Athlone Institute of Technology

Course: Bachelor of Art (Honours Degree) in Applied Social Studies in Social Care (Part Time)

Title: The Introduction of individualised services and supports for physically and intellectually disabled people.

Year: Five

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Declaration of Ownership
This project is presented in partial fulfilment of the requirements for the degree of Bachelor of Arts (Honours) in Applied Social Studies in Social Care. It is entirely my own work and has not been submitted to any other university or higher education institution, or for any other academic award in this institute. Where use has been made of the work of other people it has been fully acknowledged and fully referenced.

Signed: ________________________  Date: ______________________
Acknowledgements

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Abstract
This research project investigates social care students’ perception of individualised services and supports for disabled people and their effects on social care practitioners. The literature review surveys works specifically related to this area, and identifies a clear need for the research.
A quantitative research method incorporates the administration of specifically designed questionnaires to a representative group of fourth year students. The presentation of results is in a tabular and graphical format. The results suggested that participants believe individualised services and supports would provide an improved service to service users however 70% of social care practitioners indicated a preference to work for an organisation while a mere 10% would like to work directly for the person/family.
Several recommendations have been made to promote the voices of people with physical and intellectual disabilities with specific focus on social care students who will be their support professionals in the future.
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Section 1: Introduction

This thesis aims to investigate the extent to which social care students in Athlone Institute of Technology believe the introduction of individualised services and supports for people with disabilities provide an improved service to service users and an enhanced working environment for support staff.

The thesis has two objectives:
1. Firstly to examine the extent to which fourth year social care students in Athlone Institute of Technology believe the introduction of individualised services and supports for people with a disability provides an improved service to service users.
2. Secondly to examine the extent to which the students believe the introduction of individualised services and supports for people with a disability provides an enhanced working environment for support people.

The research findings are analysed and compared to two of The National Disability Authority Surveys, the first entitled Individualised Supports and Mainstream Services Attitudes of People with Disabilities and Other Stakeholders to Policy Proposals by the Department of Health and Children. (2010) the second survey commissioned by the N.D.A: Public Attitudes to Disabilities in Ireland. (2007), the research is also contrasted with the research findings of the Disabled People and Direct Payments: A UK Comparative Study. (2006)
Section 2: Literature Review

Section 2.1: Introduction
This literature review discusses the history and evolution of disability care from large congregated care settings to more individualised and person-centred services. The literature review is an analysis of national and international literature relating to individual supports in social care.

Section 2.2: Definition of Social Care
Both theorists and support staff who work in the area of social care struggle to find common ground when discussing an appropriate definition of what social care is. The Irish Association of Social Care Educators defines it as: *A profession committed to the planning and delivery of quality care and other support services for individuals and groups with identified needs.* (IASCE, 2005)

This definition focuses on a service provider providing for all of the needs of the individual. However emerging policy ideas under consideration by the Department of Health and Children propose a movement away from segregated disability services towards the provision of individualised supports and mainstream services. An individualised service can be defined as a service which is designed with the help of the person and their family. It aims to support the needs of that person as an individual and the service will be changed and adjusted if and when the person has different requirements.

Individual funding and service design allows people and their families to identify what services they require. In some cases a person may use a number of different service providers, some of which may be mainstream services.

Former minister for equality, disability and mental health Mr John Maloney stated in September 2009 that “plans will be drawn up which could give disabled people direct payments to pay for services rather than giving the money to institutions”. He also claimed the review would be “an in-depth review of disability services, [which] will assess how well current services for people with disabilities meet their objectives and facilitate the future planning and development of services”. (Review of Disability Services under the Value for Money and Policy Review Initiative, 2008-2011, 2009)

Section 2.3: History of Disability Services
Opotow & Wolfensberger (1995, 1972) believe “there has been a long history of mistreatment of people with disabilities, all of which has stemmed from the basic premise that they are not fully human. We currently live in a time when there has been a noticeable improvement in the degree to which people can be seen to have better respect for the voices of people with disabilities. However people with disabilities still continue to experience discrimination in all manner of ways. Article 17 of the United Nations Convention on the Rights of Persons with Disabilities states that: “Every person with disabilities has a right to respect
for his or her physical and mental integrity on an equal basis with others”. (United Nations Convention, 2008)

Disability service providers strive to integrate people into local communities, thus connecting them with able-bodied people nearby; however, this can be much more complicated than the person just being physically present. They need to be prepared to fulfil their role in a way that is acceptable to society. Reidy and Sullivan (2000) state that, over the past quarter century, tremendous strides have been made in the physical integration of people with disabilities. However, social integration lags far behind.

