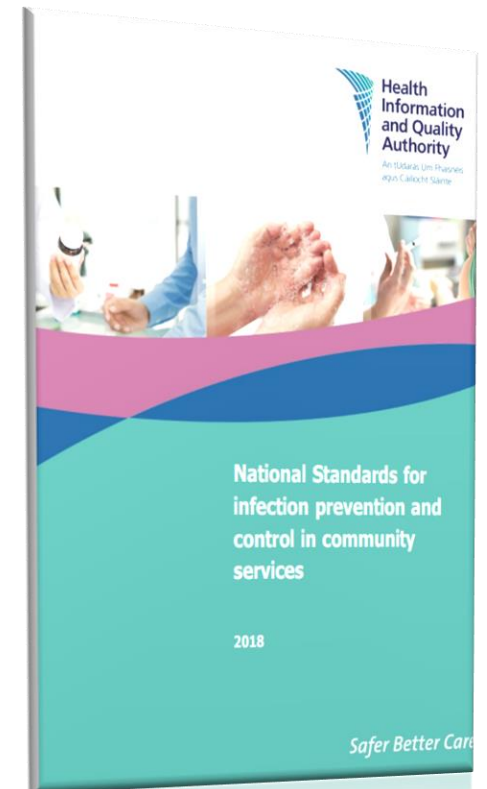
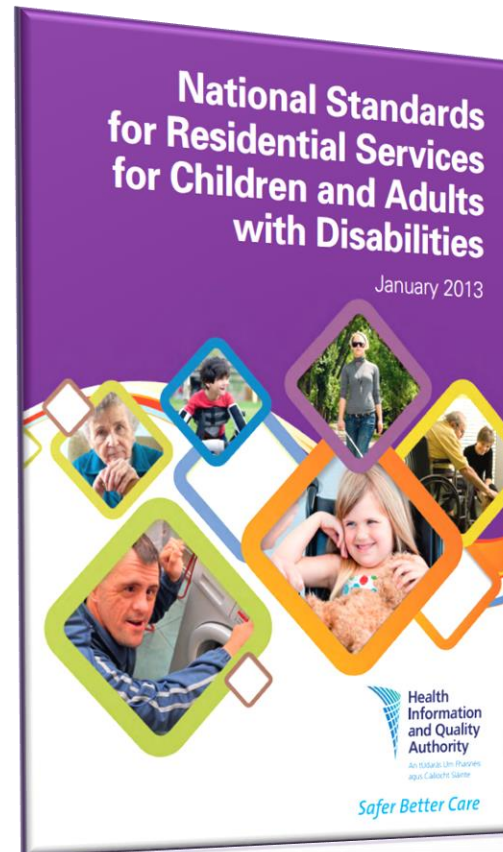


Alignment to existing HIQA Standards



Online learning courses for people working in health and social care services



ABOUT

HIQA develops national standards for health and social care services to make sure that people using these services receive the best possible care and support.

We also develop support materials, such as online learning courses, to support staff working in health and social care services to understand and implement national standards in their day-to-day work. These courses are also beneficial to health and social care students.

Each course has a mix of content, with videos, scenarios, quizzes and knowledge tests, and links to additional resources to extend learning.

ACCESS

If you work in a health or social care service, or are studying in an Irish university or college, you can take the course on [HSELanD.ie](https://www.hseland.ie), the HSE's online learning and development platform. Certificates of completion will be provided.

If you are not eligible to register on HSELanD, you can complete the course on HIQA's Learning Hub on www.hiqa.ie

COURSES

Infection prevention and control
The course introduces the national standards for infection prevention and control in community services, and shows practical ways of applying the standards.



Adult safeguarding
The course, developed in partnership with the Mental Health Commission, introduces the national standards for adult safeguarding, and provides examples of how the principles underpinning the standards might look in practice.



Applying a human rights-based approach in health and social care
The course builds on HIQA's Guidance on a Human Rights-based Approach in Health and Social Care Services. There are four modules which support learners to put important elements of a human rights-based approach into practice.



Information Management - Data Quality

The course aims to improve knowledge and skills in the area of data quality in health and social care services and organisations.



The fundamentals of Advocacy
The course aims to enhance understanding of advocacy and enable staff to better support people to advocate for themselves and to access advocacy services.



