

# **EASY TO READ GUIDE**

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## **SOCIAL REGULATORY STANDARDS FOR DAY CENTRE SERVICES**

# FOREWORD



**ANTHONY  
AGIUS DECELIS**

**PARLIAMENTARY  
SECRETARY**

**FOR PERSONS WITH  
DISABILITY AND  
ACTIVE AGEING**

The interests, abilities, and potential of an individual vary from person to person. The path we take to achieve our potential also differs. This is true also of people with disability, who have different opportunities to unlock their potential to reach their goals.

Thus, we offer different initiatives and services which offer a variety of programmes for people with disability, like residential services, respite, job coaching programmes and training to join the workforce, as well as Day Centre Services.

Day Centre Services in our country provide various benefits to over 350 people. These centres offer different educational and social activities to attendees, which promote participation, social inclusion and strengthening of individual talents.

Thanks to these Social Regulatory Standards and Guidelines, we will continue to improve the quality of the services for beneficiaries which are offered in these centres, while also establishing standards regarding the quality of new centres in the eventuality of further investment in this sector by both the private sector and NGOs.

The quality of life of every individual, including persons with disability and their families, is at the centre of our politics. Consequently, these Social Regulatory Standards for Day Centres for People with Disabilities will ensure that service providers offer high quality services with the requirements needed by persons with disability while offering educational programmes to people who make use of the services.

Such services are of great importance for this Government; who is investing fully in this Authority to not only create these Standards, but also oversee them and ensure that every party involved is responsible for the quality of the service being offered.

In my role as the Parliamentary Secretary for Persons with Disability and Active Ageing, I push forward the priorities of persons with disability, their families and carers, and all the people who in some way or another have a role to play in this sector. Therefore, I look forward to future positive experiences to persons with disability offered by these services.



**MATTHEW  
VELLA**

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**CHIEF EXECUTIVE  
OFFICER**

**SOCIAL CARE  
STANDARDS  
AUTHORITY**

After the Social Care Standards Authority officially launched two sets of Social Regulatory Standards for Persons with Disability; one for the Residential Services and another for Respite Services, the need for Standards focused on Day Centres for People with Disability was felt.

During the last months, this Authority held meetings with various professionals, persons attending the day centres, and their relatives. This process helped the Authority understand the need for new standards in this sector. It is important to highlight that these Standards are not only proposing new Guidelines, but also offer a vision for Day Centre Services to be in the coming years.

The Social Regulatory Standards are based on the principles of individuality, respect, dignity and participation. These Standards will noticeably change the mentality regarding the Day Centre Services; that these are not centres where people with disability go to spend their days, but Centres that offer the best environment where people with disability are able to unlock their abilities and achieve their aspirations.

Through the public consultation, the Authority understood the need for a larger emphasis on vocational training, life skills training, as well as the direct involvement of persons with disability in the personal support programme. With this aim in mind, the Authority worked on these points in order to better help the persons who attend these centres achieve a socially independent life, as well as assisting persons who want to enter the workforce by offering them the help they need.

One can praise the great work done by different professionals as well as the great interest shown by the persons attending these centres, and their parents' determination. Therefore, the Authority couldn't not develop Standards which continued to build upon the work that was and is still being done, while looking ahead with ambition to truly achieve the potential these Day Centres have. The Authority is presenting clear Guidelines to the people running the Day Centre Services and the professionals who work within regarding the importance of the direct participation of persons with disabilities when decisions are taken. Great emphasis is being placed on the quality of the services. Throughout the following months and years, the

Authority will be monitoring the sector to ensure that these Standards are being implemented in practice and are not contained within paper. In line with what was done in previous months, the aim of this monitoring is to guide the service providers, be available to persons with disability who receive these services, and listen to the parents and relatives of these persons with disability.

