

**MCCARE**

# **YOUR GUIDE TO DISABILITY SERVICES**

**Accessible information about your home, your support and your rights**

**You have the right to be safe, respected, listened to and supported to make choices and live a meaningful life.**

**DOCUMENT**

Accessible Disability Services Website Guide

**EDITION**

July 2026

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# This guide is for you



## Welcome to McCare

This guide tells you what you can expect from a McCare disability service.

You can read it by yourself or with someone you trust.

You can ask for information in a different way. This may include large print, pictures, audio, another language or communication support.



## You can ask questions

You do not have to understand or remember everything straight away. A team member can explain the guide to you.

## YOUR HOME AND SERVICE

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# A safe and comfortable place to live



## Your home

- Your home should be safe, clean, comfortable and suitable for your needs.
- You should have your own personal space.
- Your belongings should be respected and kept safe.
- You should be able to make your room feel like your own.
- Shared rooms and spaces should be comfortable and accessible.
- Equipment and assistive technology should be available when you need them.



## What the service provides

Each McCare service is different. Your local Resident's Guide will tell you exactly what your home provides.

- Support from team members.
- Bedrooms and shared living spaces.
- Food and cooking facilities.
- Transport or support to travel, where provided.
- Activities and community support.
- Healthcare and other supports based on your needs.

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**YOUR AGREEMENT**

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## You should know what you are agreeing to



### **Your written agreement**

Before or when you move in, you should receive a written agreement.

- It should explain the care and support you will receive.
- It should explain any fees, charges or contributions.
- It should explain important arrangements in the home.
- It should match your assessed needs and the Statement of Purpose.
- You can ask for help to understand the agreement before you sign it.



### **You can have support**

A family member, representative or advocate can help you understand information and express your wishes.

## YOUR TEAM

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# People who support you



## Team members

- Team members should treat you with dignity, respect and kindness.
- They should know your needs, preferences and communication style.
- They should support you safely without taking over your life.
- They should receive training, supervision and guidance.
- They are accountable for the quality and safety of their work.



## Your keyworker

You may have a key worker or named team member.

They will meet with you and help you work on the goals that matter to you.

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**YOUR PERSONAL PLAN**

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## Your plan should be about your life



### **Your needs, wishes and goals**

You will have an assessment and a personal plan.

- The plan should explain the support you need.
- The plan should include your wishes and goals.
- You should take part as much as possible.
- You can use communication supports or ask someone to help you.
- The plan should be reviewed at least every year and when your needs change.
- You should know what progress has been made and what happens next.



### **Your goals can be big or small**

A goal may be learning a skill, trying an activity, improving your health, making a choice, building a relationship, finding work or becoming more independent.

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**YOUR RIGHTS**

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## You have rights every day



### **Dignity and respect**

- You should be treated as an adult.
- You should be treated fairly and equally.
- Your identity, culture, religion, gender and sexuality should be respected.
- You should be supported to understand and use your rights.
- You can ask for an independent advocate.



### **Choice and control**

- You should make choices about your daily life.
- Your choices should be respected.
- You can say yes or no when you have the information you need.
- You should be supported to take reasonable risks and try new things.
- Support should increase or decrease depending on what you need.



### **Privacy**

- People should knock before entering your room.
- Your personal care should be private and respectful.
- Your phone calls, messages, relationships and personal information should be private.
- Team members may share information when there is a proper reason, such as keeping you or another person safe.

**DAILY LIFE**

## Your choices, interests and independence



### **Food and home life**

- You should have enough healthy food and drink.
- Your food choices, culture and dietary needs should be respected.
- You should be supported to shop, cook and prepare food if you wish.
- You should be supported to care for your clothes and living space if this is one of your goals.



### **Activities, learning and work**

- You should have opportunities to enjoy hobbies, sport, music, leisure and social activities.
- You should be supported to take part in your community.
- You can be supported to access education, training, volunteering or employment.
- You should have opportunities to learn new skills and build independence.
- Your achievements and important occasions should be celebrated.



### **Life should include fun**

Support is not only about appointments and care tasks. You should have opportunities to enjoy yourself, build relationships and do things that are meaningful to you.

