

Guidelines
Social Regulatory Standards

Respite Services for Persons with Disability

FOREWORD



**ANTHONY
AGIUS DECELIS**

**PARLIAMENTARY
SECRETARY**

**FOR PERSONS WITH
DISABILITY AND
ACTIVE AGEING**

In the field of disability services, one often focuses on persons with disability themselves. Undoubtedly, our policy should keep the beneficiaries who mostly use the services we are offering as the central focus. But in this sector we also have to keep the parents and carers at the centre of this policy. Through continuous contact with such families, we have identified the need of families and carers to also be supported in everyday life and be able to take a break from caring for the person with disability from time to time.

I believe that families and carers are the first line of support for persons with disability.

The Respite Service provides many benefits and support for these families as they leave their beloved in a specialised residence for a number of days. These residences provide various programmes while offering the same type of love and attention.

Respite Services are essential in helping persons with disability to continue to integrate in society and be more independent in their life.

We have increased the number of Respite Services available for persons with severe disability. Today there are the NGOs and the private sector that are offering Respite Services for persons with disability. We understand that families will only decide to make use of Respite Services when they are assured that their children are secure and receiving a high quality service.

This Government tangibly seeks to address the quality of life of persons with disability and to respect their dignity. Thus, the Social Regulatory Standards - Respite Services for Persons with Disability will ensure that service providers will offer a high quality service that meets the needs of the persons with disability, while offering educational programmes for the services users.

As Parliamentary Secretary for Persons with Disability and Active Ageing, I give absolute priority to reassuring families and carers, as well as to the quality of life and dignity of persons with disability and their families. I look forward to see the positive impact of these Standards on the services and on the lives of persons with disability and their Maltese and Gozitan families.



**MATTHEW
VELLA**

**CHIEF EXECUTIVE
OFFICER**

**SOCIAL CARE
STANDARDS
AUTHORITY**

The Social Care Standards Authority is pleased to be publishing the first Social Regulatory Standards for Respite Services for People with Disability.

These Standards ensure that the Respite Services have a concrete plan in order to support both the persons with disability as well as their relatives, even though they offer short-term and temporary accommodation. Through these Standards, the Authority is sending a clear message that the rights of persons with disability, including participation and decision-making, are being safeguarded.

These new Standards will assist the service providers, in particular different professionals in the field, in raising the level of quality offered by the Respite Services. During the Public Consultation there were several persons with disability, relatives of the same persons and professionals, who gave their feedback which the Authority is pleased to have included in the Standards being published today. This is due to the Authority actively working with stakeholders in the sector through dialogue and collaboration.

The Social Regulatory Standards will be divided in three documents: Legal Notice; Guidelines and Easy Read Guide. The Guidelines are aimed at service providers to assist them in the implementation of these Standards. While the Easy Read Guide is written in a non-technical manner in order to be accessible to everyone.

Over the coming months the Authority, through a multidisciplinary team, will be conducting a number of monitoring visits to ensure that these Standards are being implemented. Through these visits the Authority will recommend changes to service providers to improve their service. In addition, the Authority will also be receiving feedback from service users.

Through these measures, the Social Care Standards Authority is truly showing that the Authority understands, listens and acts in the best interest of vulnerable persons in the social welfare sector.

TABLE OF CONTENTS

Principles on which the standards and guidelines are based.....	6
Glossary	8
Standard 1 - Client's Rights & Quality Indicators	11
Performance Indicators for Quality Indicator 1.....	12
Performance Indicators for Quality Indicator 2.....	13
Performance Indicators for Quality Indicator 3.....	14
Performance Indicators for Quality Indicator 4	15
Standard 2 - Personal Support Programme & Quality Indicators	17
Performance Indicators for Quality Indicator 1.....	18
Performance Indicators for Quality Indicator 2.....	20
Performance Indicators for Quality Indicator 3.....	21
Standard 3 - Participation & Decision Making & Quality Indicators.....	23
Performance Indicators for Quality Indicator 1.....	24
Performance Indicators for Quality Indicator 2.....	25
Performance Indicators for Quality Indicator 3.....	26
Performance Indicators for Quality Indicator 4	27
Performance Indicators for Quality Indicator 5.....	28
Performance Indicators for Quality Indicator 6	29
Performance Indicators for Quality Indicator 7.....	30
Standard 4 - Protection & Safeguarding & Quality Indicators	31
Performance Indicators for Quality Indicator 1.....	32

