



GOVERNMENT OF MALTA

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## Government response to the consultation on Residential Services for Persons with Disability

*12th December 2018*

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# Executive Summary

## Introduction and overview

### **1. A brief introduction about the subject**

*The Guidelines on the Residential Services for Persons with Disability was launched for public consultation.*

*This document is one of the three official documents to be published as part of the Social Regulatory Standards on the Residential Services for Persons with Disability.*

*The other two documents include the:*

- 1. Subsidiary Legislation which gives enforcement power to the Authority*
- 2. Easy-Read Version for Service Users and the General Public*

### **2. The public consultation date. Include the objective and purpose of the public consultation**

*On the 9th November 2018, during a press conference, the Social Care Standards Authority, presided by the CEO Mr Matthew Vella together with the Parliamentary Secretary Mr Anthony Agius Decelis, launched a public consultation on the Guidelines on the Residential Services for Persons with Disability.*

*The purpose of the public consultation was to welcome feedback from the general public and stakeholders.*

### **3. This consultation sought views on:**

- Overall general text as presented in the draft guidelines*

## Responses to the consultation and process used to seek stakeholder views

This document is the Government Response to this consultation and sets out the Government's decisions on these matters.

### **4. The closing date of the public consultation. Which methods were used to receive the feedback The total amount of responses. From whom you received the feedback**

*The public consultation period closed on the 30th November 2018.*

*The document which used for consultation was available online, and responses were received electronically through the SCSA online platform.*

*The general public could also make contact with the SCSA by phone.*

*The SCSA received 5 replies which included feedback, comments and suggestions.*

*A list of the respondents can be found under (Annex A)*

### **5. Include (if any) meetings with stakeholders and list who the stakeholders were**

*The SCSA has sent the Easy-Read version by email to CRPD to assess the overall comprehensibility of the document by a person with an intellectual disability.*

## Summary of responses and decisions

The following is a summary of the consultation responses received. We would like to thank all those who took the time to respond to the consultation and participate in stakeholder meetings around the consultation exercise.

### **6. Statistics**

- Total feedback received: **4**
- Total feedback received by individuals: **2**
- Total feedback received by organisations: **2**
- Total feedback received through email: **4**
- Total feedback received through online form: **0**
- Total feedback received by post: **0**

### **7. Summary of feedback received**

*Themes:*

- *General amendments of terminology used*
- *Feedback on terminology on the grounds of discrimination*
- *Queries regarding - 'Challenging Behaviour'*

- *Queries regarding single or shared rooms*
- *Queries regarding on 'Safety Restrictions'*
- *Queries regarding the multi disciplinary team*
- *Reviewing of Personal Support Plan*
- *General amendments of Manual of Policies and Procedures*
- *Queries regarding 'Restraint'*
- *Queries regarding labelling of clothes*
- *Queries regarding rooms separate from common areas – clients privacy*
- *Queries regarding intimate relationships and sexuality*
- *Queries regarding visitors*
- *Queries regarding parental responsibilities*
- *Queries regarding palliative care*
- *Queries regarding lockable spaces and security of personal belongings*
- *Queries regarding methods of communication available*
- *Queries regarding nomination of independent person*
- *Queries regarding the frequency of the review process on service provision*
- *Queries regarding the personal preferences and food*
- *Queries regarding the participation of clients in things related to running the home*
- *Queries regarding the expression of opinion and voicing concerns*
- *Queries regarding food menu*
- *Queries regarding medication, medicine and healthcare in general*
- *Queries regarding available options whilst living in the residence*
- *Queries regarding incidents and accidents*
- *Queries regarding personal and intimate care*
- *Queries regarding safety and security*
- *Queries regarding locking rooms and CCTV*
- *Queries regarding entering and existing the residence*
- *Queries regarding dietary requirements*
- *Queries regarding transport*
- *Queries regarding alternative care outside the home*
- *Queries regarding trial period*
- *Queries regarding conditions of agreement*
- *Queries regarding the transferring process of documentation*
- *Queries regarding responsibility of clients*
- *Queries regarding pets in the residence*
- *Queries regarding staff training*
- *Queries regarding information keeping*

**8. Your assessment and the Government's decision (list the Government's decisions).**

- *Updated and amended terminology as and when required*
- *Defined challenging behaviour*
- *Amended the frequency of the reviews and meetings from a 'minimum of once yearly' to reviews every 6 months to be congruent with the persons' development and changing needs*
- *Amended the term from 'hard copy' to 'accessible copy' to ensure that the format tailored to the service users' needs*
- *Emphasis was made on the need of the staff to always inform the management of any accidents or incidents. The management makes the necessary interventions and investigations according to their own judgments on the presenting case.*

- *Advisory services was removed and replaced by competent persons*
- *Security and safety reasons shall be the terminology used to indicate that CCTV cameras in the common areas and cameras installed in the residents' bedrooms, shall be solely used for these purposes (security & safety)*
- *Clarification of the clause regarding the maximum number of residents allowed to occupy the residence at a given time' and add' residents allowed to reside simultaneously'*
- *Re-phrasing of the clause 'The residents can contest information kept about them, which they feel is misleading and which can affect the service provided to them' to – 'the residents can access and contest...'*
- *Residents should have an **adequate**\* lockable space (\*added)*
- *In Annex a statement was included to determine conduct of staff*
- *A performance indicator was added to indicate clients' rooms are separate from common areas in the residence*

## Implementation

### 9. When you intend to implement the decisions

Prior final launch which is planned for mid-January 2019.

## Contact Details

If you have any questions regarding this response, please contact: [feedback.scsa@gov.mt](mailto:feedback.scsa@gov.mt)

## DETAILED OVERVIEW OF RESPONSES AND THE GOVERNMENT'S RESPONSE

The following section provide a brief summary of the initial proposals and the responses received, before setting out the final decision that has been made. *(Standard text)*

*Question 1 : insert the question (only if your Ministry decided to list a set of questions for the public to leave their feedback)*

N/A

## **Consultation Proposal**

*1.1 During the launch of the draft regulatory guidelines for Residential Services for persons with disability, the SCSA opened a public consultation process aimed at giving the general public the opportunity to submit any feedback on the guidelines in question. This also aimed at empowering the service users to contribute equally in this exercise furthering the notion of service user involvement and participation.*

## **Post-consultation analysis / Final decision**

*1.2 During the post-consultation period, the necessary and relevant amendments were done accordingly following a thorough analysis of all feedback gathered.*

## **Annex A: List of Repondents**

<b>Individuals</b>	<b>Ms Attard Alana</b>
<b>Individuals</b>	<b>Mr Camilleri Jon</b>
<b>Organisations</b>	<b>NCPE – Mr Callus Andre</b>
<b>Organisations</b>	<b>Aġenzija Sapport – Mr Cini Joseph</b>