



**THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY**  
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT  
Tel: 028 9051 7500 Fax: 028 9051 7501

## **ANNOUNCED INSPECTION**

**Inspection No:**

**Establishment ID No:**

**Name of Establishment:**

**Date of Inspection:**

**Inspector's Name:**

## Introduction

The Regulation and Quality Improvement Authority (RQIA) will undertake an inspection of the Centre a minimum of once in every 12 month period as set out in The Regulation and Improvement Authority (Fees and Frequency of Inspections) Regulations (Northern Ireland) 2005. The purpose of the inspection is to assess compliance with the Regulations and Minimum Standards (draft) for Day Care Settings published by The Department of Health, Social Services and Public Safety (DHSSPS).

The following four minimum standards will be assessed at this inspection:

- **Standard 2 – Programmes and Activities**

The day care setting offers a structured programme of varied activities and events, related to its statement of purpose and the service users' need for day care services.

- **Standard 8 – Responding to Service Users' behaviour**

Responses to service users are appropriate and based on an understanding of individual service user's conduct, behaviours and means of communication.

- **Standard 13 - Protection of vulnerable adults**

Service users are protected from abuse.

- **Standard 14 - Complaints**

All complaints are taken seriously and dealt with promptly and effectively.

Further guidance relating to the inspection process and self assessment is available on RQIA's website.

RQIA also reserve the right to edit any responses that contravene the Data Protection Act or other relevant legislation. You will be informed of any changes prior to the report going open.

### **Guidance on completion of the self assessment document**

This self assessment document sets out four standards and associated criteria, taken directly from the relevant DHSSPS Minimum Standards.

You are asked to provide brief narrative in each 'Provider's Self Assessment' grey text box evidencing how the service meets the criterion set out immediately above the box. Do not complete the Inspection Findings box. Please use "plain English" and note that the **response is limited to 200 words** for each criterion.

As well as narrative for each criterion, the Registered Provider or Manager should also complete the Level of Achievement box. Clicking in the 'Achievement Level' box activates a drop-down menu, from which you can select the appropriate option.

The definitions for Achievement levels are listed below to assist the Registered Provider or Manager in completing the document:

**TABLE 1: Levels of Achievement**

<b>Level of Achievement</b>	<b>Definition</b>
Not applicable	The criterion is not applicable to this service setting. (A reason must be clearly stated in the service response.)
Unlikely to be Achieved	The criterion is unlikely to ever be achieved. (A reason must be stated clearly in the service response).
Not Achieved	The criterion is unlikely to be achieved in full before 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.

At the end of each Standard, there is another drop-down box giving the Registered Provider or Manager the opportunity to rate how the Centre is performing against the whole Standard. Definitions for the Maturity levels are listed below to assist the Registered Provider or Manager in their choice of Level:

**TABLE 2: MATURITY MATRIX**

Level of Maturity	Definition
Aware	There is awareness of the issues to be addressed but currently there is no plan to develop an action plan to address them.
Responding	There is recognition of issues to be addressed and there is an action plan in place to address them.
Developing	Steps are being taken to address the issues with evidence of progress and improvement throughout the centre.
Practising	There are well developed plans being implemented throughout the organisation that address the issues with evidence of evaluation and benchmarking leading to continuous improvement.
Leading	There is evidence of innovative practice, which is being shared across and beyond the service to others. The centre is further developing their approaches to ensure long term sustainability.

**Following completion of the four standards, please email the self assessment document to [care.team@rqia.org.uk](mailto:care.team@rqia.org.uk) no later than 12 noon on XXXXXX.**

The nature of this inspection is such that any response made on the self assessment documentation may be the subject of further discussion with staff during the inspection. It is important that staff are aware they may be asked to discuss the information provided within the self declaration documentation.

**Providers are asked to note that any responses made on the self assessment document will form part of the inspection report for your establishment.**

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

The day care setting offers a structured programme of varied activities and events, related to its statement of purpose and the service users’ need for day care services.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 2.1 Service users’ needs, suggestions and wishes determine the content of the programme, which provides positive outcomes for and enables them to realise as far as possible their potential for full and independent lives.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

The day care setting offers a structured programme of varied activities and events, related to its statement of purpose and the service users' need for day care services.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 2.2 The programme provides opportunities for both group and individual activities. It is flexible and allows for service user's choice.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

**The day care setting offers a structured programme of varied activities and events, related to its statement of purpose and the service users’ need for day care services.**

**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 2.3 The types of activities offered are diverse and varied, engaging, purposeful, enjoyable, age and culturally appropriate and promote healthy living. Activities are both in-house and community-based, provided in the most appropriate setting and facilitate community inclusion.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>     	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>     	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 2.4 Where service users are in supported employment or volunteer placements organised by the day care setting, the appropriateness of any organisation to provide such placements is assessed by the day care setting, and staff from that organisation involved with service users have an understanding and awareness of the general and individual needs of service users placed with them.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>     	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>     	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