Performance Indicators for Quality Indicator 2.....	33
Performance Indicators for Quality Indicator 3.....	34
Performance Indicators for Quality Indicator 4	35
Performance Indicators for Quality Indicator 5.....	36
Performance Indicators for Quality Indicator 6	37
Performance Indicators for Quality Indicator 7.....	38
Performance Indicators for Quality Indicator 8.....	39
Standard 5 – Information on Service Provision & Quality Indicators	41
Performance Indicators for Quality Indicator 1.....	42
Performance Indicators for Quality Indicator 2.....	43
Performance Indicators for Quality Indicator 3.....	44
Performance Indicators for Quality Indicator 4	45
Standard 6 – Service Agreement & Related Documentation & Quality Indicators	47
Performance Indicators for Quality Indicator 1.....	48
Performance Indicators for Quality Indicator 2.....	50
Performance Indicators for Quality Indicator 3.....	51
Standard 7 – Service Quality Management & Quality Indicators	53
Performance Indicators for Quality Indicator 1.....	54
Performance Indicators for Quality Indicator 2.....	55
Annex I – Manual of Policies & Procedures.....	56
Annex II – Useful Reference Material.....	58

PRINCIPLES ON WHICH THE STANDARDS AND GUIDELINES ARE BASED:

These Social Regulatory Standards and accompanying Guidelines acknowledge that the services have to be accessible and appropriate for all those who require them, and attention should be paid to the needs and concerns related to one's sex, age, race/ethnic origin, religion/belief, sexual orientation, gender identity, gender expression and sex characteristics. These reflect the clients' rights for a positive experience when they receive a service. These should help clients' retain and increase their independence, and assume an active role in the decisions on what contributes towards a better quality of life.

The Standards and accompanying Quality and Performance Indicators are based on the principles of dignity, privacy, the right to choose, security, the right for the clients to realise their potential, equality, individuality and diversity.

Dignity

The clients' right to:

- be treated with dignity and respect at all times;
- enjoy appropriate social relations.

Privacy

The clients' right to:

- have their privacy and property respected;
- be free from undue interference.

Choice

The clients' right to:

- have informed choices, while acknowledging the rights of others to choose in the same manner;
- be aware of all that they can choose from;
- obtain assistance to understand well all options available to them and select the one that is the best for them.

Security

The clients' right to:

- feel secure in all aspects of their life including health and a good lifestyle;

- enjoy security but without being overprotected;
- be free from exploitation and abuse.

Realising potential

The clients' right to have the opportunity to:

- attain as much as they can and wish;
- make use of all the resources available to them in the best manner so as to develop their potential to the utmost;
- live their life in the manner that suits them best.

Equality, individuality and diversity

The clients' right to:

- move towards an independent life, with a sense of direction and with the opportunity to fulfil their wishes;
- have their ethnicity, language, culture, sexual orientation, gender identity and beliefs respected;
- be respected and treated as individuals;
- be treated on an equal footing with others and have somebody to provide them with assistance in an environment free from bullying, harassment and discrimination;
- complain without dreading having to face confrontation.

GLOSSARY

- ‘Challenging behaviour’** means behaviour exhibited by clients that is triggered by intrinsic or extrinsic factors and has the potential to cause physical or psychological harm to the clients themselves or others.
- ‘Civil rights’** means rights conferred on persons by the laws of Malta.
- ‘Client’** means a person with disability aged 18 or over who enters into an agreement with a service provider to make use of services offered by the Respite Service. A client may nominate a person or persons to be kept informed about the client’s personal affairs, take decisions or act on the client’s behalf. With the exception of client’s personal financial transactions, such persons cannot be part of the management or staff of the service provider.
- ‘Competent person’** means a person who is recognised as capable and/or authorised to undertake specific activities in line with applicable national legislation, standards or directives issued by the applicable authorities.
- ‘Holistic assessment’** means the process in which staff identifies the needs and aspirations of the client in relation to his health, personal, emotional, spiritual and psychological care, protection and social networking, family support and what services should be delivered to satisfy these needs and aspirations.

‘Management’	means a person or persons who act on behalf of the service provider to provide leadership to staff and to oversee and control the proper functioning of the services offered to persons with disabilities.
‘Performance indicator’	means an active descriptor of what service providers need to do to ensure service outputs that support the quality indicators.
‘Person with disability’	means a person who has prolonged physical, mental, intellectual or sensory problems that when these relate with various obstacles can interfere from fully and effectively participating in society on equal basis as others as defined in Article 1 of the United Nations Convention on the Rights of Persons with Disabilities.
‘Personal support programme’	means a document that is based on a holistic assessment of the client which specifies how the client’s needs and aspirations are going to be met and also includes the resources required by the client whilst living in the residence.
‘Policies and procedures’	means documents released by management that regulate how the residence should operate.
‘Prospective client’	means a person with disability aged 18 or over who is considering whether to enter into an agreement with a service provider to temporarily live in the residence and make use of services offered by the service provider.
‘Quality indicator’	means a statement that sets out the requirements to achieve compliance with a standard.
‘Residence’	means a building that has been purposely built, or adapted to accommodate persons with disabilities on a temporary basis.