One of the most prominent reasons that has caused people to rethink their behaviour has been the publications of reports detailing the horrific experiences of people who were residents of some residential institutions in the twentieth century. (Lemay, 2009)

Section 2.4: Individualised Supports and Mainstream Services

In 2010 The National Disability Authority (NDA) commissioned two surveys, including the Individualised Supports and Mainstream Services Attitudes of People with Disabilities and other Stakeholders to Policy Proposals by the Department of Health and Children.

Following the development of the review of Disability Services Committee, the NDA carried out a survey by means of 15 focus groups with a broad range of stakeholders during March 2010. The stake holders were: service users, family, frontline staff and advocates. It aimed to establish what the views of people with disabilities and others closely involved in their lives were on emerging policy which proposes a movement away from segregated disability services towards the provision of individualised supports and mainstream services.

Section 2.4.1: The Findings

Many of the participants responded positively to the greater choice and control over funding, which they associated with an individual funding mechanism. However, some participants also queried the capacity and willingness of the government to effectively deliver on this policy, fearing that they would be the target of budgetary cuts.

Section 2.4.2: Mainstreaming

The second policy idea related to the mainstreaming of services, which would mean that there would be no segregation of services for people with disabilities and everyone would access the same services. Over the years, various initiatives have sought to support people with disabilities to access mainstream services, such as education, health, work etc. For the most part, these participants were in favour of mainstreaming, provided
appropriate supports were provided, which would enable people with disabilities to access the services they needed. Conversely, they also raised a number of concerns and questions, including the perceived low level of services in rural areas, issues with transport and the cuts in services due to the recession.

The second survey commissioned by the NDA was entitled Public attitudes to disabilities in Ireland. This survey was conducted in Ireland during 2006 and was undertaken by Insight Statistical Consulting. In total, 1,004 members of the Irish adult population (aged 18 +) were interviewed using a face-to-face, interviewer completed survey. A further booster sample of people with disabilities was also collected to allow a more in-depth analysis of this subset.

Section 2.4.3: The Findings
The findings of the research cover a diverse range of topics on attitudes relating to disability, including knowledge of disability and general attitudes, education, employment, relationships, access to buildings and public facilities, level of comfort living near people with disabilities, State benefits and awareness of disability-related organisations, legislation and initiatives.

Section 2.5: International Perspective
Through a four-country analysis, Disabled People and Direct Payments: A UK Comparative Study (2006) explored a relatively new and radical form of welfare provision - direct payments. The purpose of the research was to support future policy development by explaining variations in the implementation of national direct payments policies in different locations across the UK. The research has considerable policy implications.

Priestley (1999) states that the origins of direct payments lie in the social claims and activism of the movement for independent living, which advocates for greater choice, flexibility and control in disabled people’s lives, but have now become part of the mainstream of welfare policy in the UK.

Section 2.6: Conclusion
Following the research carried out in relation to the introduction of individualised services and supports for people with disabilities, I found that, even though this is shaping the future of social care as a profession, there is no research in Athlone Institute of Technology or in Ireland on the attitudes of social care students to this introduction despite how it will shape many of their careers and the lives of the people they will support. This shows that the research conducted will fill a hiatus of knowledge in our awareness of developing policy.
Section 3: Methodology

Section 3.1: Introduction
In the methodology, the author discusses the chosen research method, the procedures used and the sample group chosen. The methodology also discusses the relevant ethical considerations made, the limitations experienced and the method of analysis.

