

RQIA Announced Inspections of Day Care Settings

April 2010 – March 2011

Objectives

- Review key findings from 2009/10 inspections
- RQIA learning from 2009/10 inspection process
- Present 2010/11 inspection process
- Introduce the standards for 2010/11
- Provide guidance on completion of self-assessment
- Issue supporting materials

RQIA inspections in 2009/10

Standard 5 – Needs Assessment

- Link to care plan not always apparent
- Values and life history of service user not always evident
- Personal preferences not always recorded
- Good evidence in some centres of comprehensive and holistic assessments

RQIA inspections in 2009/10

Standard 6 – Care Plan

- Risks not always highlighted
- Pictorial and graphics used in some cases
- Networking and sharing of good practice
- Not always signed or dated
- Person centred planning in place in some services

RQIA inspections in 2009/10

Standard 15 – Management and Control of Operations

- First baseline evaluation
- Some key cross referencing
- Too many criteria

RQIA inspections in 2009/10

Standard 18 – Recruitment of Staff

- Generally the standard was well met
- Greater understanding of the vetting process
- Participation of service users in process difficult to evidence

RQIA inspections in 2009/10

General points after first year

- Generally a positive response
- Focus of standards allowed demonstration of improvement
- Awareness of the focus of inspection at the start of the year was helpful
- Focussed approach produced new recommendations
- Working groups established in some services to address the standards

What did we learn?

Self-assessment

- Providers engaged very positively with self-assessment process
- Some well-evidenced returns received
- Part of public documents - worth making sure that content, spelling and grammar is as you would want it to be seen

What did we learn?

User feedback

- Questionnaires return levels often low
- Misinterpretation of questions in varying settings
- Face-to-face in centres gave better quality feedback
- 2010: RQIA developing a more face-to-face approach for user and carer comment
- Qualitative input needed

What did we learn?

Inspections

- Initial confusion around self-assessment issue
- RQIA administration of the process
- Use of Excel
- Value of questionnaires - turnaround time, selection of respondents
- Too little engagement with users
- Regulatory framework - use of Quality Improvement Plans etc.
- Inspectors' caseloads

What did we learn about the process for 2010/11

- Changing methods for getting user feedback
- Better guidance for self-assessment
- Better guidance for RQIA staff
- Revised levels of achievement
- More stable Word version of workbook

Processes for 2010/11 inspections

6 weeks before the Inspection

- Issue of self-assessment - email
- Team Admin contact
 - Approximate numbers of users and staff
- Survey questions linked to Standards
- Pre-paid sealed envelopes
 - Surveys and RQIA paid return envelopes
- Rapid issue essential

Processes for 2010/11 inspections

2 weeks before inspection

- Return completed self-assessment
 - Comprehensive Guidance document
 - Rapid contact with RQIA Team if problems
 - Full agency self-assessment in report
 - Opportunity to demonstrate good practice
- Distribute surveys to service users and staff
 - Responses shown in report
 - Discussed on inspection
 - Opportunity for user satisfaction to be shown

Processes for 2010/11 inspections

During inspection

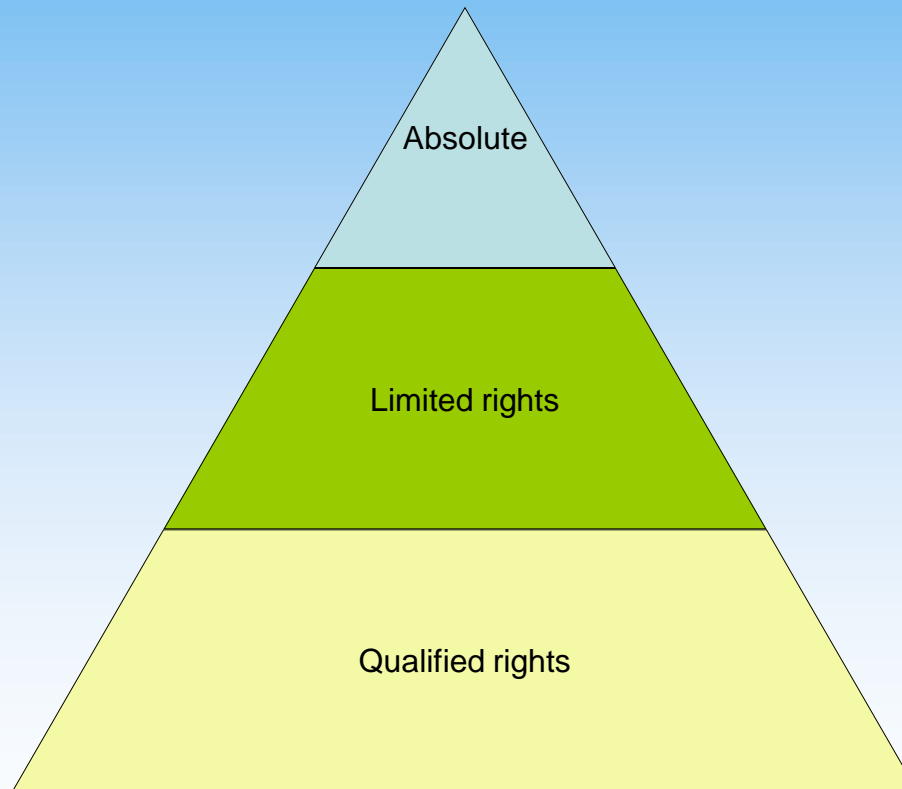
- Previous inspection outcomes
- 4 Standards
- Core criteria
 - Allowing more user engagement
 - When self-assessment and inspector's findings are consistent
 - If core criteria are not met – other criteria assessed
- Levels of Achievement
 - Link to requirements and recommendations