‘Respite Service’

means a short-term and temporary accommodation offered to clients in a planned manner or in an emergency situation. These services support and safeguard the wellbeing of persons with disabilities and their care-givers/family. Service provision shall focus on the person’s abilities, preferences and requirements.

‘SCSA’

means Social Care Standards Authority as established by virtue of Article 5 of the Social Care Standards Authority Act (Chap. 582).

‘Service provider’

means a person who, or organisation that, provides and operates a residence and associated Respite Service to persons with disability on a temporary basis.

‘Staff’

means a person engaged by the service provider wherein one of the person’s responsibilities is to provide client support or care, irrespective of whether or how the person is compensated.

STANDARD 1:

CLIENTS' RIGHTS

STANDARD STATEMENT:

This Standard promotes rights that assure dignity and respect whilst preventing discrimination.

QUALITY INDICATORS:

1. The service provider supports the clients to maintain relationships and develop new relationships.
2. The service provider ensures that the clients' privacy is respected and the clients are not subjected to unnecessary intrusion.
3. The service provider ensures that the clients are treated equally with respect and dignity.
4. The service provider supports clients to express themselves.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider supports the clients to maintain relationships and develop new relationships.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 The staff accepts and supports the clients' rights to have intimate relationships in the privacy of the residence if it is licit to do so.
- 1.2 The staff acknowledges that sexuality is important for all clients.
- 1.3 The staff supports the clients who have lost someone close to them.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider ensures that the clients' privacy is respected and the clients are not subjected to unnecessary intrusion.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 The clients can speak with staff in private and in a confidential manner.
- 2.2 The clients have the right to choose whether to stay in a single room or not, if and when available.
- 2.3 The clients have their own space located within their living quarters where they can keep their personal belongings.
- 2.4 The clients can use the telephone in private.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider ensures that the clients are treated equally with respect and dignity.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 The clients are treated with respect and dignity and the staff communicates with the clients in an appropriate manner, without being patronising.
- 3.2 The clients are helped to understand their rights and responsibilities regarding equal opportunities in line with established procedures.
- 3.3 The clients are given the necessary support to enjoy their civil rights.
- 3.4 The clients are free to practise any particular beliefs.
- 3.5 The clients are not discriminated against on the basis of religion, sex, gender identity or sexual orientation, ethnic origin, language, age or disability. Allegations of discrimination are fully investigated according to established procedures.
- 3.6 The clients' routine, preferences and any cultural needs that they have in relation to their personal care are respected.
- 3.7 The clients shall not be excluded from any activity because of their challenging behaviour.

QUALITY INDICATOR 4

4.0 **Quality Indicator:** The service provider supports clients to express themselves.

PERFORMANCE INDICATORS

The service provider ensures that:

- 4.1 The clients' personal support programme includes the clients' preferred means of communication.
- 4.2 The staff adapts all means of communication according to the clients' needs.
- 4.3 The clients are free to express their opinions in Maltese or in English or communicate with staff in a format that they prefer.
- 4.4 The clients are given the support needed to be able to exit or enter the residence at any time. The clients are notified about any safety restrictions to exiting or entering the residence.
- 4.5 The management and staff help the clients identify and celebrate special events.

STANDARD 2:

PERSONAL SUPPORT PROGRAMME

STANDARD STATEMENT:

This Standard promotes the development, implementation and review of the personal support programme with individual clients to establish the care and support required and set objectives to meet the clients' needs and aspirations.

QUALITY INDICATORS:

1. The service provider draws up the personal support programme upon a holistic assessment of the clients and with the involvement of the clients. All decisions taken are recorded in the programme.
2. The service provider ensures that the staff supports and empowers clients to achieve objectives identified in the personal support programme.
3. The service provider ensures that the personal support programme is reviewed regularly and updated as the clients' requirements change.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider draws up the personal support programme upon a holistic assessment of the clients and with the involvement of the clients. All decisions taken are recorded in the programme.

PERFORMANCE INDICATORS:

- 1.1 The service provider ensures that the personal support programme:
 - 1.1.1 Is based on an assessment which is carried out by a multidisciplinary team;
 - 1.1.2 Identifies staff members who are assigned to the clients in order to support them in the development of the personal support programme during their stay;
 - 1.1.3 Includes information and decisions agreed upon by the parties involved;
 - 1.1.4 Identifies the clients' level of independence in various activities;
 - 1.1.5 Explains, justifies and records the clients' strengths and limitations;
 - 1.1.6 Reflects the individual needs of the clients;
 - 1.1.7 Defines the support that the clients need in order to achieve life aspirations;
 - 1.1.8 Indicates whether the clients will benefit from educational opportunities within the community, training (including vocational training) and work;
 - 1.1.9 States how the clients prefer to be called at all times;
 - 1.1.10 Is explained to the clients verbally or in a way that they understand;
 - 1.1.11 Is given as a hard copy to the clients.