Section 3.2: Research Method
The two most common categories of research methods are qualitative and quantitative research. Neuman (2003) states that “quantitative research typically seeks to measure and predict human behaviour using numerical data, while qualitative consultation is more interested in understanding and authentic interpretations of specific social situations”. Qualitative consultation can fill gaps in knowledge that are not amenable to quantitative enquiry and within this context “qualitative methods give participants a ‘voice’” (Mayock, 2009). However, with qualitative research, it is difficult to organise and time consuming if you wish to have a large numbers of participants. For the purposes of this research project, the author believed the priority was the number of participants and the quality of their responses, so therefore used a quantitative method. The author incorporated the use of questionnaires as the quantitative tool for the investigation in this study. Seymour (1996) states that a questionnaire is a formalised means of collecting data from respondents. There are three primary objectives of a questionnaire - firstly to translate the information needed into questions that the respondents can and will answer. Secondly, a questionnaire must encourage and motivate the respondent to cooperate and complete the interview in an open and honest manner. Thirdly, a questionnaire should minimise response errors. (Malhotra, 1993). Based on the nature of the research topic and subject, the author believed the use of questionnaires would be the most appropriate and effective, allowing the students in the sample group to confidentially answer the questions in an open and honest manner, free from social desirable bias. Morgan (1990) states that a questionnaire should standardise the wording and layout of the questions for all participants, thus allowing the participants responses to be measured accurately. The author also gave consideration to the phrasing of questions to ensure the author and participants assigned the same meaning to the questions being asked, thereby avoiding the results being seriously biased. The author tried to avoid phrasing questions in a biased way and encouraged participants to give additional feedback on their opinions on a number of questions.

Section 3.3: Sample Group
Kane (1983) defined a sample group as a portion of the population, which ideally, reflects with reasonable accuracy the opinions, attitudes or behaviour of the entire group. The sample group for this research consisted of twenty fourth year social care students in Athlone Institute of Technology. Due to the need to
access the necessary information and various limitations, a non–probability sampling technique was used. This is a sample of the population chosen by the author on the basis of their accessibility, availability and their relationship to the subject.

**Section 3.4: Procedure**

Prior to distributing the questionnaires to the participants, the author conducted a study sample questionnaire, with fellow classmates, family and friends. This enabled the author to assess the feedback from the participants with regards to layout, difficulties with shared understanding and phrasing of questions. Ultimately, this allowed the author to make alterations to the layout and wording of the questionnaire prior to its distribution to the sample group.

In order to conduct the questionnaire, the author sought the permission from a lecturer to distribute the questionnaires among the sample group during her lecture. The author spoke to the group prior to distributing the questionnaires and explained the function of the questionnaire and the research project and discussed the issues in the cover letter.

**Section 3.5: Ethical Considerations**

While completing the questionnaire, the author aspired to present all questions in a sensitive manner and to avoid any questions that could have some social desirable bias associated with them, which could encourage the participants to answer in a particular way. All participants were informed of their rights in the form of a cover letter; this letter included the following: You have the right to choose if you would like to participate or not, to obtain confidentiality, to remain anonymous, to refrain from answering any questions you choose, to leave the room at any time if you do not want to contribute further and to know the purpose and procedure of the study.

**Section 3.6: Limitations**

There were a small number of limitations while completing this portion or the research project such as time frame. Due to the time frame associated with the research project, the author chose to use quantitative research techniques instead of qualitative because of the time required to undertake a large number of qualitative interviews. The author also chose questionnaires as a quantitative tool due to the relatively low cost, compared with higher costs associated with other techniques. The author selected a sample group of twenty students due to limitations regarding access to larger numbers of the population; however, the author believes, with the sample group's relationship to the topic, the results of the questionnaires will reflect the beliefs and attitudes of the larger population.
Section 3.7: Method of Analysis

The results from the quantitative research questionnaire were used to find a correlation with similar studies both in Ireland and internationally; these and other results are illustrated graphically to facilitate understanding. The results in each instance are presented in tabular or graphical format, with commentary describing the key findings.
Section 4: Presentation of Results

Section 4.1: Introduction
The results section illustrates the findings derived from the 20 questionnaires which were distributed to the fourth year full-time students studying Applied Social Studies in Social Care at Athlone Institute of Technology. The author looked for recurring patterns that emerged from the information collected. Original and interesting themes emerged and are discussed under the research objectives. The findings are illustrated in narrative and graphical form and will be presented under the two main objectives of the study.

