

The Village Residence	POLICY NO:	
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Consultation with Residents and Relatives		

Policy on Consultation with Residents and Relatives.	
Developed by: Drogheda Services for Older People.	Date Developed: Revised February 2011, Sept 2023
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Consultation with Residents and Families. Terms of Reference The Village Residence

1.0. The National Quality Standards for Residential Care Settings for Older people in Ireland outlines that:

“The person in charge facilitates the establishment of an in-house residents’ representative group for feedback, consultation and improvement on all matters affecting the residents. At least one nominated person acts as an advocate for people with dementia/cognitive impairment. Issues raised by the residents’ representative group are acknowledged, responded to and recorded, including the actions taken in response to issues raised”.

This section of the HIQA Standards is regulated under Schedule One of the 2009 Regulations.

2.0. Under Schedule one of the 2009 Health Regulations, there is a requirement for “the arrangements made for consultation with residents about the operation of the designated centre”.

3.0. In addition The Commission for Patient Safety and Quality Assurance outline that ‘robust and validated patient and public involvement should be a requirement for all health care oversight, scrutiny, quality control and other accountability mechanisms’ (Commission on Patient Safety and Quality Assurance, 2008, R4.4),

Service users and members of the public should be involved in the work of Health Service Providers in order:

- **To promote openness and transparency** by enabling the public to review service quality and be directly involved in the development of rules and standard.
- **To act as a safety solution** so that health and social services can learn from the experiences of service users, carers and others, particularly as it relates to adverse events;

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- **To improve the quality of regulated services** by ensuring that services are sensitive to the needs and preferences of service users and the public;

There is a requirement of all Health regulators including the Irish Nursing Board, namely An Bord Altranais that consultation and involvement of residents and relatives is of utmost importance.

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