CONTACT US

Phone: 01 814 7400
Email: standards@hiqa.ie

Online learning courses for people working in health and social care services

“Certificate of completion” generated in HSELanD

Online learning modules

Completed 48,947 times*

The cover features the Health Information and Quality Authority logo on the left and the Mental Health Commission (MHC) logo on the right. The title 'National Standards for Adult Safeguarding: Putting the Standards into Practice' is prominently displayed in the center. A 'Let's begin' button is located at the bottom left. The background includes a stylized grid pattern in shades of blue and green.

Completed 74,936 times*

The cover features the Health Information and Quality Authority logo on the left. The title 'National Standards for infection prevention and control in community services: Putting the standards into practice.' is centered. A 'Let's begin' button is at the bottom left. On the right, there is a smaller image of hands being washed, with text below it: 'National Standards for infection prevention and control in community services' and '2018'. The bottom right corner has the slogan 'Safer Better Care'.

Completed 17,250 times*

The cover features the Health Information and Quality Authority logo on the left. The title 'The Fundamentals of Advocacy in Health and Social Care' is centered. A 'Let's begin' button is at the bottom left. The background includes a stylized grid pattern in shades of blue and green.

Completed 189,808 times* (4 modules)

The cover features the Health Information and Quality Authority logo on the left. The title 'Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice' is centered. Below the title, it says 'Module 1: Introduction to Human Rights in Health and Social Care'. A 'Let's begin' button is at the bottom right. The background features a graphic of several colorful hands raised in a gesture of support or agreement.

*= Totals since launch to 1st Sept 2024

Human Rights Based Approach

Module 1: completed 57,954 times*

e-learning module on
**Introduction to
Human
Rights in Health
and Social Care**



Module 2: completed 47,285 times*

Health Information and Quality Authority
An tOideas Um Fhairsnéis agus Calíocht Sláinte

NEW

e-learning module on:
**Role of Good
Communication in
Upholding Human
Rights**

FAIRNESS
RESPECT
EQUALITY
DIGNITY
AUTONOMY

Module 3: completed 42,343 times*

Health Information and Quality Authority
An tOideas Um Fhairsnéis agus Calíocht Sláinte

New e-learning module on:
**Putting People
at the Centre of
Decision Making**

HUMAN RIGHTS

Module 4: completed 42,226 times*

NEW E-LEARNING MODULE TO PROMOTE
A HUMAN RIGHTS-BASED APPROACH

Health Information and Quality Authority
An tOideas Um Fhairsnéis agus Calíocht Sláinte

**Positive
Risk-taking**

START

*= Totals since launch to 1st Sept 2024



Introduction to human rights in health and social care

Module Overview

In this module you will:

- Learn why human rights are important in health and social care by using real life examples.
- Be introduced to the **FREDA framework** which will help you apply a human rights-based approach in practice.
- Find out about the **legal framework** that underpins a human rights-based approach in health and social care.
- Explore different categories of human rights and factors such as discrimination and equality.



This module will take you approximately 30 minutes to complete

Start

What are human rights?

- They are the basic rights and freedoms that all people should enjoy, regardless of nationality, place of residence, gender, national or ethnic origin, colour, religion, language, or any other status or characteristic.
- Examples of our rights and freedoms when using health and social care services include, the right:
 - to express our views and preferences for our care and support
 - to be informed about our care and support in a format suited to our communication needs
 - to make informed decisions about our care and support
 - to exercise choice in our daily lives
 - to have our values, beliefs and diversity respected
 - to be safe and free from harm



**Everyone is born with human rights.
We all have a responsibility to
respect human rights and treat each
other with fairness, respect,
equality and dignity.**

Human Rights in Health and Social Care



HIQA has developed a short animation to raise awareness among people using services of what they should expect from a health or social care service that is committed to respecting, protecting and promoting their human rights.

Select the play icon to watch the video



Real life examples

Tom likes to attend weekly mass in the nursing home where he lives. Other residents of the nursing home have complained to staff that the noise from Tom's motorised wheelchair distracts them from enjoying mass.

After considering the complaints from other residents, staff in the nursing home have decided to place Tom in the corridor outside of where the mass is held so he can view the mass through a glass partition and the other residents won't hear his wheelchair.



Do you think Tom's human rights are affected in this situation?




No

Yes

Real life examples

Tom likes to attend weekly mass in the lives. Other residents of the nursing home that the noise from Tom's motorised wheelchair from enjoying mass.

After considering the complaints from the nursing home have decided to place Tom in the corridor where the mass is held so he can view through a glass partition and the other residents won't be disturbed.

 Do you think Tom's human rights have been affected in this situation?



No

Yes

 Help



Good answer.