Section 4.2 Results
85% of participants were female with only 15% male.

![Age range of participants chart]

The majority of the participants (40%) were aged between 22 and 25 years, while 30% were in the 18 to 21 years' category. A further 15 per cent were aged between 26 and 30, with the same percentage found in the 31 to 41 years' group. The final 5% were aged 41 and over.

The ages of participants ranged from between 18 - 21 years 30% of participants, 22 – 25 years 40% of participants, 26 – 30 years 15% of participants, 31 – 41 years 15% of participants and 41 + years 5% of participants.
Q. 3 Do you know anyone (else) who has a disability?

The results revealed that 75% of participants know a person with a physical or intellectual disability, while 15% know of a person indirectly. Interestingly, 10% of participants studying social care do not know anyone with a disability.

**Section 4.3: Objective one:** To examine the extent to which fourth year social care students in Athlone Institute of Technology believe the introduction of individualised services and supports for people with a disability provides an improved service to service users.

45% of participants currently work in the area of social care while 55% do not.

Q.5 Do you think people with disabilities are treated fairly in Irish society?

The majority of the participants (35%) agree that people with disabilities are treated fairly in Irish society. However, 30% disagree and believe people with disabilities are not treated fairly in Irish society, while 20% strongly agree with the statement.

Q.6 100% of participants believe the introduction of individualised services and supports for people with physical and intellectual disabilities would provide an improved service to service users.
Q.7 Participants were asked if they thought people with disabilities should receive services on their own or with other people with similar disabilities. In total, 45% of students believe people should receive services on their own while 40% believe they should receive services with other people with similar disabilities.

Q.8 As the chart shows, 50% of participants agree that it is society which disables people by creating barriers, while a further 30% strongly agree with the statement. No participants disagree with the above statement.
Q.9 In this question, participants were asked if they thought it was more important for people with intellectual and physical disabilities to work or attend day centres during the day. The majority of participants (45%) think it is more important for people with physical and intellectual disabilities to work, compared to just 20% who feel it is more important for people to attend day centres. A further 35% think they should have a combination of both.

Section 4.4 Objective 2: To examine the extent to which fourth year social care students in Athlone Institute of Technology believe the introduction of individualised services and supports for people with physical and intellectual disabilities provides an enhanced working environment for support staff.

Q.10 100% of participants answered yes to “Do you think the introduction of individualised services and supports for people with physical and intellectual disabilities provide an enhanced working environment for support staff?”

Q.11 70% of participants believe it is more beneficial and fulfilling to work with other staff members when working with people with disabilities. This is interesting considering 45% of students answered in question seven that they believe people with intellectual and physical disabilities should receive services on their own. Only 20% of participants think it would be more beneficial and fulfilling to work alone.

In total, 17 out of 20 students think it be should be compulsory for staff working with people with disabilities to have a recognised educational qualification while three students disagree and do not think it should be compulsory.
Q.13 Do you think staff should be matched in age and gender to the people they work with or does it matter?

Overall, 85% of participants think it does not matter if staff are matched in age and gender to the people they work with, while 10% believe it does not matter and a mere 5% believe they should be matched in age and gender.

Q.14 Of those questioned, 65% think people with physical and intellectual disabilities should have the authority to recruit and terminate contracts of their support staff, while 20% think they should not have this authority.
Q. 15 Asked participants if they would prefer to work for an organisation or the individual with the intellectual or physical disability. Some 70% of participants would prefer to work for an organisation, 20% would be happy to work for either and a mere 10% would like to work directly for the person and or their family.

![Preferred employer chart]

Question 16 asked participants if they think people with disabilities and their families should have control over how their funding should be spent or should the HSE continue giving it to organisations/service providers. Overall, 75% of participants think people with disabilities and their families should have control over how their funding is spent, while 10% think the HSE should continue giving it to organisations/service providers.