- 1.2 The holistic assessment includes:
 - 1.2.1 The needs and wishes of the clients and the support they need to address these, including equipment, modifications, as well as other services;
 - 1.2.2 The clients' personal care;
 - 1.2.3 The service of a social worker, if required;
 - 1.2.4 The health services required by the clients;
 - 1.2.5 Food preferences, allergies and intolerances;
 - 1.2.6 The details of persons who are nominated by the clients to represent and/or take decisions on their behalf and/or be kept informed of the services being availed from;
 - 1.2.7 The needs of the clients to communicate in a comfortable manner.
- 1.3 The clients are provided with the necessary guidance and help to follow the advice given to them.
- 1.4 Arrangements are made in order to review the services provided to the clients.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider ensures that the staff supports and empowers clients to achieve objectives identified in the personal support programme.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 The clients attain the objectives described in the personal support programme with the support of the staff.
- 2.2 The staff supports the clients to continue accessing courses, education in the community and other learning opportunities. If the clients need one-to-one support in order to attain these objectives, this should be provided.
- 2.3 The staff encourage the clients to use their abilities and develop new ones.
- 2.4 The clients are informed that any lack of agreement regarding the kind and level of support they receive is recorded in the personal support programme.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider ensures that the personal support programmes are reviewed regularly and updated as the clients' requirements change.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 The personal support programme is reviewed as and when required.
- 3.2 The clients are informed that the staff will notify the management when their requirements change.

STANDARD 3:

PARTICIPATION AND DECISION MAKING

STANDARD STATEMENT:

This Standard promotes active participation of clients in the Respite Services and community, advocates and respects client's decisions and feedback.

QUALITY INDICATORS:

1. The service provider ensures that the clients are given enough time when they need to take a decision.
2. The service provider respects the decisions taken by the clients and actively supports the clients when taking decisions.
3. The service provider encourages the clients to actively take part in planning and participating in social and leisure activities.
4. The service provider ensures that the clients have the opportunity to review and give feedback on the Respite Services.
5. The service provider deals with situations causing concerns and complaints promptly and effectively.
6. The service provider assists the prospective clients in taking a decision on whether to use the Respite Service or not.
7. The service provider will respect the choices of the clients regarding nutrition and eating routines.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider ensures that the clients are given enough time when they need to take a decision.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 The clients have enough time to reflect upon their choices, feelings and opinions and are not pressured to decide in any way.
- 1.2 The clients decide who has the right to know about and access their personal things.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider respects the decisions taken by the clients and actively supports the clients when taking decisions.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 The clients have the right to take decisions as long as these do not create discomfort, inconvenience or risk or entail disrespect for others.
- 2.2 The clients have information regarding the options that are possible for them once they use the Respite Service.
- 2.3 If the clients wish, they are assisted to talk to a trusted independent or professional to help them act according to their choices.
- 2.4 The clients have the right to meet with the staff to discuss their needs before they give their consent to any particular service.
- 2.5 The clients have control on who enters their room and at what time this may occur, as long as this not detrimental to their own safety.
- 2.6 The clients decide on their appearance. If required the staff may guide the clients in a sensitive manner.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider encourages the clients to actively take part in planning and participating in social and leisure activities.

PERFORMANCE INDICATORS:

The service provider ensures that:

3.1 The staff involves the clients:

3.1.1 In the everyday life of the Respite Service;

3.1.2 In planning activities.

3.2 The clients are consulted about outings with other persons, so that they do not feel uncomfortable with a group.

3.3 The clients have the opportunity to participate in activities which meet their preferences and abilities and which facilitate social inclusion within the community. These can either be on an individual basis or in a group.

3.4 The staff organises activities in a manner that encourages the participation of the clients.

3.5 The clients are encouraged to maintain a healthy lifestyle by participating in physical exercise both inside and outside the Respite Service when possible.

QUALITY INDICATOR 4

4.0 Quality Indicator: The service provider ensures that the clients have the opportunity to review and give feedback on the Respite Services.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 4.1 The management makes arrangements for the clients to contribute in monitoring the quality of support and services provided.
- 4.2 The management makes arrangement for the clients to contribute in the development of programmes for the Respite Services.