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<b>Criterion Assessed:</b> 2.5 Service users are enabled to participate in the activities of their choice by the provision of equipment, aids and support from staff or others.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 2.6 The duration of each activity and the daily timetable takes into account the needs and abilities of the service users participating.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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<b>Criterion Assessed:</b> 2.7 Where an activity is provided by a person contracted in to do so by the day care setting, the registered manager must either obtain evidence from the person or monitor the activity to confirm that the person has the necessary skills to provide the activity.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 2.8 Where an activity is provided by a person contracted in to do so by the day care setting’s staff, inform the person about any changed needs of service users prior to the activity commencing and there is a system in place to receive timely feedback from the person providing the activity.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 2.9 Where service users go out to college, supported employment or volunteer placements staff from the day care setting, inform the responsible person in the receiving organisation about any changed needs of service users and there is a system in place to receive timely feedback.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 2.10 There are effective communication systems between the day care setting and organisations providing placements for service users and the placements are monitored to ensure their continuing suitability for service users.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 2.11 The programme is reviewed regularly according to need and at least on an annual basis to ensure it meets service users’ changing interests and needs, and improvements are made where necessary.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 2 – PROGRAMMES AND ACTIVITIES**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 2.12 The programme is displayed in a suitable format and in an appropriate location so that know service users know what is scheduled.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

<p><b>PLEASE PROVIDE AN OVERALL ASSESSMENT OF THE CENTRE'S MATURITY AGAINST THE STANDARD ASSESSED</b></p>	<p><b>MATURITY LEVEL</b></p>
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**EVIDENCE: FOR RQIA INSPECTORS USE ONLY**

<p><b>MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY</b></p>	<p><b>MATURITY LEVEL</b></p>
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**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 8 - RESPONDING TO SERVICE USERS' BEHAVIOUR**

Responses to service users are appropriate and based on an understanding of individual service user's conduct, behaviours and means of communication.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b>	<b>ACHIEVEMENT LEVEL</b>
8.1 Staff have knowledge and understanding of each individual service user's usual conduct, behaviours and means of communication, and responses and interventions of staff promote positive outcomes for service users.	
<b>Provider's Self Assessment:</b>	
	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	
	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 8 - RESPONDING TO SERVICE USERS' BEHAVIOUR**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b>	<b>ACHIEVEMENT LEVEL</b>
8.2 Each service user's right to develop and maintain personal relationships with people of his or her choice is respected unless a service user is assessed as lacking the capacity to consent to such a relationship. If such a situation occurs, information and guidance is sought on ensuring his or her protection.	
<b>Provider's Self Assessment:</b>	
	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	
	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 8 - RESPONDING TO SERVICE USERS' BEHAVIOUR**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 8.3 When a service user's behaviour is uncharacteristic and causes concern, staff seek explanations, take necessary action, report the matter to the registered manager or staff in charge of the setting at the time and the service user's carer where appropriate, monitor the situation and where necessary make contact with any relevant professional or service.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 8 - RESPONDING TO SERVICE USERS' BEHAVIOUR**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b>	<b>ACHIEVEMENT LEVEL</b>
8.4 When a service user needs a consistent approach or response from staff, this is detailed in the service user's care plan. Where appropriate the service user's representative is informed of the approach or response to be used.	
<b>Provider's Self Assessment:</b>	
	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	
	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 8 - RESPONDING TO SERVICE USERS' BEHAVIOUR**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 8.5 When a service user has a specific behaviour management programme, this is approved by an appropriately trained professional and forms part of the care plan.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 8 - RESPONDING TO SERVICE USERS' BEHAVIOUR**

Responses to service users are appropriate and based on an understanding of individual service user's conduct, behaviours and means of communication.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 8.6 When a behaviour management programme is in place for any service user, staff are provided with the necessary training, guidance and support.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

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Responses to service users are appropriate and based on an understanding of individual service user's conduct, behaviours and means of communication.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 8.7 Where any incident is managed outside the scope of a service user's care plan this is recorded and reported if appropriate to the service user's representative and relevant professionals or services, and followed, if necessary, by a multi-disciplinary review of the service user's care plan.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

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Responses to service users are appropriate and based on an understanding of individual service user's conduct, behaviours and means of communication.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 8.8 Restraint is only used as a last resort to protect the service user or other persons when other less restrictive strategies have been unsuccessful. Records are kept of all instances when restraint is used.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

<p><b>PLEASE PROVIDE AN OVERALL ASSESSMENT OF THE CENTRE'S MATURITY AGAINST THE STANDARD ASSESSED</b></p>	<p><b>MATURITY LEVEL</b></p>
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**EVIDENCE: FOR RQIA INSPECTORS USE ONLY**

<p><b>MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY</b></p>	<p><b>MATURITY LEVEL</b></p>
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**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

**Service users are protected from abuse.**

**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 13.1 Written procedures for protecting vulnerable adults are in accordance with legislation, DHSSPS guidance, regional protocols and local processes developed by the Health and Social Care Board and HSC Trusts.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

Service users are protected from abuse.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 13.2 Procedures detail protection of vulnerable adult liaison arrangements within the setting and identify named and appropriately trained members of staff with whom concerns should be discussed.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 13.3 The procedures for protecting vulnerable adults are included in the induction programme for staff.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

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**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 13.4 Staff have completed training on and can demonstrate knowledge of: <ul style="list-style-type: none"> <li>• Protection from abuse;</li> <li>• Indicators of abuse;</li> <li>• Responding to suspected, alleged or actual abuse; and</li> <li>• Reporting suspected, alleged, or actual abuse</li> </ul>	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

Service users are protected from abuse.