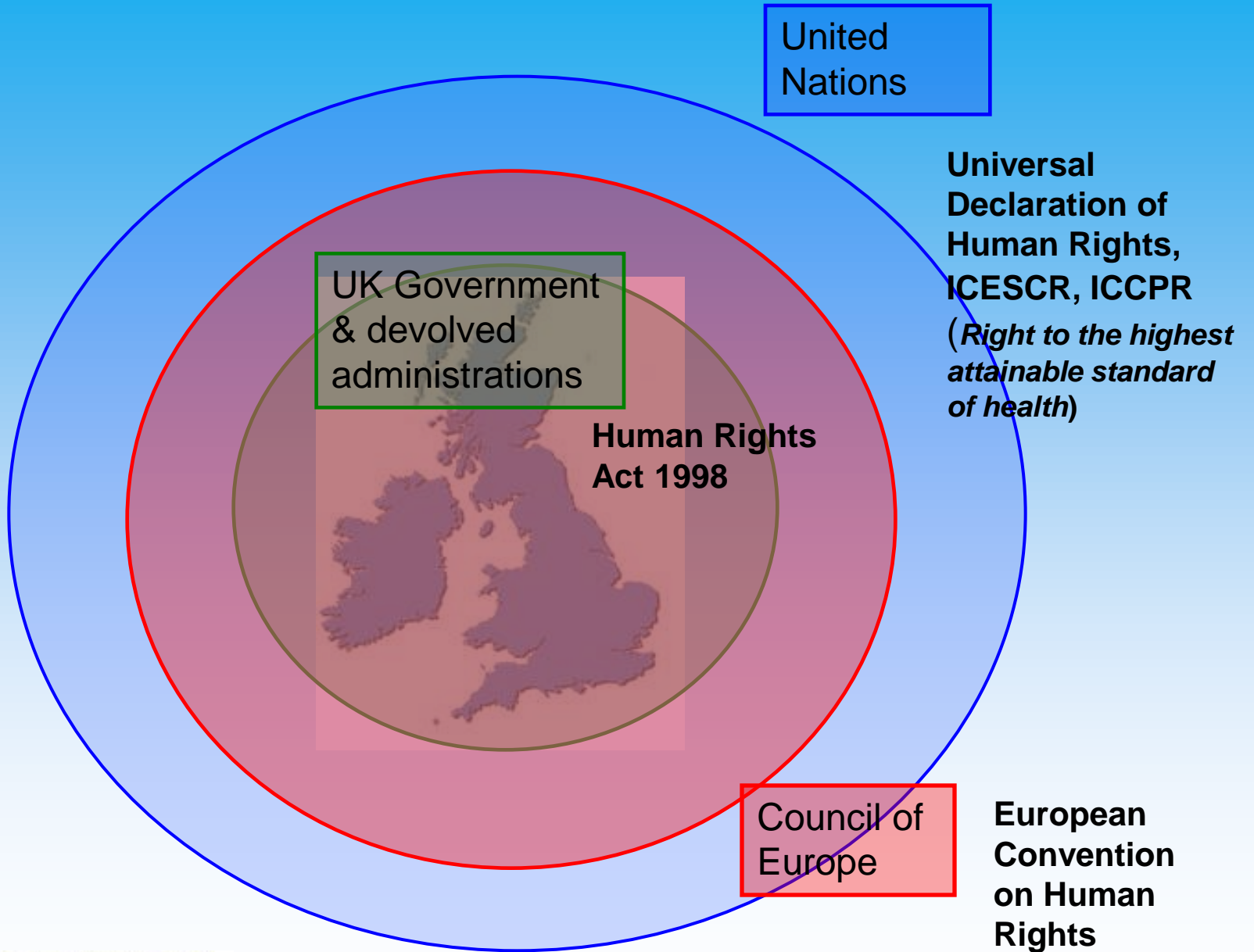
Processes for 2010/11 inspections

After inspection

- 28 days: draft report and QIP issued
- Further 28 days: provider returns QIP
 - Report is open after 28 days
 - RQIA website

Human rights approach





United Nations

Universal Declaration of Human Rights, ICESCR, ICCPR
(Right to the highest attainable standard of health)

UK Government & devolved administrations

Human Rights Act 1998

Council of Europe

European Convention on Human Rights

Standards for 2010/11

Standard 2 – Programmes and Activities

Outcome focus: The service needs to show how the programme of activities and events reflects service users needs and wishes and how it enhances their quality of life

Standard 2

- Activities reflect the needs and aspirations of the service users
- Service users contribute to the programme of activities
- Cultural needs are considered
- Assistance is provided
- Records are kept and the programme is kept under review

Standards for 2010/11

Standard 8 – Responding to service user's behaviour

Outcome focus: The service needs to show how it supports service users especially those with challenging or disturbed behaviours.

Standard 8

- Care plans reflect the specific needs of service users
- Staff are aware of the normal patterns of service user's behaviour
- Specific behaviour management strategies are agreed and known
- Policy on the use of restraint

Standards for 2010/11

Standard 13 – Protection of vulnerable adults

Outcome focus: The service needs to show how it manages vulnerable adult issues and ensures, as far as possible, the safety of users

Standard 13

- Policy and procedures comply with regional guidance
- Staff are trained in awareness of and reporting suspected or alleged abuse
- Reporting arrangements are clear
- Update and refresher training is provided

Standards for 2010/11

Standard 14 - Complaints

Outcome focus: The service needs to show how complaints are welcomed and learning from complaints improves service quality.

Standard 14

- Complaints arrangements comply with legislation and guidance
- Service users know how to make complaints
- Services show how they learn from complaints
- Management processes show commitment to timely resolution

Self-assessment example

14.5: Staff know how to receive and deal initially with complaints.

- Policy and procedure
- Manager and staff can describe processes
- This link to monitoring and improving service quality
- Evident what training covered