![Do you think it would be more fulfilling to work for an organisation or a person/family? chart]
In total, 45% of participants think it would be more fulfilling to work for an organisation. This is interesting as 100% of participants previously answered that they believed the introduction of individualised services and supports for people with physical and intellectual disabilities would provide an improved service to service users, yet this would not be possible if participants wish to work for an organisation as with question fifteen. However, 40% of participants believe the person/family would be more rewarding.

Of those questioned, 80% strongly agree with the statement “people with disabilities should be allowed to access different services from different organisations”, while 20% agree. No participants disagreed to any level with the statement.
Section 5: Discussion

Section 5.1: Introduction
In this section, the research findings are analysed with that of similar studies carried out by other researchers. The findings are compared and discussed under two objectives - firstly to examine the extent to which fourth year social care students in Athlone Institute of Technology believe the introduction of individualised services and supports for people with a disability provides an improved service to service users, and secondly to examine the extent to which the students believe the introduction of individualised services and supports for people with a disability provide an enhanced working environment for support people.

The findings are compared to two surveys by the NDA - the first entitled Individualised Supports and Mainstream Services Attitudes of People with Disabilities and Other Stakeholders to Policy Proposals by the Department of Health and Children (2010), and the second called Public Attitudes to Disabilities in Ireland (2007). The research is also contrasted with the findings of the Disabled People and Direct Payments: A UK Comparative Study. (2006)

Section 5.2: Objective 1: To examine the extent to which fourth year social care students in Athlone Institute of Technology believe the introduction of individualised services and supports for people with a disability provides an improved service to service users.

Section 5.2.1: Knowledge of people with disabilities
The majority (90%) of participants know or know of a person with a physical or intellectual disability. This is consistent with the findings of the NDA survey entitled Public Attitudes to Disabilities in Ireland (2007) which found that 82% of respondents from the national sample knew someone with a disability. It was also established in this research project that 45% of participants currently work in the area of social care, which may explain the slightly higher prevalence seen in this research, compared with the 82% found in the NDA's survey.

Section 5.2.2: Attitudes and treatment of people in Irish society
Over recent decades, there has been a noticeable increase in the value placed on the opinions of disabled people. Insight into the participant’s opinions on the general treatment of people with disabilities was assessed and the results found that 35% of participants agree that disabled people are treated fairly in Irish society, while, interestingly, 30% disagree and believe people with disabilities are not treated fairly in Irish society. Less than half of respondents in the NDA survey (45%) thought disabled people were treated fairly in Irish society. The author agrees with Lemay’s suggestion that the key reason that people have rethought
their behaviour has been the publications of documents outlining horrific experiences of individuals who were residents in such institutions as the Artane Industrial School in Dublin and St Joseph's Industrial School, Letterfrack, Co Galway during the 20th century.

**Section 5.2.3: Individualised Services and Supports**

An overwhelming 100% of participants believe the introduction of individualised services and supports for people with physical and intellectual disabilities would provide an improved service to service users. This is in line with emerging policy ideas under consideration by the Department of Health and Children which propose a movement away from segregated disability services towards the provision of individualised supports and mainstream services. This is part of the in-dept Review of Disability Services under the Value for Money and Policy Review Initiative (2008-2011). The Disabled People and Direct Payments: A UK Comparative Study (2006), which compared the findings of a four-country study exploring the new and radical form of direct payments. This has had considerable implications for national and local government policies in the UK and for those purchasing and supporting direct payments. As a result there has been a restructuring of how people access services in the UK and the control of funding has been given to the individual and their family to choose their own service provider.

In total, 45% of respondents believe that disabled people should receive services on their own, while 40% believe they should receive services with those with similar disabilities. This is in conflict with emerging policy ideas and the concept of individualised services and supports, which 100% of participants agreed would provide an improved service to service users. These contradictory results may be due to the large number (75%) of respondents who stated that they would prefer to work with other staff members, which would not be possible if the individual received service on their own.