**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 13.5 All suspected, alleged or actual incidents of abuse are reported to the relevant persons and agencies in accordance with the procedures.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 13.6 All suspected, alleged or actual incidents of abuse are fully and promptly investigated in accordance with the procedures.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 13.7 Written records are kept of suspected, alleged or actual incidents of abuse and include details of the investigation, the outcome and action taken by the day care setting.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
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**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 13.8 All relevant persons and agencies are notified of the outcome of any investigations undertaken by management of the day care setting.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

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**PROVIDER'S SELF-ASSESSMENT**

Please outline (in no more than 200 words) how you are meeting this standard

<b>Criterion Assessed:</b> 13.9 Where shortcomings in systems are highlighted as a result of an investigation, additional identified safeguards are put in place.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 13 - PROTECTION OF VULNERABLE ADULTS**

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**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 13.10 Training on the protection of vulnerable adults for staff is updated at least every two years.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

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**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 14 - COMPLAINTS**

**All complaints are taken seriously and dealt with promptly and effectively.**

**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 14.1 Day Care Settings should operate a complaints procedure that meets the requirements of the HSC Complaints Procedure and is accordance with the relevant legislation and DHSSPS guidance.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 14 - COMPLAINTS**

**All complaints are taken seriously and dealt with promptly and effectively.**

**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 14.2 Arrangements for dealing with complaints should be publicised.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

**STANDARD 14 - COMPLAINTS**

**All complaints are taken seriously and dealt with promptly and effectively.**

**PROVIDER'S SELF-ASSESSMENT**

**Please outline (in no more than 200 words) how you are meeting this standard**

<b>Criterion Assessed:</b> 14.3 A copy of the complaints procedure is provided to service users and their carers/representatives and this is available in a range of formats if required.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.4 The complaints procedure includes a step-by-step guide to making a complaint, the timescales involved, an outline of the role and function of the Regulation and Quality Improvement Authority in dealing with regulated services and contact details for the Authority.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

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<b>Criterion Assessed:</b> 14.5 Staff know how to, receive and deal initially with complaints.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

**DAY CARE SETTINGS - MINIMUM STANDARDS**

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<b>Criterion Assessed:</b> 14.6 Advice is provided to service users on how to make a complaint and who to contact if they remain dissatisfied or require support services, including independent advocacy.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.7 Service users must, where appropriate, be made aware of the role of independent advocacy services and be assisted to access the support they need to articulate their concerns and successfully navigate the system.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

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<b>Criterion Assessed:</b> 14.8 Staff directly involved in the management and investigation of complaints are trained and supervised in the application of the complaints procedure.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.9 Complaints are investigated and responded to within 28 days and when this is not possible, complainants are kept informed of any delays.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.10 Records are kept of all complaints and these include details of all communications with complainants, the results of any investigations and the action taken.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.11 The registered provider co-operates with any complaints investigation carried out by the HSC Trust, the Regulation and Quality Improvement Authority or the NI Commissioner for Complaints.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.12 Where a complaint relates to a registered provider's failure to comply with the statutory regulations, then that complaint should be referred directly to the Regulation and Quality Improvement Authority for consideration.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.13 Where a complaint relates to abuse, exploitation or neglect of a vulnerable adult 'Safeguarding Vulnerable Adults', the Regional Policy and Procedural Guidance should be activated.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>	Not Applicable

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<b>Criterion Assessed:</b> 14.14 When required, a summary of all complaints, outcomes and actions taken is made available to the Regulation and Quality Improvement Authority.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.15 Information from complaints is used to improve the quality of services.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

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<b>Criterion Assessed:</b> 14.16 The complainant must be advised of their right to approach the NI Commissioner of Complaints if they remain dissatisfied with the outcome of the relevant complaints procedure.	<b>ACHIEVEMENT LEVEL</b>
<b>Provider's Self Assessment:</b>  	Not Applicable
<b>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</b>  	Not Applicable

<b>PLEASE PROVIDE AN OVERALL ASSESSMENT OF THE CENTRE'S MATURITY AGAINST THE STANDARD ASSESSED</b>	<b>MATURITY LEVEL</b>

**EVIDENCE: FOR RQIA INSPECTOR'S USE ONLY**

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<b>MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY</b>	<b>MATURITY LEVEL</b>