



Module	Module Aim	Module Content	Suggested Attendees
<p>1 Governance within the HIQA Framework</p> <p>26th July</p>	<p>The aim of this course is to provide Registered Providers and senior management with comprehensive information on their roles, responsibilities and accountabilities for the operation of their service.</p>	<ul style="list-style-type: none"> • Governance Model within the residential care sector – Principles and Impact. • Trends and analysis – HIQA findings in relation to governance. • Applicable Legislation, regulation and guidelines • Roles and responsibilities within the governance model • Corporate Risk Management in Governance • Registration Process • Monitoring Compliance & Evaluating Service performance. 	<p>PIC, Deputy PIC, CNM, etc.</p>
<p>2 Development of Policies and Procedures (with a focus on Schedule 5 P&P's)</p> <p>18th August</p>	<p>This course will provide participants with the background legislative requirements to policy and procedure development and illustrate an effective policy and procedure development and approval process model.</p>	<ul style="list-style-type: none"> • Trends and analysis – HIQA findings in relation to P&P's • Relevant Legislation, Regulation and Guidance • Model for Planning and Development of Comprehensive Policies and Procedures • Document Control & Change Management • Required Schedule 5 Policy and Procedure Content 	<p>PIC, Deputy PIC, CNM</p>



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<p>3 Person Centred Care Planning - Effective Assessments to Best Practice Care Delivery 24th August</p>	<p>This course will review the best practice methodology, tools and techniques to ensure the development of comprehensive, effective, individual care plans for service users, utilising preadmission and admission information. The course will review appropriate assessment models, service user involvement and multidisciplinary input requirements for comprehensive care planning, implementation and evaluation. Participants will review evidenced based care plans and care tools to enhance care plans for service users in their facilities.</p>	<ul style="list-style-type: none"> • Legislation, Regulation & Guidance in relation to care planning. • Challenges to effective Care Planning. • Management of service user admissions. • Use of evidenced based assessment models. • The development of person centred care planning including examples of care plans for specific conditions. • Impact of individual risk management planning on the care planning process. • Involvement of service users in the care planning process. • Effective application and recording of care interventions. • Care plan evaluation and review. • Review of requirements relating to resident access to national screening programmes. 	<p>PIC, Deputy PIC, CNM, Staff Nurse, HCA.</p>
<p>4 Identification, Evaluation, and Management of Risk within the Residential Care Sector 22nd September</p>	<p>Service providers are required to demonstrate continuous improvements within the provision of their services. An effective proactive and reactive Risk Management framework is a strong indicator of a continuous improvement culture. The risk management model provided in this course is both proactive and responsive in its applications and incorporates the identification, assessment, management and ongoing review of risks associated with the provision of care. This course will enable participants to apply the framework, carry out risk assessments, apply a risk rating, mitigate the risk through the use of control measures and prioritise the management of risks at their management team meetings.</p>	<ul style="list-style-type: none"> • Principles of risk management. • Advantages and challenges of risk management. • Legislation, standards & guidance relating to risk management. • Trends and analysis – HIQA findings in relation to risk management • Risk Management Framework, Model and Communication. • Risk Registers and Allocation of Responsibility • Application of the Framework: Service and Care Provision • Individual risk management • Health and safety risk management. • Ongoing, proactive risk management. 	<p>PIC, Deputy PIC, CNM, Staff Nurse, Health & Safety Rep.</p>



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<p>5 Provision of Evidenced Based Medication Management Practices</p> <p>30th September</p>	<p>The course will provide attendees with a firm grounding in medication management practices applicable to both residential care and disability services.</p>	<ul style="list-style-type: none"> • Trends and analysis – HIQA findings in relation to medication management • Legislation, standards & guidance relating to medication management • Medication Reconciliation • Prescription, Ordering, Storage and Disposal of Medications. • Administration and Review of Medication. • Management of Controlled Drugs. • Self-Administration of Medication • High Alert Medication • Psychotropic Medication • Medication Management for Discharge Transfer Leave and Respite Care. • Adverse Reactions and Errors • Audit and Evaluation 	<p>PIC, Deputy PIC, CNM, Staff Nurse.</p>
<p>6 Quality of Care Audits in Healthcare</p> <p>7th October</p>	<p>This course will provide participants with a firm grounding in the theory and practical application of audit and enable them to develop a capacity for critical thinking for high quality, effective audits. Participants will have the opportunity to engage in a variety of workshops and will be provided with tools and techniques to support them to apply a standardised methodology for the application of audits in their service.</p>	<ul style="list-style-type: none"> • The regulatory framework against which internal audits must be completed. • Learnings from effective audit practice. • The methodology of effective audit practice • Developing a comprehensive internal audit schedule • Implementing tools and techniques to support the application of internal audit practice. • Reporting requirements of internal audits. • Driving service improvements and learnings from audit practice. 	<p>PIC, Deputy PIC, CNM, Audit Leads.</p>