**Section 5.2.4: Societal barriers**

The author discovered that 80% of participants agree that it is society which disables people by creating barriers - some of which can be as simple as accessibility to public buildings or public transport. This is consistent with the findings of the NDA survey (2007) which found just over three in five respondents (62%) either agreed or strongly agreed with this statement. The increase in percentages between the surveys can be linked to two things - firstly the progress society is making towards true integration and, secondly, the number of social care students who participated in the research project compared with the general population in the NDA survey.

**Section 5.3: Objective 2:** To examine the extent to which fourth year social care students in Athlone Institute of Technology believe the introduction of individualised services and supports for people with physical and intellectual disabilities provides an enhanced working environment for support staff.
Section 5.3.1: Individualised services and supports

The study found that 100% of participants believe the introduction of individualised services and supports for disabled people would provide an enhanced working environment for support staff as they would form stronger relationships with the person and family, thus being more committed to their role. This concept is also being reviewed as part of the in-depth Review of Disability Services under the Value for Money and Policy Review Initiative (2008-2011). However in this research, 70% of respondents stated they would prefer to work for an organisation, 20% stated they would be happy to work for either and a mere 10% would like to work directly for the person and or their family. This is inconsistent with the findings of the previous question on individualised services and is also in conflict with emerging policy both in Ireland and the UK. The author believes this may be due to issues such as job security and career prospects for employees.

Section 5.3.2: Mainstreaming of Services

The mainstreaming of services would enable disabled people to access and pay for the same services as the general population; this is achievable through direct funding which would be given to the family or person with the disability. In total, 75% of respondents in this research project thought disabled people and their families should have control over how their funding is spent, while 10% think the HSE should continue giving it to organisations/service providers.

It was found that an overwhelming majority (80%) of participants strongly agree with the statement “people with disabilities should be allowed to access different services from different organisations”. No participants disagreed to any level with the statement. The NDA's survey Individualised Supports and Mainstream Services Attitudes of People with Disabilities and Other Stakeholders to Policy Proposals by the Department of Health and Children (2010) found that many of the participants responded positively to greater choice and control over funding, which they associated with an individual funding mechanism. However, some participants queried the capacity and willingness of the government to effectively deliver on this policy, fearing that in years following its implementation the disabled person's individual funding could be reduced and the deficit would have to be encumbered by the family.

Section 5.3.3: Recruitment and selection of support people

Overall, 65% of participants think disabled people should have the authority to recruit and terminate the contracts of their support staff, while 20% think they should not. However, 70% of the participants previously stated that they would prefer to work for an organisation which predominantly does not give that power to service users or their families. Priestley (1999) stated the origins of direct payments lie in the social claims and activism of the movement for independent living, which argues for greater choice,
flexibility and control in disabled people’s lives. Direct payments have now become part of the mainstream of welfare policy in the UK. The author believes following the in-depth Review of Disability Services under the Value for Money and Policy Review Initiative (2008-2011) being undertaken by the Department of Health and Children in Ireland, we will see the introduction of direct payments and permanent changes in the profession of social care workers in the area of disabilities, which will be similar to that seen in the UK.
Section 6: CONCLUSION

Section 6.1: Introduction
In this section the author will give some concluding comments in relation the findings of this research and make some future recommendation.

Section 6.2: Conclusion
Overall the results found that all of the respondents (100%) in this research project believe the introduction of individualised services and supports for disabled people and their families is a positive step for both the individual and the social care practitioner. Although they indicated that they were cognisant of the effects and consequences it may have on their working environment and career prospects as they would be working alone and for the individual not an organisation, participants still continue to see it as progress for disabled people. The lack of knowledge for students and social care practitioners on how the Department of Disability, Equality and Mental Health plan to restructure the access to services and the control of funding may contribute to the fact that most respondents (70%) were still found to have a preference to work for an organisation.

Based on this, the author recommends a further study be carried out specifically focusing on social care students at AIT to investigate their career aspiration and how this may be impacted or transformed by the introduction of individualised services.
RECOMMENDATIONS

Based on the results of the dissertation, there is a need to promote the voices of people with physical and intellectual disabilities with specific focus on social care students. As these students will be their support professionals in the future.