QUALITY INDICATOR 5

5.0 Quality Indicator: The service provider deals with situations causing concerns and complaints promptly and effectively.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 5.1 The clients can freely discuss any concerns they have with the staff or the management, who will do their best to improve the situation.
- 5.2 The clients are given the necessary support and will be represented in case of disagreement with another person including a member of staff.
- 5.3 The management deals with situations of concern and complaints promptly and effectively, and provides complete information regarding what action shall be taken as a result of the complaint lodged.
- 5.4 The clients can contest information kept about them which they feel is misleading and which can affect the service provided to them.

QUALITY INDICATOR 6

6.0 Quality Indicator: The service provider assists the prospective clients in taking a decision on whether to use the Respite Service or not.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 6.1 If the prospective clients are uncertain as to whether the service is good for them or, if they change their mind and choose not to use the service, the prospective clients will not be placed in an embarrassing situation.
- 6.2 The prospective clients are given the opportunity to visit the residence in a planned manner, for at least one time. During this visit, the clients may be assisted by two persons that they trust.
- 6.3 The prospective clients and the persons assisting them may discuss with other clients, the management and the staff, so that, before making their choice, the clients may evaluate whether they wish to make use of the service.

QUALITY INDICATOR 7

7.0 Quality Indicator: The service provider will respect the choices of the clients regarding nutrition and eating routines.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 7.1 The clients are provided with a varied menu which reflects their preferences and dietary requirements, and takes into account their allergies and intolerances.
- 7.2 The clients may have a snack and a hot or cold drink (including with thickeners if required) whenever they wish unless there is a medical assessment which indicates that the clients need to control or limit their intake.
- 7.3 The menu can be easily understood and accessed.
- 7.4 The clients are encouraged to dine with the other clients, however they may choose to eat at a time that is more convenient for them and/or privately unless this creates an inconvenience to the other clients.
- 7.5 The clients have access to potable water at no additional cost.

STANDARD 4:

PROTECTION AND SAFEGUARDING

STANDARD STATEMENT:

This Standard promotes the physical, emotional and mental wellbeing as well as the safety of the clients.

QUALITY INDICATORS:

1. The service provider ensures that competent persons carry out an evaluation of hazards and risks within the Respite Service.
2. The service provider ensures the safety of the clients by undertaking individualised risk assessments.
3. The service provider ensures that the clients' personal belongings are held securely.
4. The service provider ensures that the clients are protected and safeguarded from harassment, abuse and discrimination.
5. The service provider ensures that the clients' private space is respected.
6. The service provider ensures that the clients are provided with a nutritionally balanced diet according to their dietary and health requirements.
7. The service provider ensures that the clients are supported in taking care of their holistic wellbeing.
8. The service provider supports and where necessary assists the clients to receive the medication they require in a safe manner.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider ensures that competent persons carry out an evaluation of hazards and risks within the Respite Service.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 The evaluation of hazards and risks is carried out at least once every two years or whenever there is a situation that may change risk levels.
- 1.2 The location of the Respite Service is accessible to emergency services.
- 1.3 The Respite Service is covered by a comprehensive insurance policy.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider ensures the safety of the clients by undertaking individualised risk assessments.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 The clients are involved in the evaluation of their own risk.
- 2.2 The Respite Service is equipped with the necessary measures to ensure the clients' health and safety and that of others.
- 2.3 The staff consults with the clients regarding residence visits by professionals, regulatory bodies or the public, and protects all clients from unwanted attention.
- 2.4 The staff uses authorised measures only for the clients' own security or for the security of others.
- 2.5 The staff does its utmost to predict and prevent situations that may trigger challenging behaviour.
- 2.6 The staff uses restraint only as a last resort and in the most dignified manner possible when protecting the clients or others.
- 2.7 The staff records and the management investigates all accidents or incidents. Where required, adaptations to the service are carried out to safeguard the health and safety of the client as well as of others.
- 2.8 In cases where clients present with signs or show intentions of self-harm, the staff supports the clients in a sensitive manner and seeks specialised help if necessary.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider ensures that the clients' personal belongings are held securely.

The service provider ensures that:

- 3.1 The staff ensures the clients' clothes have personalised labelling prior to entering the service. The clients' personal belongings are not used by other persons unless the clients indicate otherwise.
- 3.2 Every financial transaction made by staff or management on the clients' behalf is documented so that it can be traced.
- 3.3 The staff assists the clients, where necessary, in operating the clients' personal equipment.

QUALITY INDICATOR 4

4.0 Quality Indicator: The service provider ensures that the clients are protected and safeguarded from harassment, abuse and discrimination.

The service provider ensures that:

- 4.1 The clients know how to report cases of harassment, abuse or discrimination to the management or to the Social Care Standards Authority or to the Commission for the Rights of Persons with Disability.
- 4.2 The management responds to reports of harassment, abuse or discrimination effectively whilst safeguarding all clients.
- 4.3 The staff provides personal care including intimate care in a sensitive and respectful manner.

