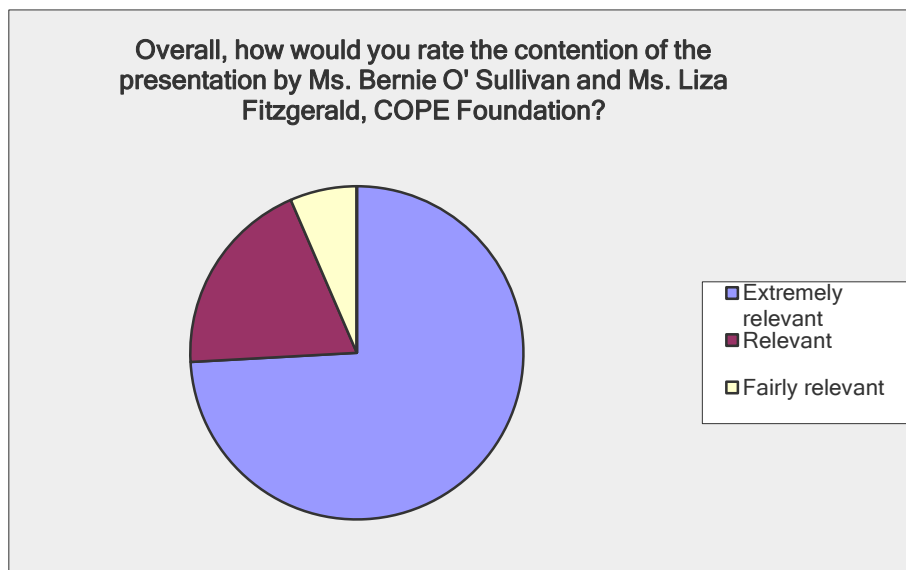
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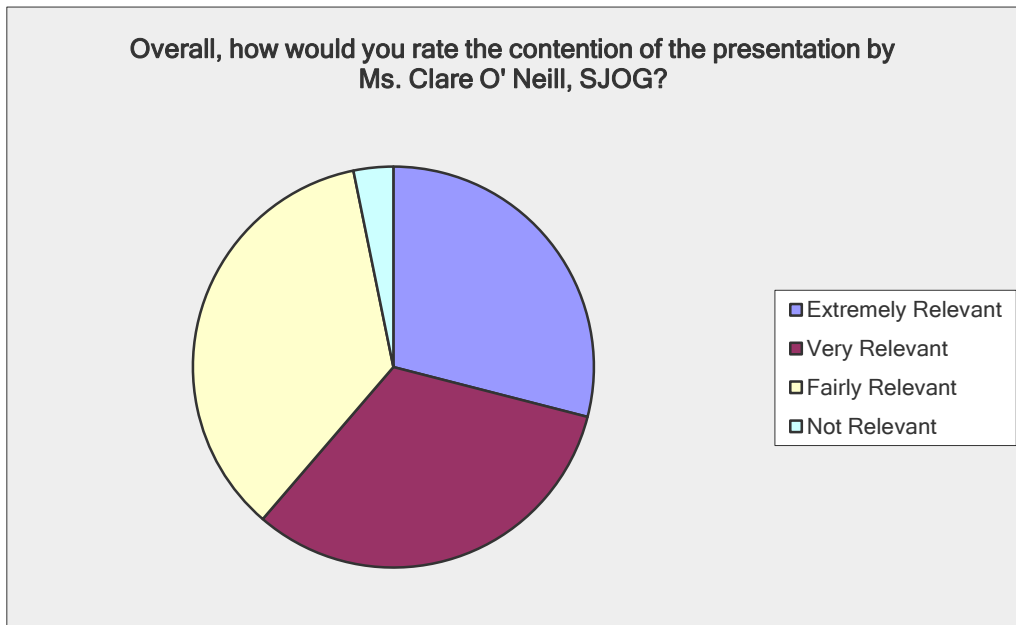
Mr John Hannigan Chairperson with Ms Pamela Fagan, Ms Bernie O' Sullivan and Ms Liza Fitzgerald.