For the first time in the history of social welfare in Malta, the entire sector of persons with disability is regulated through Social Regulatory Standards which are enforced by Legal Notices. These regulations do not mean more bureaucracy; they are regulations which put persons with disability and their relatives at the heart of all the work being done in this sector. Thanks to these Standards we are also ensuring that the rights of persons with disability are respected while maximising their aspirations to live an independent life.

**PART 1:**  
**HOW TO USE THIS BOOKLET**

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1. This book is written in an easy way for you to read.
2. This Easy to Read Guide is a summary of another document.
3. There are 5 parts in this book:
  - a. Part 1 - How to use this booklet
  - b. Part 2 - Introduction
  - c. Part 3 - What are Standards?
  - d. Part 4 - Which are the new Standards?
  - e. Part 5 - What do the Standards say?



# **PART 2: INTRODUCTION**

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1. This is a book which includes a new set of standards, which were developed in 2019 by the Social Care Standards Authority.
2. This book has 6 Standards.
3. These Standards talk about Day Centre Services and how the staff supports you.

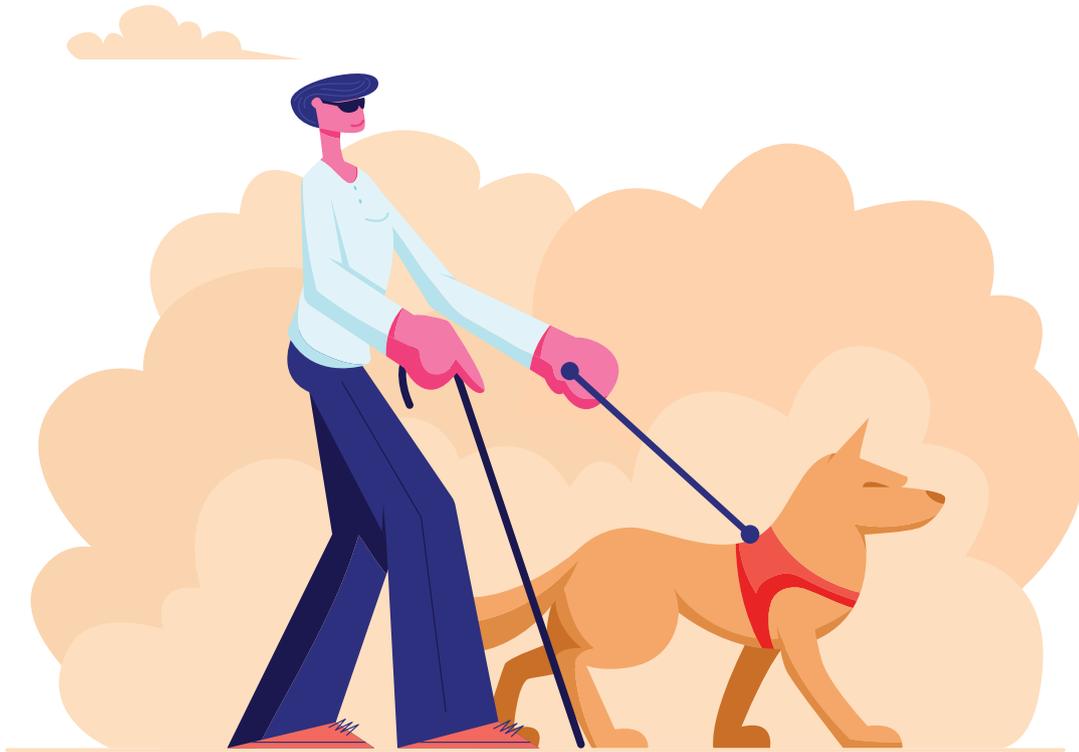


**PART 3:**  
**WHAT ARE STANDARDS?**

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1. Standards are rules that show staff how to take care of you when you are using Day Centre Services
2. This book will show what and why the Standards are important for you.
3. These Standards make you feel that you:
  - a. Are important;
  - b. Come first to the service.
4. These Standards say that the services focus on:
  - a. You;
  - b. Your rights;
  - c. Giving you the right support when needed.
5. These Standards also include other important ideas such as that:
  - a. You are treated well;
  - b. Your privacy is important;

- c. You are helped to understand about all the things you can choose from;
- d. You are protected and you can feel safe;
- e. You are supported to know what you like and what you are good at;
- f. You take part in all decisions about your life.