- Arrangements are reviewed regularly based on experience

Levels of Achievement

Level of Achievement	Definition
Not applicable	The criterion is not applicable to this service setting.
Unlikely to be achieved	The criterion is unlikely to ever be achieved.
Not achieved	The criterion is unlikely to be achieved in full prior to end of March 2011 . For example, the service has only started to develop a policy and implementation will not take place until after March 2011.
Partially achieved	Work has been progressing satisfactorily and the service is likely to have achieved the criterion prior to end of March 2011 . For example, the service has developed a policy and will have completed implementation by end of March 2011.
Substantially achieved	A significant proportion of action has been completed to ensure the service performance is in line with the criterion. For example, a policy has been developed and implemented but a plan to ensure practice is fully embedded has not yet been put in place.
Fully achieved	Action has been completed that ensures the service performance is fully in line with the criterion. For example, a policy has been developed, implemented, monitored and an ongoing programme is in place to review its effectiveness.

Maturity Matrix

Level of Maturity	Definition
Aware	The service is aware of the issues to be addressed but are unable to demonstrate decisions/actions to address them.
Responding	The service recognises the key issues and has identified options that are prioritised, although there is no evidence of strategic direction.
Developing	The service is taking steps to address the key issues through the development of strategic plans with evidence of good practice across the organisation.
Practising	The strategic agenda is being progressed and monitored by the service with significant evidence of continuous improvement across the organisation.
Leading	The service is leading the strategic agenda through the implementation of innovative practice that is shared across and beyond the organisation to others, enabling realisation of long term sustainability.

Questions

Your questions about
the standards for 2010/11



Review of objectives

- Review key findings from 2009/10 inspections
- RQIA learning from 2009/10 inspection process
- Present 2010/11 inspection process
- Introduce the standards for 2010/11
- Provide guidance on completion of self-assessment
- Issue supporting materials

Regulation and Quality Improvement Authority (RQIA)

www.rqia.org.uk