

2018

HSE – Disability Services,
Quality Improvement
Team

June 2018



RESIDENTS SURVEY

Guidance for staff on carrying out a Residents Survey within residential services for people with disabilities

Residents Survey – Guidance notes

1. What is a Resident’s Survey?

For the purposes of this document, a resident’s survey is a 2 stage process;

- a) Every person living in a residential service is requested to complete a [questionnaire](#) which consists of 46 questions
- b) The service then inputs this information into [Residential Services - Survey analysis tool](#) that combines all the results and provides a detailed analysis of the findings

2. Purpose:

The purpose of conducting a Resident’s Survey is to provide persons residing in a residential service the opportunity to express their satisfaction or otherwise in relation to the service provided. This information will then be used to inform the quality improvement plan for the service. Furthermore, the information will be used by service providers in the completion of the statutory annual review of the quality and safety of care and support in Designated Centres¹.

3. Scope:

The scope of these guidance notes are for residential services for people with disabilities. It applies to all residential services both HSE directly provided and HSE funded services. This includes services that may not be designated centres, however full residential supports are provided. The survey looks at all aspects of the service received by the person living in the residential setting.

It is outside the scope of this survey to consider any Quality of life Outcomes for people living in disability services.

Note: The term “Centre” has been used when referring to a residential service in the questionnaire and in the Residential Services – Survey analysis tool.

4. Process:

4.1. On, at least an annual basis, all persons living in the residential service should be asked to complete the resident’s [questionnaire](#). Ideally, a month would be allocated to the completion of all the questionnaires for the residential service and the collation of same.

4.1.1. The person should be offered support to complete the [questionnaire](#); he or she should be asked who they would like to support them. It is preferable if a family or friend supports them to do this. However, if requested, a staff member, ideally someone from another residential service should be provided to support the person.

Note: This [questionnaire](#) is to ascertain the opinion of the person living in the service, therefore it should only be completed if the person agrees to do so and he/she provides the responses to the questions. The person’s preferred style of communication should be used. Under no circumstances should this be posted out

¹ Health Act 2007, – Care and Support of Residents in Designated Centres for Person’s (Children and Adults) with Disabilities – Regulations 2013, <http://www.irishstatutebook.ie/2013/en/si/0367.html>

to a **family** member to complete in the absence of the person choosing to complete it.

- 4.2. If the person chooses not to complete a [questionnaire](#), this should be respected but an option should be provided for the person to give verbal feedback to a member of staff. While that verbal feedback cannot be included in the overall survey results, the comments can certainly be considered.
- 4.3. On completion of all questionnaires, the information should then be entered into the excel workbook titled [Residential Services – Survey analysis tool](#). Please refer to the instructions contained in the cover sheet of the excel workbook.

5. Results:

The results from this survey should be brought to the attention of the residential service management team where it can be reviewed. The findings will then be used to inform the Designated Centre Quality Improvement plan and the Quality and Safety of Care and Support annual report for the service.

The results of this survey should be made available to staff and people living in the residential service using accessible means of communication along with any action plan for improvement based on the feedback provided.

6. Implementation plan:

The implementation of this survey will be carried out using a number of different approaches which will include:

- Published on the HSE Land Change hub
- Linked to the Quality Improvement Toolbox
- Circulated through the National Federation of Voluntary Bodies
- Circulated through the National Quality Forum (Disability Services)
- Circulated through the Chief Officers of each CHO
- Information session with all the Quality and Safety leads within each CHO for implementation across the CHO's
- Information session with the Social Care/ Quality Improvement Programme for supporting front line implementation

7. Review:

This survey will be reviewed 12 months from implementation date

8. Acknowledgements:

This residents' survey has been developed using the Health Information and Quality Authority, Questionnaire for Resident's document. It has been adapted with the kind permission of HIQA. The development group also wish to acknowledge Leopardstown Park Hospital for kindly sharing their adapted version of the *Questionnaire for Resident's*.

Finally, the development group acknowledge the support of HSE Quality Improvement Division in creating the [Residential Services – Survey analysis tool](#).



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Reference number	QI DIS 4/2018	Residential Services, Residents Survey, Guidance Developed by:	National Quality Improvement team – Disability Services
Version number	Version 1	Residential Services, Residents Survey, Guidance Approved by:	Marie Kehoe-O’Sullivan, National Specialist, Quality Improvement – Disability Services
Date approved	8 th June 2018	Revision date:	June 2020

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