Feedback on the presentation entitled *"Preparing for HIQA Registration—An organisational perspective"* by Ms. Bernie O' Sullivan and Ms. Liza Fitzgerald from COPE Foundation



Extremely relevant	74.2%
Relevant	19.4%
Fairly relevant	6.5%
Not relevant	0.0%

Feedback on the presentation by Ms. Clare O' Neill, Safety Development Manager, St. John of God entitled "Risk Management – Preparing for Registration & Inspections"

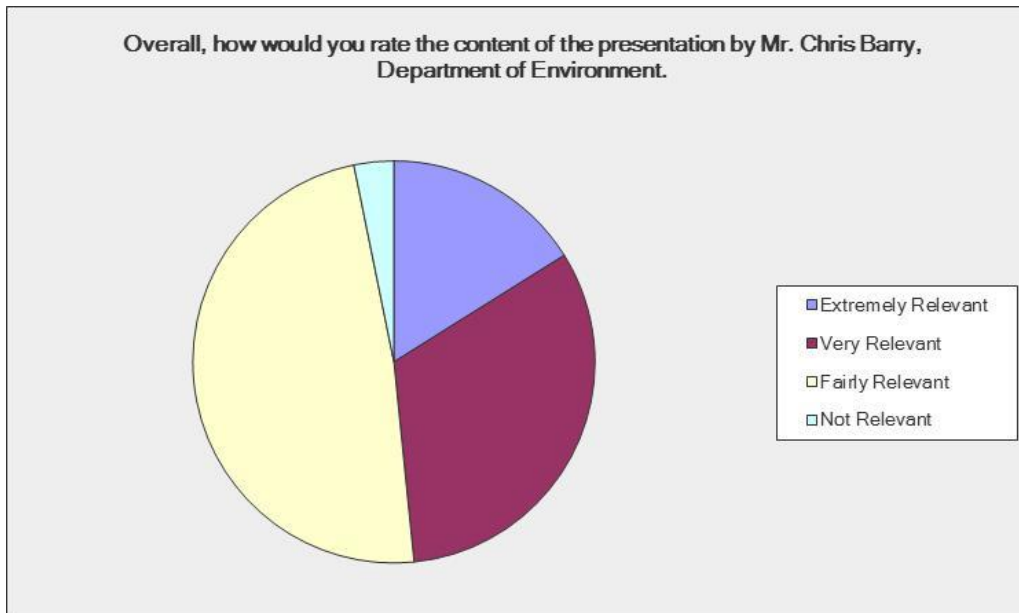


Extremely Relevant	29.0%
Very Relevant	32.3%
Fairly Relevant	35.5%
Not Relevant	3.2%

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Feedback on the presentation by Mr. Chris Barry, National Directorate for Fire & Emergency Planning, Department of Environment, Community & Local Government entitled “Getting your house in order – what needs to be considered from a fire safety perspective”



Extremely Relevant	16.1%
Very Relevant	32.3%
Fairly Relevant	48.4%
Not Relevant	3.2%