Tom's human rights have been affected in this situation. A human rights-based approach was not applied.

Tom's **equality** was not protected as he was not supported in accessing and fully participating in mass on an equal basis with other residents. Tom was discriminated against because he has a wheelchair.

Although the decision by staff to place Tom in the corridor was prompted out of consideration for other residents, staff gave too much weight to the irritation of other residents and this was not **fair** to Tom.

Staff did not consider Tom's right to participate in the mass and therefore failed to **respect** his right to freedom of thought, conscience and religion.

By placing Tom in the corridor to view the mass through a glass partition, Tom's **dignity** was also impacted.

Continue

Now that we've looked at some examples of how human rights can be impacted in health and social care, let's consider....



Why is a human rights-based approach important in your work?

Think about the people that you provide care and support to in the service that you work in. Why is it important to consider human rights in your day-to-day work with them?

Type your text here and select submit...

Submit



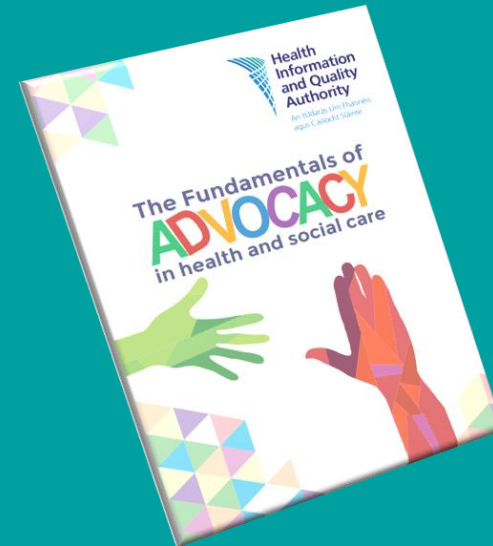
Human Rights Based Approach: course evaluation

- **4,289** evaluation forms completed in 2021.
- **99%** said the course had given them a better understanding of the topic.
- **96%** would recommend the course to a colleague.
- Overall, respondents were satisfied with the course content, layout and presentation and found the modules helpful and beneficial to their work.

“It gave me a more in-depth knowledge of where I can go to if I feel a service user’s human rights are not being met.”

“This course is so beneficial, as it provides a range of good examples and information to enhance knowledge around this important topic.”

The Fundamentals of Advocacy in health and social care



Access video [here](#)



Learning Impact study - key findings

- Online learning courses are considered to be a good way of improving knowledge and awareness and of supporting staff to improve their practice.
- 82% stated that they had made changes to the way they worked, including better communication.
- Positive impact on services, including more advocacy activities and discussing advocacy at meetings.
- Good awareness of advocacy booklet, poster and video and staff find these resources useful.



Certificates of completion



Certificates: Susie Donnelly

Status
Current Certificates ▾

Certification	Issued By	Issue Date	Expiration Date	Comments
 Communicating Effectively through Open Disclosure	HseLanD	30-May-2024	30-May-2027	HSE Open Disclosure: Module 1 - Communicating effectively through Open Disclosure
 Safeguarding adults at risk of abuse	HSeLanD	12-Apr-2024	12-Apr-2027	Safeguarding adults at risk of abuse
 Applying a Human Rights-based Approach in Health and Social Care: Putting national s		28-Mar-2024	(none)	Module 4: Positive Risk-taking - Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice.
 Module 3: Putting People at the Centre of Decision-making	HIQA	28-Mar-2024	(none)	Module 3: Putting People at the Centre of Decision-making - Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice.
 Module 2 - Role of Good Communication in Upholding Human Rights	HIQA	28-Mar-2024	(none)	Module 2: Role of Good Communication in Upholding Human Rights- Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice.
 Module 1 - Introduction to Human Rights in Health and Social Care		27-Mar-2024	(none)	Module 1: Introduction to Human Rights in Health and Social Care. - Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice.
 An Introduction to Children First	HSeLanD	24-May-2023	24-May-2026	An Introduction to Children First

This is to certify that

Susie Donnelly

Completed the e-Learning module:

Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice

Module 1 - Introduction to Human Rights in Health and Social Care

(Approximately 30 minutes)

On 27 March 2024


Health Information and Quality Authority

HIQA Learning Hub

Home > Learning Hub


LEARNING HUB

This hub provides links to online learning courses, guides and videos for frontline staff, students and academics, as well as people using health and social care services.



These materials support the implementation of national standards and the development of good practice.