There is a need:

- for students to receive adequate education and information on individualised services and how to support people in a more individualised way.
- improved information sharing from the Department of Disability, Equality and Mental Health to disabled people, their families and social care practitioners on how they plan to restructure the funding process.
- for disabled people and their families to be educated in family leadership and how they can have “normal lives” with tailored supports.
- to promote and encourage the sharing of information among professionals, but also with the individual and their family.
- for the participatory rights of disabled people to be understood and promoted.
Bibliography


Kane, E, Doing your own Research, Marion Boyars Publishers Ltd, United Kingdom, 1983.


Appendix 1: Cover Letter

To Whom It May Concern:

The following questionnaire is being distributed as part of a thesis assignment for a Bachelor of Arts Honours Degree Course in Applied Social Studies in Social Care in Athlone Institute of Technology.

The following are your rights in relation to this questionnaire:

- The participant’s cooperation is voluntary.
- The participant’s right to anonymity will be safeguarded.
- The participant has the right to refrain from answering any questions of their choosing.
- The participant has the right to leave the room at any time if they do not want to contribute further.

The information gathered in the following surveys will be treated sensitively and will be held and used confidentially for the purposes of the assignment only. All questionnaires will be destroyed following the completion and submission of the assignment.

Thank you for your cooperation,

Caroline Bracken
Appendix 2: Sample Group Questionnaire

Questionnaire on the introduction of individualised services and supports for people with both physical and intellectual disabilities.

“An individualised service can be defined as a service which is created by the person and their family to support the specific needs of that individual within their own community. This is separate from traditional community houses or day/training centres”.

Q. 1 What gender are you?

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</thead>
<tbody>
<tr>
<td>Male</td>
<td>☐</td>
</tr>
<tr>
<td>Female</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q. 2 What age bracket are you in?

<table>
<thead>
<tr>
<th>Age Bracket</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>18 – 21 years</td>
<td>☐</td>
</tr>
<tr>
<td>22 – 25 years</td>
<td>☐</td>
</tr>
<tr>
<td>26 – 30 years</td>
<td>☐</td>
</tr>
<tr>
<td>31 – 41 years</td>
<td>☐</td>
</tr>
<tr>
<td>41 + years</td>
<td></td>
</tr>
</tbody>
</table>

Q. 3 Do you know anyone with a disability?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>☐</td>
</tr>
<tr>
<td>No</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q. 4 Do you currently work in social care?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>☐</td>
</tr>
<tr>
<td>No</td>
<td>☐</td>
</tr>
</tbody>
</table>

Q. 5 Do you think people with disabilities are treated fairly in Irish society?

<table>
<thead>
<tr>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree “people with disabilities are treated fairly”</td>
</tr>
<tr>
<td>Agree “people with disabilities are treated fairly”</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
</tr>
<tr>
<td>Disagree “people with disabilities are treated fairly”</td>
</tr>
<tr>
<td>Strongly disagree “people with disabilities are treated fairly”</td>
</tr>
</tbody>
</table>
Q.6 Do you think the introduction of individualised services and supports for people with physical and intellectual disabilities would provide an improved service to service users?

Yes  ☐  No  ☐

Q.7 Do you think people with disabilities should receive services on their own or with other people with similar disabilities?

On their own  ☐  with other people with similar disabilities  ☐

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.8 Tick your level of agreement with the statement ‘it is society which disables people by creating barriers’

Strongly agree  ☐
Agree  ☐
Neither agree nor disagree  ☐
Disagree  ☐
Strongly disagree  ☐

Q.9 Which do you think is more important for people with physical and intellectual disabilities?

To work  ☐  Or  ☐  Attend a day centre  ☐  Or Both  ☐

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.10 Do you think the introduction of individualised services and supports for people with physical and intellectual disabilities provide an enhanced working environment for support staff?

Yes  ☐  No  ☐
Q.11 Do you think it is more beneficial and fulfilling to the staff member to work alone or with other staff when working with people with disabilities?

On their own ☐ with other staff ☐

Please state a reason for answer

_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.12 Do you think it should be compulsory for staff working with people with disabilities to have an recognised educational qualification?