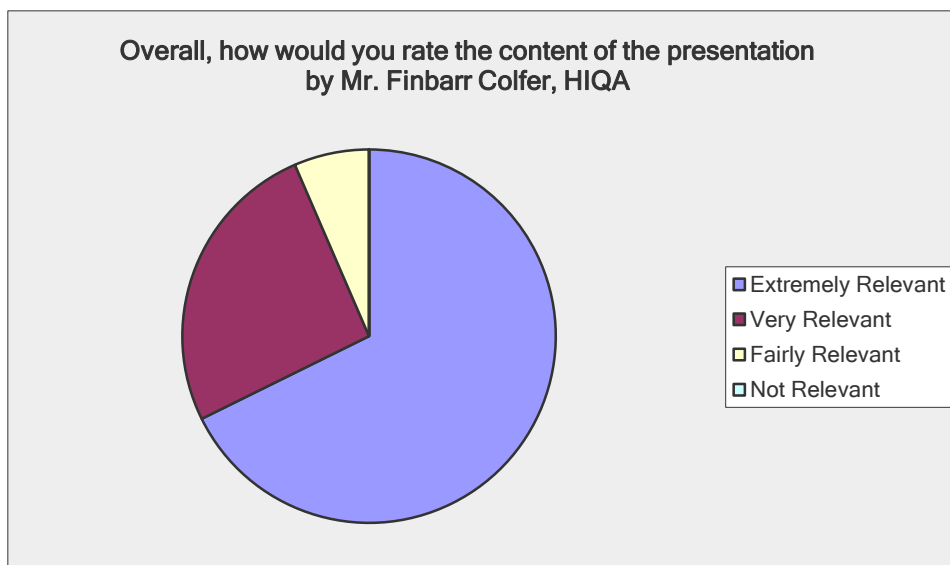
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Feedback on the presentation by Mr. Finbarr Colfer, Head of Programme: Disability Regulatory entitled Directorate, HIQA entitled “The Person in Charge: An essential role in the provision of evidence based quality services”



Mr. Finbarr Colfer, HIQA



Extremely Relevant	67.7%
Very Relevant	25.8%
Fairly Relevant	6.5%
Not Relevant	0.0%

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Mr. Brian Dowling from the Department of Health gave a statement on the Review by the NDA on the Implementation of the HIQA Disability Regulations “One year on’. He advised that Minister Kathleen Lynch TD, Minister of State at the Department of Health, has invited the National Disability Authority (NDA) to conduct an independent review to capture the learning to date from the introduction of the system of regulation, standards and inspections and their impact in relation to residential disability services. The review is planned to commence in January and to be completed by June 2015.



Mr. Brian Dowling, Department of Health

Additional questions posed to Delegates in the online survey:

In addition to asking the delegates to evaluate the presentations of the various speakers we also posed some questions that we felt would help us when organising future events, as having this information is invaluable to us. We learn from knowing what went well and what may not have gone as well as we had hoped. The questions were as follows:

1. What went well at the event?
2. What could be improved?
3. What themes would you like addressed at seminars organised in the future?
4. How would you rate the venue?



Roundtable discussion

1. Feedback on the question “What went well at the event?”

- Well organised.
- The speakers in the morning were very informative and it was good to hear from the presenters who had experienced the process.
- Well organised seating arrangements worked well.
- Lunch and refreshments were excellent; content of presentations was very relevant and the posting of presentations online is very helpful.
- Organised and well run - enjoyed it; fun element with the quiz etc- congratulations to all
- Very well organised and co-ordinated.
- Great day which ran very well.
- Good opportunity to liaise with other PIC's.
- It pretty much all went well. Good parking, timely schedule, relevant content, good venue.
- All of it. Really enjoyed the girls from Cope Foundation.
- I felt the event was very enlightening. I feel more time could have been allotted to questions or perhaps they could be submitted prior to the event to allow the individuals to consider them.
- Well organised.
- Good line up of speakers.
- Q&A good - needed to be longer given all the questions that came up.
- Well organised
- Good range of speakers and presentations
- Round table discussions that allowed the sharing of experiences and the realisation that everyone is struggling with many aspects of the regulations/standards. The responses to the questions by Finbarr Colfer was also interesting.
- Pamela Fagan and COPE

“Good to hear other organisations views and concerns”

- Good that tables were mixed up . Good to hear other organisations views and concerns
- Networking!
- Time keeping went very well.
- Time keeping was excellent and having people from different services at tables was a huge benefit to share ideas.
- I thought the event was very well thought out - delivered exactly what it said it would - facilities great and good mix of service providers
- Well organised - time keeping - variety with the day and the grouping method.
- Good presentations. Low cost. Free parking.
- Very well organised.
- I found the whole event to be very informative and well managed.
- First two presentations.
- Quiz.
- The event was very well organised, thank you.
- I really enjoyed the tablequiz.
- Networking and sharing experiences with other organisations. Sharing experiences.
- Everything - it went off so well thanks to the team involved.
- Very organised, excellent time keeping, interesting presentations.
- The Q&A session.
- Excellent event - well done to all!!!!!!!!!!!!!!!!!!!!!!
- Everything. *“Excellent
Excellent*