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<p>7 Protection of Resident's Rights, Dignity, Education and Consent</p> <p>21st October</p>	<p>This course will provide the participant of a comprehensive suite of knowledge to put the resident and their wishes are at the centre of the service provided.</p>	<ul style="list-style-type: none"> • Trends and analysis – HIQA findings in relation to resident rights • Applicable legislation, regulation and guidelines • Roles and responsibilities in relation to resident rights • Resident rights and charter • Application of the FREDA principles • Resident Access to Services and Provision of Care • Provision of Information to Resident's and their families • Resident Consultation and Participation • Resident Consent • Civil, Political, Legal and Religious Rights • Privacy and Dignity • Resident Education and involvement in services 	<p>PIC, Deputy PIC, CNM, Staff Nurse, HCA.</p>
<p>8 Effective Management of Complaints</p> <p>3rd November</p>	<p>This course will provide attendees with an appropriate framework for the effective management of complaints within their services, which ensures the rights of the Complainant are safeguarded to ensure a fair and impartial investigation of a complaint. It will also provide participants with examples on how complaints can be utilised to inform service provision and continually improve the quality of care and service provided to service users.</p>	<ul style="list-style-type: none"> • Trends and analysis – HIQA findings in relation to complaints • Legislation, Regulation and Guidance relating to Complaint Management • Challenges to effective compliant management. • Roles and responsibilities regarding management of complaints and feedback. • Outlining an appropriate framework for effective complaint management. • Ensuring Complainant rights, including privacy and confidentiality requirements. • Investigation, Documentation & Data Collection. 	<p>PIC, Deputy PIC, CNM, Staff Nurse, HCA.</p>



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<p>9 Safeguarding and Protection of Vulnerable Adults 11th November</p>	<p>The aim of this course is to provide attendees who work with vulnerable adults, evidence based, best practice information regarding the safeguarding of vulnerable persons at risk of abuse. The course will also provide a framework on how to manage allegations in line with Legislation and Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures.</p>	<ul style="list-style-type: none"> • Trends and analysis – HIQA findings in relation to safeguarding • Applicable Legislation, regulation and guidelines • Principles of Safeguarding • Governance model for Safeguarding and protection from abuse • Proactive Safeguarding Measures • Reactive Safeguarding Measures, including management of allegations of abuse • Assisted Decision Making (Capacity) Act 2015 & the Decision Support Service 	<p>PIC, Deputy PIC, CNM, Staff Nurse, HCA.</p>
<p>10 Incident Reporting and Management of Serious Incident Reviews 16th December</p>	<p>This course provides participants with an overview of how incidents, or potential incidents, are identified, documented, rectified, reviewed and appropriately communicated to promote a positive open environment of proactive risk management. The course reviews the requirements of the HSE Incident Management Framework (2020) and presents how the systems analysis approach can be utilised by services to generate learning to promote safety and system improvement.</p>	<ul style="list-style-type: none"> • Legislation, Regulation and Guidance applicable to incident management. • Principles of incident reporting and recording. • Using of evidenced based assessment tools to support the risk rating of incidents and subsequent follow up requirements. • Monitoring and learning of from incidents. • Managing reportable and notifiable events. • Evaluating service-user incident outcomes with specific focus on patient safety, communication and Person-centred care. • Lessons learned to date from national serious incident reviews. • Governance framework required to support effective serious incident management, including roles and responsibilities. • Understanding serious incidents and serious reportable events. • Understanding the methodology for serious incident review, including systems analysis. • Application of the systems analysis process. • Effective investigation methods (causal factors, contributory factors and incidental findings). • Involvement of affected parties. • Making effective recommendations arising from findings. • Reporting serious incident reviews. 	<p>PIC, Deputy PIC, CNM, Staff Nurse.</p>