QUALITY INDICATOR 5

5.0 Quality Indicator: The service provider ensures that the clients' private space is respected.

The service provider ensures that:

- 5.1 The clients know that sexual expressions take place only in private and in appropriate places.
- 5.2 The clients know which spaces in the Respite Service are identified as public or private.
- 5.3 The clients' room are clearly separate from all other areas of the residence. The clients can lock the door to their room if it safe for them and are capable to do so, but staff can still open the door in case of an emergency.
- 5.4 The staff knocks on the clients' door, whether it is the bedroom, the toilet and the bathroom, and awaits for the clients to indicate that they may enter.
- 5.5 The cameras, including CCTV, are used in entry ways, passages, leisure areas, lifts and stairs for security reasons only and should not disrupt the clients' everyday personal life.

QUALITY INDICATOR 6

6.0 Quality Indicator: The service provider ensures that the clients are provided with a nutritionally balanced diet according to their dietary and health requirements.

The service provider ensures that:

- 6.1 The clients are provided with meals that are nutritionally balanced for their dietary requirements and in quantities and quality that are best suited to them.
- 6.2 The staff implements any recommendations from competent persons regarding alternative methods of assisting clients who show difficulties to eat or drink on their own.

QUALITY INDICATOR 7

7.0 Quality Indicator: The service provider ensures that the clients are supported in taking care of their holistic wellbeing.

The service provider ensures that:

7.1 When the clients are unwell, the staff administers first aid if necessary and/or required.

QUALITY INDICATOR 8

8.0 Quality Indicator: The service provider supports and where necessary assists the clients to receive the medication they require in a safe manner.

The service provider ensures that:

- 8.1 The management complies with relevant legislation when administering and assuming responsibility for keeping the clients' medicine, supplements and medication.
- 8.2 The management follows legal procedures for the safe disposal of medicine, supplements and medication and items related to their consumption.
- 8.3 The staff documents the administration of the medicine, supplements and medication on a treatment card.
- 8.4 The management reports concerns to the medical professionals involved in the treatment of the clients.
- 8.5 The staff supports the clients in seeking medical advice, in case of sudden changes and concerns regarding medicine, supplements, medication or presenting conditions.
- 8.6 The staff monitors the clients' medicine, supplements and medication and the conditions for which they were prescribed.
- 8.7 The clients should bring all the medicine that they require for the period of respite.
- 8.8 The staff documents both assessments and reviews of the clients' healthcare needs. Every health episode is recorded. Where medical professionals are involved, the health episode is recorded under their guidance.
- 8.9 The clients can opt to prepare, administer and keep their medicine, supplements and medication unless the personal support programme and/or the medical record indicate that the clients are unable to do so safely.

STANDARD 5:

INFORMATION ON SERVICE PROVISION

STANDARD STATEMENT:

This Standard promotes information to access and use services as well as the identification of alternative services to meet the needs and aspirations of the clients.

QUALITY INDICATORS:

1. The service provider will offer services in key areas to the clients.
2. The service provider gives the clients accurate information regarding the physical environment and the organisational setup of the residence.
3. The service provider has alternative plans in place in case the services do not match the needs of the clients.
4. The service provider ensures that the clients are informed on all available services and activities.

QUALITY INDICATOR 1

1.0 Quality Indicator 1: The service provider will offer services in key areas to the clients.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 The clients are given complete information on the advantages, disadvantages and the challenges that the Respite Service may have.
- 1.2 When the clients require special assistance to communicate, or to participate in activities, they are provided with the necessary equipment, training and adaptations.
- 1.3 The management provides support to the clients to maintain relationships, engage in family planning, learn about sex education and to take care of their personal image.
- 1.4 The clients have access to the internet and television in the common spaces, which are free of charge. These facilities may also be offered in the clients' room.
- 1.5 Accessible transport is offered to the clients who wish to attend their day-to-day outdoor activities.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider gives the clients accurate information regarding the physical environment and the organisational setup of the Respite Service.

PERFORMANCE INDICATORS:

- 2.1 The management and staff gives the clients accurate information regarding:
 - 2.1.1 The organisational structure;
 - 2.1.2 The maximum number of clients who can use the Respite Service at a given time;
 - 2.1.3 How the Respite Service is suitable for clients who require change;
 - 2.1.4 The type of accommodation offered;
 - 2.1.5 Accurate description of the bedrooms and common spaces;
 - 2.1.6 The locality where the Respite Service is situated, its surroundings, the physical structure and its design.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider has alternative plans in place in case the services do not match the needs of the clients.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 The management offers other alternatives should the service need to close temporarily.
- 3.2 There is a contingency plan through which the Respite Service covers and supports alternative communication in case of breakdown of the equipment or other emergency.
- 3.3 The staff assists the clients in accessing alternative care in the event that their needs cannot be met by the Respite Service.