2. Feedback on the question “What could be improved?”

- The round tables difficult to see presentation and sitting with back to rest of table.
- Each table spent time putting forward questions and a sample were featured however, and I can only speak from the point of view of our table, but some very important questions were raised that were not featured so perhaps more time could be given to collating the themes and more time to the question and answer session.
- Event went very smoothly
- Nothing.
- More opportunities to share with people from other services.
- If HIQA could give more concrete answers to real issues identified.
- Nothing I enjoyed it all.
- I thought it was really good.
- The event was intended for persons in charge however I felt it was pitched more towards complete novices in the area such as those acting up as PICs
- Nothing.
- Questions session - I didn't think there was enough time devoted to what was very important issues to PIC.
- The HIQA representative gave confusing answers.
- The timing of the conference was perhaps a little off. This information would have been more relevant 6/12 months ago when we began to embark on the process.
- More discussion on the relevant issues brought up at question time.




- Section for preparing for inspection and what documents inspectors will look for and what they what to see there.
- Nothing comes to mind!
- Keep up the good work!
- While I know it is difficult to make "Fire Information" interesting, it was one which I got least value from.
- I would have loved to hear a very clear message being given to all attendees that none of us would be in jobs without the people with disability and their families - very very important to keep those who we serve at the very core of everything we do - I guess summing up the day with that message might have been a nice touch
- More time for networking.
- Overall great event.
- Some felt uncomfortable speaking into a microphone.
- Maybe more presentations from frontline staff regarding their experiences.
- Not much.
- Great event!
- Nothing !!
- I.T. facilities.
- Absolutely nothing. Well done everybody!
- More opportunity for group work.
- Well organised.
- Nothing - it was wonderful!!!!!!!!!!!!!!!!!!!!
- Nothing.



"It is very important to keep those we serve at the core of what we do"


Feedback on the question "What themes would you like addressed at seminars organised in the future?"

- Themes were well covered.
- More information and feedback on the implementation of the Regulations and Standards as we proceed through the process.
- Positive behaviour support and clarification on peer to peer behavioural issues.
- None at present.
- I think a lot of organisations are having issues with the HIQA inspections, there does not appear to be consistency, and a lot of the requirements that are being dictated can be unrealistic. I would like to think that this could be explored further.
- Respite provision.
- Peer to peer abuse.
- Template of what to include in the provider report on unannounced visits and review of quality and safety.
- Happy to leave this in your capable hands!
- Not sure.
- The regulations from a HIQA perspective.
- Re the Enabling Excellence and Immersion events I would like to see a real discussion about financing individual supports and less of the happily ever after stories.
- Individualised services - funding implications/broker systems/options for families and how to manage/develop this further.
- Clinical risk management in the context of HIQA.



"peer to peer abuse"


- Putting the Resident at the centre of an organisation.
- Are there too many Managers in Services?
- Staff supervision as this is an essential component of the regulations and one that is not in place in the majority of organisations. Perhaps some template could be developed by the federation in conjunction with representatives from various agencies that could be used and agreed nationally.
- More of the same please.
- Positive aging services.
- Ongoing issues re HIQA.
- New Directions.
- Devolved budgeting and how this might be enacted.
- Congregated settings report and housing.
- How inspectors grade the themes from compliant to major non-compliant.
- Please address the issue of the challenge of ensuring that service providers stay close to their values in spite of an increasing load of paperwork - it may not be easy but it is by no means impossible
- National funding and streamlining of same for organisations nationally through the HSE and Department of Health.
- More time in relation to the role of the PIC and supports needed.
- On-going HIQA presentations.
- Themes as they come out of HIQA Inspections for disability sector.
- All as above - as I thought they were all relevant.
- Maybe some poster presentations from different unit.
- New Directions - Standards for Day Services.
- Leadership / Restoring Morale in organisations that have been battered by cuts / Happy stuff.
- Risk management a standardised approach.
- Nothing.