Yes ☐ No ☐

Please state a reason for answer

_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.13 Do you think staff should be matched in age and gender to the people they work with or does it matter?

Yes they should be matched ☐ No it doesn’t matter ☐

Please state a reason for answer

_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.14 Do you think people with physical and intellectual disabilities should have the authority to recruit and terminate contracts of their support staff?

Yes ☐ No ☐

Please state a reason for answer

_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
Q.15 Would you prefer to work for an organisation or for a person/family?

Person/Family  □  Organisation  □
Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.16 Do you think people with disabilities and their families should have control over how their funding should be spent or should the HSE continue giving it to organisations/service providers?

Person/families  □  Organisations/service providers  □

Q.17 Do you think it would be more fulfilling to work for an organisation or for a person/family?

Person/Family  □  Organisation  □
Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.18 Tick your level of agreement with the statement ‘people with disabilities should be allowed to access different services from different organisations’?

Strongly agree  □
Agree  □
Neither agree nor disagree  □
Disagree  □
Strongly disagree  □
Appendix 3: Questionnaire on the introduction of individualised services and supports for people with both physical and intellectual disabilities.

“An individualised service can be defined as a service which is created by the person and their family to support the specific needs of that individual within their own community. This is separate from traditional community houses or day/training centres”.

Q. 1 What gender are you?

Male □
Female □

Q. 2 What age bracket are you in?

18 - 21 years □
22 – 25 years □
26 – 30 years □
31 – 41 years □
41 + years □

Q. 3 Do you know anyone (else) who has a disability?

Yes □ No □ Know of a person □

Q. 4 Do you currently work in social care?

Yes □ No □

Q. 5 Do you think people with disabilities are treated fairly in Irish society?

Strongly agree “people with disabilities are treated fairly” □
Agree “people with disabilities are treated fairly” □
Neither agree nor disagree □
Disagree “people with disabilities are treated fairly” □
Strongly disagree “people with disabilities are treated fairly” □
Q.6 Do you think the introduction of individualised services and supports for people with physical and intellectual disabilities would provide an improved service to service users?

Yes □ No □

Q.7 Do you think people with disabilities should receive services on their own or with other people with similar disabilities?

On their own □ with other people with similar disabilities □

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.8 Tick your level of agreement with the statement ‘it is society which disables people by creating barriers’

Strongly agree □ Agree □
Neither agree nor disagree □ Disagree □
Strongly disagree □

Q.9 Which do you think is more important for people with physical and intellectual disabilities?

To work □ Or Attend a day centre □

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.10 Do you think the introduction of individualised services and supports for people with physical and intellectual disabilities provide an enhanced working environment for support staff?

Yes □ No □
Q.11 Do you think it is more beneficial and fulfilling to the staff member to work alone or with other staff when working with people with disabilities?

On their own  ☐  with other staff  ☐

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.12 Do you think it should be compulsory for staff working with people with disabilities to have an recognised educational qualification?

Yes  ☐  No  ☐

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.13 Do you think staff should be matched in age and gender to the people they work with or does it matter?

Yes they should be matched  ☐  No it doesn’t matter  ☐

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Q.14 Do you think people with physical and intellectual disabilities should have the authority to recruit and terminate contracts of their support staff?

Yes  ☐  No  ☐

Please state a reason for answer
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________
Q.15 Would you prefer to work for an organisation or for a person/family?

Person/Family  ☐  Organisation  ☐

Please state a reason for answer

_______________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

Q.16 Do you think people with disabilities and their families should have control over how their funding should be spent or should the HSE continue giving it to organisations/service providers?

Person/families  ☐  Organisations/service providers  ☐

Q.17 Do you think it would be more fulfilling to work for an organisation or for a person/family?

Person/Family  ☐  Organisation  ☐

Please state a reason for answer

_______________________________________________________________________________________

_______________________________________________________________________________________

_______________________________________________________________________________________

Q.18 Tick your level of agreement with the statement ‘people with disabilities should be allowed to access different services from different organisations’?

Strongly agree  ☐

Agree  ☐

Neither agree nor disagree  ☐

Disagree  ☐

Strongly disagree  ☐