Find more information on the national standards under Areas we work in -> Standards and Quality or email standards@hiqa.ie

 **An introduction to national standards**

This slide deck has been developed by the Health Information and Quality Authority (HIQA) to provide a teaching resource on the development of evidence-based national standards for health and social care services in Ireland.


[Read about National Standards >](#)

[VIEW OUR SLIDE DECK](#)

 **Supporting adults**

Links to a range of material that support the development of good practice in the care and support of adults using health and social care services.

[READ MORE](#)

 **Supporting children**

Links to a range of material that support the development of good practice in the care and support of children using health and social care services.

[READ MORE](#)

Access here:
[Learning Hub | HIQA](#)

CORU CPD exemplars



Continuing Professional Development Record Template¹

Registrant Profile:

Senior Speech and Language Therapist with 14 years experience working with adults across the community and acute HSE system.

Please note that this exemplar contains learning activities greater than the required number of credits so as to provide a wide a variety of learning activities for illustrative purposes. The minimum number of credits registrants selected for audit are required to evidence in a 12-month period is 30.

<p>4/10/23</p> <p>1.5 hours in total</p>	<p>HIQA Learning Hub: Advocacy</p> <p>HIQA Learning Hub: Communicating in Plain English with Adults</p> <p>HIQA Learning Hub:</p>	<p>1</p>	<p>This highlighted the important of ensuring advocacy for all patients and encouraged a reflection on how the SLT can play a lead part in ensuring this.</p> <p>I learned the importance of ensuring that my communication style with patients is clear. This video provided strategies and ideas to achieve this. It emphasised the need for clear English and the importance of health literacy and this was an importance consideration in the development of the SLT Patient leaflets</p> <p>I reviewed the video and downloaded and reviewed the HIQA National Standards for <u>Adult Safeguarding 2019</u>. The information has</p>	<p>The HIQA learning hub provides a range of short video presentations and additional written information supporting these videos.</p> <p>For reference, I set up an electronic HIQA folder for the department containing the HIQA Information and Guidelines</p> <p>I found these to be very useful to explain the concepts in plain English and have directed patients and families/caregivers to this website as the videos and information are short and very easy to understand</p> <p>I think it is important to use and share information not only from HSE sites but also from</p>
	<p>Safeguarding Adults</p>		<p>reminded me of the broad scope of issues contained in Safeguarding Adults. I have shared these resources with the SLT Dept. and also with MDT colleagues</p>	<p>HIQA as this ensure a more holistic approach. Some of these HIQA videos and information also feed into the concepts of the Assisted Decision Making (Capacity) Act 2015 and the corresponding HSEland ADMCA course</p>



Ag Rialáil Gairmithe Sláinte agus Cúraim Shóisialaigh
Regulating Health + Social Care Professionals

Name:	Jane Doe	CORU Registration Number:	SCW0123456
Audit period from:	1 December 2022	Audit period to:	30 November 2023
Registration Board	Social Care Workers		

Implement			Evaluate & Reflect	
Date and time spent When did you undertake this learning activity?	Type of Learning Activity What was the name of the activity?	CPD credits Approx. 1 CPD credit for every hour of new or enhanced learning achieved	Learning Outcome What have you learnt through completing this activity? How have your skills and knowledge improved or developed?	Impact on practice How have you integrated this learning into your practice? How has this learning made a difference to your capability and performance in your role?
June 23 12-2pm	HIQA learning Hub Guidance on communication with children Video and reading material	2	<p>These guidelines helped with understanding that's children have a right to clear and child-centred communication that reflects their attention and interest. Children at different stages of development have very different needs and interests and learn in different ways. I learned that Plain English is a style of presenting information that helps someone understand it the first time they read or hear it. It is a more effective way of writing and speaking.</p> <p>I learnt that Effective communication in plain English is a key element in the provision of high quality and safe services. By communicating in plain English, children and families know what to expect of services, good outcomes are promoted and children's satisfaction and experience of care is improved.</p>	<ol style="list-style-type: none"> 1. Improved ability to communicate with children in plain and understandable language. 2. Increased understanding of the importance of clear communication in building relationships with children and their families. 3. Enhanced skills in engaging children in conversations and actively listening to their needs and concerns. 4. Improved ability to explain medical or social care procedures to children in a clear and age-appropriate manner. 5. Increased knowledge of different communication methods and strategies that can be used to effectively communicate with children. 6. Enhanced understanding of the specific communication needs of children with disabilities or special needs. 7. Improved ability to provide information and support to families in a clear and understandable way.