**PART 4:  
WHICH ARE  
THE NEW STANDARDS?**

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- Standard 1: Your rights
- Standard 2: You have a personal support programme
- Standard 3: You participate and take decisions
- Standard 4: Staff and management keep you safe
- Standard 5: The Day Centre Service meets your needs and goals
- Standard 6: Staff and management run the Day Centre Service well



**PART 5:  
WHAT DO THE STANDARDS SAY?**

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## STANDARD 1: YOUR RIGHTS

Your service provides you with:

### **1. Privacy**

- a. You can talk to staff and management on your own;
- b. You have a private room when you want to talk to other professionals;
- c. You have a locked space where you can keep your belongings;
- d. You can use a telephone in private;
- e. You can use the internet.

### **2. Respect and Equal Rights**

- a. You are given opportunities like others;
- b. You can vote;
- c. You are told what is going on in the Day Centre Service;
- d. The staff and the management support you when you someone treats you badly.

### 3. Support to express yourself

- a. The staff and management will talk with you in a way you feel most comfortable;
- b. You are given support to celebrate special events;
- c. You can ask a person to take decisions for you.

## STANDARD 2: YOU HAVE A PERSONAL SUPPORT PROGRAMME

Your service provides you with a personal support programme.

The personal support programme:

1. Includes all your needs, interests and choices.
2. Includes how staff support you.
3. Is checked and discussed with you often.
4. Encourages you to reach your goals and develop new ones.



## STANDARD 3: YOU PARTICIPATE AND TAKE DECISIONS MAKING

The service makes sure that:

1. You are supported to take a decision on whether to use the Day Centre Service or not.
2. You are given enough time to think about your choices and decisions.
3. You are supported to make good decisions.
4. You can talk about your feelings and opinions with anyone you wish and trust at any time.
5. You are encouraged to take part in planning of activities you like.
6. You are supported to take part in activities that you want.
7. You can give feedback, opinions and can even complain about the service.
8. You can say what food you like and is healthy for you.

## STANDARD 4: STAFF AND MANAGEMENT KEEP YOU SAFE

The service makes sure that:

1. Your health and safety are being taken care of.
2. You take part in understanding and deciding your own risk.
3. You are given a report of your risk assessment.
4. The risk assessment report is explained to you.
5. You are protected from any abuse.
6. You are supported to talk to other professionals when you need.
7. You have your own private space.
8. You know which places at the centre are private and which are public.
9. Cameras are only in public places.
10. No one can use your things.
11. Records are kept every time you use your money.
12. Records are kept about when and what medicine you use.



## **STANDARD 5: THE DAY CENTRE SERVICES MEET YOUR NEEDS AND GOALS**

The service makes sure that:

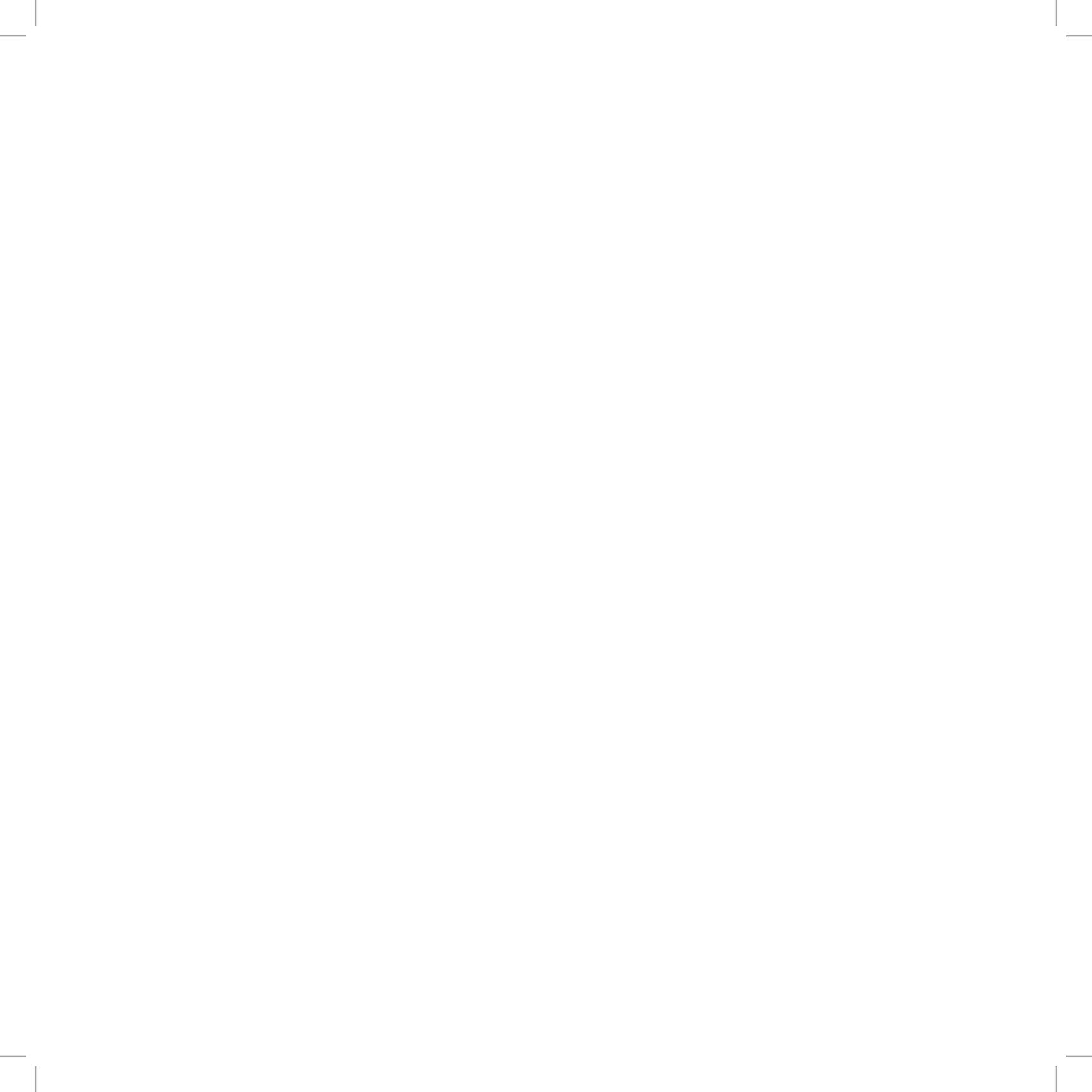
1. When you start using the service, you are given an agreement that says:
  - a. What your costs are;
  - b. What your rights and responsibilities are.
2. This agreement is explained to you.
3. You will sign the agreement.
4. You are given a copy of this agreement.
5. You are offered different services that support your needs.
6. If the Day Centre Service does not meet your needs, you are given support to find a new Day Centre Service.

## STANDARD 6: STAFF AND MANAGEMENT RUN THE DAY CENTRE SERVICE WELL

The service makes sure that:

1. The staff are trained well and are good at their job.
2. The staff and management obey all the laws that apply.





## CONTACT US:

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+356 2549 4400



[feedback.scsa@gov.mt](mailto:feedback.scsa@gov.mt)



SCSA, 469, Bugeia Institute  
St Joseph High Road  
Santa Venera, SVR 1012, Malta



[scsa.gov.mt](http://scsa.gov.mt)



# Social Care Standards Authority

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

[www.scsa.gov.mt](http://www.scsa.gov.mt)

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