QUALITY INDICATOR 4

4.0 Quality Indicator: The service provider ensures that the clients are informed on all available services and activities.

PERFORMANCE INDICATORS:

The Service Provider ensures that the clients are informed about:

- 4.1 The clients' possibility of being assisted to talk to a trusted independent or professional representative.
- 4.2 The clients' possibility of participating in inspections that are carried out by the SCSA.
- 4.3 Specific needs and interests that are addressed by the Respite Service.
- 4.4 All the services which the respite service offers.
- 4.5 Activities in which the clients may participate.
- 4.6 Local events, facilities and activities.

STANDARD 6:

SERVICE AGREEMENT AND RELATED DOCUMENTATION

STANDARD STATEMENT:

This Standard promotes the formal conditions of service provision including the financial aspects and the rights and responsibilities of the clients through a written agreement.

QUALITY INDICATORS:

1. The service provider is bound to draw up a written agreement with the clients covering the conditions of the services and care offered.
2. The service provider ensures that prospective clients are given a comprehensive document regarding all financial costs of using the Respite Service.
3. The service provider ensures that the prospective clients are given a comprehensive document regarding rights and responsibilities of using the Respite Service.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider is bound to draw up a written agreement with the clients covering the conditions of the services and care offered.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 The written agreement includes:
 - 1.1.1 A description of the different services that are available to the clients;
 - 1.1.2 The legal rights of the clients to use the services;
 - 1.1.3 The rights of the clients to be given any document in a format which is suitable for them;
 - 1.1.4 The rights of the clients to consent to any changes to the agreement after it is signed;
 - 1.1.5 The rights of the clients to stop using the Respite Service and the conditions that may apply including the notice period that the clients have to give to the management;
 - 1.1.6 The rights of the clients to have at least an orientation visit prior to accessing the service;
 - 1.1.7 The conditions under which the service provider may terminate the agreement and the assistance of the management/staff given to the clients in such scenario;
 - 1.1.8 The assistance provided by the management/staff to the clients in order to access alternative services if the service provider cannot continue to meet the needs of the clients;

- 1.1.9 The rights of the clients to be provided with any documentation in relation to their health as well as copies of their personal support programme which shows the care they received from the service when the service is terminated.
- 1.2 The agreement includes the signatures of all those involved in the agreement, the date when the agreement was concluded, the date from when the clients will start using the Respite Service and, if applicable, the period of time that the agreement is valid for.
- 1.3 The agreement is concluded before or on the day that the clients start using the Respite Service.
- 1.4 A copy of this agreement is given to the clients.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider ensures that prospective clients are given a comprehensive document regarding all financial costs of using the Respite Service.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 The document on financial costs includes:
 - 2.1.1 Information regarding the basic fee and which services are covered by the said fee;
 - 2.1.2 Other services that may be given against an additional specified fee;
 - 2.1.3 When and how payment for services should be effected;
 - 2.1.4 Whether there exist circumstances when money is refunded;
 - 2.1.5 The fee covering the trial period and which services are available during this period.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider ensures that the prospective clients are given a comprehensive document regarding rights and responsibilities of using the Respite Service.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 This document on the rights and responsibilities of the clients includes:
 - 3.1.1 The mission statement, objectives and values governing the service;
 - 3.1.2 The general rights and responsibilities of the clients;
 - 3.1.3 The rights of the clients to access other services of their choice offered by other entities or individuals;
 - 3.1.4 The rights of the clients to be informed as soon as possible if the Respite Service is closing down because of an emergency;
 - 3.1.5 Regulations regarding the access of the clients to the premises, activities, staff and management;
 - 3.1.6 Regulations regarding the participation of the clients in everyday life and activities;
 - 3.1.7 Regulations and consequences of unacceptable behaviour by the clients (behaviour that relates to the disability of the clients is not considered 'unacceptable' unless it puts the clients or others at risk);
 - 3.1.8 The responsibilities of the clients towards the other clients and staff;
 - 3.1.9 Information regarding whether there are animals in the residence.

STANDARD 7:

SERVICE QUALITY MANAGEMENT

STANDARD STATEMENT:

This Standard promotes service management based on continuous improvement of service operations and staff development.

QUALITY INDICATORS:

1. The service provider implements management strategies to continuously improve service delivery to the clients.
2. The service provider implements transparent recruitment strategies and plans for the continuous development of staff.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider implements management strategies to continuously improve service delivery to the clients.