## HEALTH AND WELLBEING

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# Support to stay well



## Your health

- You should be supported to see doctors, dentists and other health professionals.
- Health information should be explained in a way you understand.
- Your wishes should be included in health decisions.
- Medication should be managed safely.
- Your emotional, mental, social and spiritual wellbeing should be supported.
- You should receive extra support when you are unwell, distressed or experiencing loss.

## MONEY AND BELONGINGS

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# Your property belongs to you



## Your money

- Your money belongs to you.
- You should be supported to manage your money when you need help.
- You should know what money is held for you and why.
- Records should be kept when team members help with your money.
- You should be protected from theft, fraud and financial abuse.



## Your belongings

Your clothes, photographs, devices and other belongings should be respected and kept safe. You should have suitable storage for your things.

## FAMILY, FRIENDS AND VISITORS

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# Important relationships should be supported



## Keeping in contact

- You should be supported to keep in contact with family, friends and people who are important to you.
- You can have visitors, subject to the visiting arrangements for your home.
- Visits should respect your privacy and the rights of other people living in the home.
- You should be supported to build friendships and relationships in a safe way.
- You can be supported to practice your religion or spiritual beliefs.

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**SAFETY**

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## You have the right to be safe



### Safeguarding

You should be safe from abuse, neglect, bullying, discrimination, exploitation and harm.

Abuse can be physical, emotional, sexual or financial. It can also mean neglecting your needs or taking away your rights.

Tell a team member, manager, family member, representative, advocate or another trusted person if you feel unsafe.



### You will be listened to

The service must take safeguarding concerns seriously and act to protect you.



### Fire and emergencies

- Your home should have fire safety equipment and emergency plans.
- You should know what to do in an emergency.
- You may have a personal emergency evacuation plan.
- Team members should practice emergency procedures and help you understand them.

Restrictions should only be used when necessary for safety. The least restrictive option should be used for the shortest time and should be reviewed.

## SPEAKING UP

## Feedback, complaints and advocacy



### You can make a complaint

You can complain about any part of your service, care or support.

#### 1. Tell someone

You can speak to any team member, the Person in Charge or a manager.

#### 2. Use your communication method

You can talk, write, use pictures, use a communication aid or ask someone to help.

#### 3. Get an answer

You should be told what is happening and what was decided.

#### 4. Ask for a review

If you are not happy, you can ask another manager or an external Organisation to review the complaint.

#### 5. Ask for advocacy

An independent advocate can help you say what you want and protect your rights.



### You will not be punished for complaining

Complaints, concerns and feedback should be used to make the service better.

## HIQA AND INSPECTION REPORTS

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# How the service is checked



## HIQA inspections

HIQA registers and inspects designated disability Centre's.

An inspector may ask you about your experience. You can ask to speak to an inspector privately.

You can ask a team member to help you read an inspection report. Reports are also available on the HIQA website.

## MOVING IN OR MOVING ON

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# Transitions should be planned



## Before you move in

- You should have an opportunity to visit the home where possible.
- You should receive information about the home and the people who live there.
- Your needs should be assessed to make sure the service is suitable for you.



## When you move

- You should receive clear information about what will happen.
- Your important information should move safely with you.
- You should receive support and life-skills training for the new living arrangement when needed.
- Your views, relationships and wellbeing should be considered throughout the move.

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**YOUR LOCAL RESIDENT'S GUIDE**

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## Every home must give you local information

This is a general website guide. If you live in a designated disability Centre, the service must also give you a Resident's Guide for that specific home.



### **Your local guide must explain**

The services and facilities provided; the terms and conditions of living there; how residents are involved in running the Centre; how to access inspection reports; how to make a complaint; and the arrangements for visits.

Ask a team member if you have not received the local guide or if you need it in a different format.

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**ABOUT THIS GUIDE**

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## What this guide is based on

This general guide was prepared for the McCare website.



### **Important local information**

This website guide is general. Each service must also provide the local information that applies to that home or service, including contact details, arrangements, responsibilities and any service-specific terms.

### **The guide is informed by:**

- National Standards for Residential Services for Children and Adults with Disabilities (HIQA, 2013), adult standards.
- Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.
- Regulation 20: Information for Residents.
- The attached accessible Resident's Guide used in a McCare disability service.

**Useful official information:** [HIQA](#) | [National Advocacy Service](#)

Reviewed: July 2026. This guide should be reviewed whenever relevant law, standards, policy or McCare service arrangements change.