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<p>11 Management of Behaviour that is Challenging, including Restrictive Practices</p> <p>21st December</p>	<p>The aim of this course is to increase the knowledge and understanding of underlying causes of behaviours which are challenging, along with early intervention and non-physical methods for preventing or managing challenging behaviour, through recognition of triggers and application of evidenced based guidelines for episodes of behaviour that challenges. The course also provides clarity to service providers on circumstances when a restrictive practice is permitted and how it may be applied in accordance with best professional practice, guidelines and national policies.</p>	<ul style="list-style-type: none"> • Understanding what is challenging behaviour. • Causes of challenging behaviour and factors that contribute to challenging behaviour. • Importance of communication during challenging behaviour. • Strategies for managing challenging behaviour. • Conciliation and de-escalation. • Use and misuse of restrictive practices. • Informed Consent. • Chemical restraint (Use of Psychotropic Medication). • The use of assistive equipment. • Documenting episodes of challenging behaviour. • Learning from episodes of challenging behaviour. 	<p>PIC, Deputy PIC, CNM, Staff Nurse, HCA.</p>
<p>12 Governance and Management of IPC within the Residential Care Service</p> <p>18th January '23</p>	<p>This course will provide the participant with an understanding of the developing regulatory model emerging in relation to IPC and how the service can respond to ensure their effective compliance and strive towards best practice in relation to IPC.</p>	<ul style="list-style-type: none"> • Learnings from COVID-19 and from subsequent HIQA inspection findings. • Emerging regulatory structure for IPC • Governance model required to support effective IPC • Roles and responsibilities in relation to IPC • Communication and engagement with residents • Minimising and managing the risk of infection • IPC audit scheduling and applications 	<p>PIC, CNM, Staff Nurse, Health & Safety Rep.</p>



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<p>13 Provision of Palliative and End of Life Care within Residential Services</p> <p>25th January '23</p>	<p>This course will provide participants with detailed understanding of palliative and end of life care best practice care process and ensure that residents and their families are central to the provision of this care.</p>	<ul style="list-style-type: none"> • Trends and analysis – HIQA findings in relation to palliative and EOL care • Relevant Legislation, Regulation and Guidance • Internal Roles and Responsibilities • Palliative Care Holistic Assessment • Identification of Stage of Illness • DNR's, Advance Care Planning & Advance Care Directives • Communication during Palliative and End of Life Care • Response to Diagnosis of Dying • End Stage Indicators • Verification and Certification of Death • Care After Death • Bereavement Care 	<p>PIC, Deputy PIC, CNM, Staff Nurse, HCA.</p>
<p>14 HIQA's Fire Safety Handbook: Requirements and application</p> <p>1st February '23</p>	<p>This course will assist participants to understand the requirements of the handbook, the governance model required to support its implementation and the documentation framework to ensure its application.</p>	<ul style="list-style-type: none"> • The basis for handbook • Trends and analysis – HIQA findings in relation to fire safety regarding fire safety and prevention • Creating a culture of fire safety • Governance model required for effective fire safety, including external supports • Developing an annual Fire Safety programme • Fire Precautions • Fire Safety equipment • PEEP's and Evacuation Aids • Inspection, Audit and Evaluation 	<p>PIC, Deputy PIC, CNM, H&S Rep.</p>



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<p>15 Performance Measurement and Continuous Improvement within Residential Care</p> <p>8th February '23</p>	<p>This course will provide participants with a process for identification of quality indicators, measures and benchmarks to drive continuous improvement within their service.</p>	<ul style="list-style-type: none"> • Strategic and Operational planning. • Performance measurement tools and techniques, including audit and survey. • Involving residents in quality assurance and continuous improvement processes. • Driving continuous improvement from the Quality and Safety Management system outputs, e.g., via incident management and complaints. • Identification and development of input requirements for Key performance indicators (KPI's). • Completing Annual Review Reports of the Quality and Safety of Care Provided to service users. 	<p>PIC, Deputy PIC, CNM</p>
<p>16 Preparing for HIQA Inspection</p> <p>15th February '23</p>	<p>The aim of this course to is to prepare services for HIQA inspection. The course will provide a guide to participants on the preparation requirements, the inspection process and provide practical tools and techniques to prepare the service and staff for the inspection.</p>	<ul style="list-style-type: none"> • Preparation for inspection. • Education and staff preparation for upcoming inspections. • Supporting the engagement of residents in the inspection process • Maintaining control of the inspection process. • Presentation of the service, facilities and required documentation. • What to expect during the inspection process including useful management techniques. 	<p>PIC, Deputy PIC, CNM.</p>