QUALITY INDICATORS:

The service provider ensures that:

- 1.1 The Respite Service has a manual of procedures that defines how staff interacts with the clients. This manual is regularly reviewed and updated as required. The manual of procedures shall be accessible to all.
- 1.2 The staff performs its work according to the Code of Ethics and Practice of their profession and the Code of Ethics drawn up by the management of the Respite Service.
- 1.3 Staff supervision is carried out and recorded.
- 1.4 A quality improvement system, based on the evaluation of the Respite Service and feedback from the clients is implemented.
- 1.5 The clients have direct contact with the management of the Respite Service when the need arises.
- 1.6 The Respite Service has an efficient system for recording information.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider implements transparent recruitment strategies and plans for the continuous development of staff.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 The staff is selected and assigned to its job after a thorough recruitment process which includes:
 - 2.1.1 Verification of identity;
 - 2.1.2 Verification of qualifications;
 - 2.1.3 Verification of conduct certificate;
 - 2.1.4 Registration in professional registers and professional associations where applicable.
- 2.2 The Respite Service has a procedure for the continuous professional development and ongoing training of all staff, in order for them to employ methods that reflect updated knowledge and best practice in their field. This training includes but is not exclusive to:
 - 2.2.1 Adequate operating procedures ensuring that staff avoid stereotypes and biases related to the sexual orientation, gender identity and cultural background of the clients when delivering services;
 - 2.2.2 Valid certification in food handling for staff responsible for handling food;
 - 2.2.3 Valid first aid certification;
 - 2.2.4 Action to be taken in an emergency and how to handle a fire emergency.

ANNEX I: MANUAL OF POLICIES AND PROCEDURES

The service provider is to develop comprehensive policies and procedures that cover all areas of the Respite Service. The below is a non-exhaustive list of policies and procedures that should be included in the manual.

1.0 OPERATIONAL POLICIES AND PROCEDURES

- 1.1 Confidentiality policy
- 1.2 Data Protection policy
 - 1.2.1 Record keeping and access to records
 - 1.2.2 Incident reports
- 1.3 Entrance and eligibility
- 1.4 Admission and termination
- 1.5 Initial and subsequent assessments
- 1.6 Welcoming new residents
- 1.7 Termination
- 1.8 Personal support programme
 - 1.8.1 Reviews
 - 1.8.2 Clinical meetings
 - 1.8.3 Health and wellbeing
- 1.9 Behaviour management
 - 1.9.1 Dealing with aggressive behaviour
- 1.10 Allegations of abuse in care
- 1.11 Allegations of bullying in care
- 1.12 Equality
- 1.13 Sexuality and sexual health
- 1.14 Complaints procedure
- 1.15 Spot checks and monitoring
- 1.16 Financial and money management

2.0 STAFF

- 2.1 Staff professional comportment towards residents and co-workers
- 2.2 Supervision policy
- 2.3 Support groups
- 2.4 Recruitment
 - 2.4.1 Employment contract
 - 2.4.2 Job descriptions
- 2.5 Performance appraisals
- 2.6 Training and development
- 2.7 Staff meetings
- 2.8 Complaints by staff
- 2.9 Harassment policy
- 2.10 Staff handover
- 2.11 Staff ratios
- 2.12 House keeping

3.0 HEALTH & SAFETY

- 3.1 Injuries
- 3.2 Administration of medicine
- 3.3 Self-evaluation of service
- 3.4 Evaluation and management of risk

4.0 EMERGENCY PROCEDURES

- 4.1 First Aid
- 4.2 Emergency management and evacuation
- 4.3 Fire management
- 4.4 Medical emergency

5.0 HOUSE PROCEDURES

- 5.1 Rooms
- 5.2 Bed checks
- 5.3 Common areas
- 5.4 Accessibility to personal property
- 5.5 Mobile phones, the Internet and electronic media
- 5.6 Absent without permission
- 5.7 Entering and exiting the home
- 5.8 Visitors
- 5.9 Transportations
- 5.10 Maintenance and certification of house equipment
- 5.11 Pets

ANNEX II: USEFUL REFERENCE MATERIAL

- The United Nations Convention on the Rights of Persons with Disabilities (2006)
- The Social Care Standards Authority Act No. XV of 2008
- Food Safety Act No. XIV of 2002
- OHS Act No. XXVII of 2000
- Equality for Men and Women Act No. I of 2003
- Majority, Guardianship, Interdiction and Incapacitation Act No. XXIV of 2012
- Data Protection Act No. XX of 2018-10-02

Social Care Standards Authority

469, Bugeia Institute, St Joseph High Street
Santa Venera, Malta

www.scsa.gov.mt

© Social Care Standards Authority 2019

Edition 1



PARLIAMENTARY SECRETARIAT FOR
PERSONS WITH DISABILITY AND ACTIVE AGEING