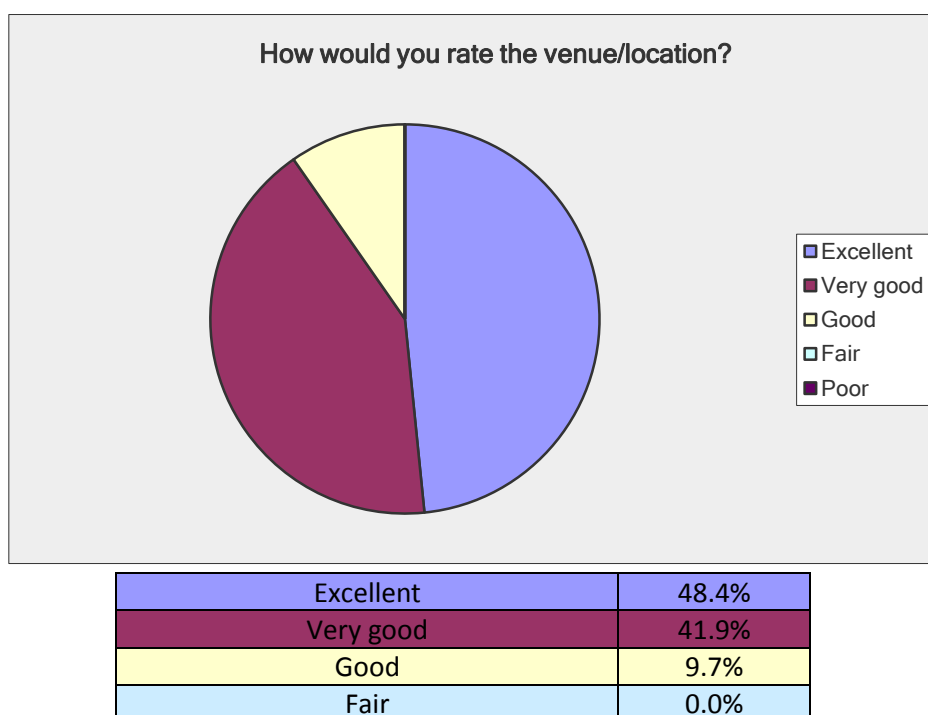
“Individualised services”

Feedback from Delegates to the question “How would you rate the venue?”:

- If delegates had been seated and dinner served at the table as happens in other venues the process would be much speedier. Long delays waiting in line.
- Sound system could do with improvement
- IT not working for presenters - although they coped admirably!!
- Conference facilities were excellent. Accommodation was sub-standard for a 4 star hotel.
- A more central location for the venue. 6 hour round trip very daunting when attending events. venue was excellent.
- Sound was not good.



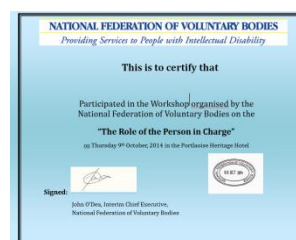
“Sound system could do with improvement”



In addition to the programme of the day there was an Exhibition area set up in the foyer adjoining the conference room. There delegates were given an opportunity to meet with exhibitors who were available throughout the coffee and lunch breaks during the day. Four organisations participated in the exhibition namely Health Care Informed, the Open Training College, Martha McGinn Training and Consultation and Trojan Consultants. Feedback indicated that the exhibitors very much appreciated the opportunity to attend the event and meet with the delegates present.

Other information:

- If delegates wish to obtain a 'Certificate of Attendance' they may do so by sending a request by email to mary.barrett@fedvol.ie.



- All [presentations](#) are now available on the website of the National Federation of Voluntary Bodies www.fedvol.ie.