



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 Agency 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 for Domiciliary Care Agencies published by The Department of Health, Social Services and Public Safety (DHSSPS).

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

- **Standard 8 - Management and Control of Operations**

Management systems and arrangements are in place that support and promote the delivery of quality care services.

- **Standard 13 - Staff supervision and appraisal**

Staff are supervised and their performance appraised to promote the delivery of quality care and services.

- **Standard 15 - Complaints**

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

- **Standard 16 - Safe and healthy working practices**

The agency has systems that ensure safe and healthy working practices.

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

Level of Achievement	Definition
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 Agency 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 agency.
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 agencies.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.

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.1 There is a defined management structure that identifies the lines of accountability, specifies roles and details responsibilities for areas of activity.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.2 The registered manager ensures the agency delivers services effectively on a day-to-day basis with good professional relationships in accordance with legislative requirements, DHSSPS Minimum Standards and other standards set by professional regulatory bodies and standard setting organisations. Issues arising are reported to the registered person.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.3 The registered manager ensures that all staff are familiar with, and work in line with the agency's policies and procedures (Appendix 1), and any revision thereof.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.4 Employers of social care workers adhere to the standards set out in the Northern Ireland Social Care Council (NISCC) Code of Practice for Employers of Social Care Workers, support staff in meeting their relevant codes of practice and take appropriate action when staff do not meet expected standards of conduct.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.5 Any absence of the registered manager of more than 28 days is notified to the Regulation and Quality Improvement Authority, and arrangements for managing the agency in the absence of the registered manager is approved by the Regulation and Quality Improvement Authority.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.6 Services are delivered in accordance with the statement of purpose as approved by the Regulation and Quality Improvement Authority at the time of registration.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.7 The statement of purpose is kept under review.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.8 Any change to: • Part 1 of the statement of purpose; Or any change in: • the person registered on behalf of the organisation; or • the registered manager; is only made with the approval of the Regulation and Quality Improvement Authority.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.9 The service user's guide is kept under review, revised when necessary and up dated versions are provided to the Regulation and Quality Improvement Authority.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.10 Working practices are systematically audited to ensure they are consistent with the agency's documented policies and procedures and action is taken when necessary.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

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PROVIDER'S SELF-ASSESSMENT

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

<p>Criterion Assessed: 8.11 The registered person monitors the quality of services in accordance with the agency's written procedures and completes a monitoring report on a monthly basis. This report summarises any views of service users and/or their carers/representatives ascertained about the quality of the service provided, and any actions taken by the registered person or the registered manager to ensure that the organisation is being managed in accordance with minimum standards.</p>	<p>ACHIEVEMENT LEVEL</p>
<p>Provider's Self Assessment:</p>	<p>Not Applicable</p>
<p>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</p>	<p>Not Applicable</p>

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.12 The quality of services provided is evaluated on at least an annual basis and follow-up action taken. Key stakeholders are involved in this process.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.13 All legally required certificates and licences are kept up to date, and displayed, if required, and are accessible for the purpose of inspection.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.14 Records are kept of the amounts paid by or in respect of each service user for all agreed services as specified in the service user's agreement (Standard 4).	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.15 There are written accounting and financial control procedures that meet professional standards of good practice and legislative requirements and provide safeguards against errors or fraud.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.16 All accidents and any incidents occurring when an agency worker is delivering a service are reported as required to relevant organisations in accordance with legislation and procedures. A record of these is maintained for inspection.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.17 The registered person and the registered manager undertake training to ensure they are up to date in all areas relevant to the management and provision of services, and records of such training are maintained as necessary for inspection (Standard 12.6).	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 – MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.18 The agency has systems in place for confirming that any medical device or equipment used by staff in a service user's home, has been maintained and checked in accordance with the manufacturer's and installer's guidance and records kept of the confirmation received.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.19 There is a written policy on "Whistle Blowing" and written procedures that identify to whom staff report concerns about poor practice.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.20 There are appropriate mechanisms to support staff in reporting concerns about poor practice.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.21 The registered person has arrangements in place to ensure that: <ul style="list-style-type: none"> • all necessary pre-employment checks are carried out; • criminal history disclosure information in respect of the preferred candidate, at the appropriate disclosure level is sought from AccessNI;4 and • all appropriate referrals necessary are made in order to safeguard children and vulnerable adults. 	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 8 - MANAGEMENT AND CONTROL OF OPERATIONS

Management systems and arrangements are in place that support and promote the delivery of quality care services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 8.22 For the independent sector, insurance cover is held to limits commensurate with the level and extent of activities undertaken by the agency or to the minimum required by the Regulation and Quality Improvement Authority, for employer's liability, public and third party liabilities, business interruption costs, including loss of earnings and costs to providers of meeting contract liabilities.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

PLEASE PROVIDE AN OVERALL ASSESSMENT OF THE AGENCY'S MATURITY AGAINST THE STANDARD ASSESSED	MATURITY LEVEL
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EVIDENCE: FOR RQIA INSPECTORS USE ONLY

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MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY	MATURITY LEVEL
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DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 13 - STAFF SUPERVISION AND APPRAISAL

Staff Are supervised and their performance appraised to promote the delivery of quality care and services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.1 Managers and supervisory staff are trained in supervision and performance appraisal.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 13 - STAFF SUPERVISION AND APPRAISAL

Staff Are supervised and their performance appraised to promote the delivery of quality care and services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.2 The policy and procedures detail the arrangements for and frequency of supervision and staff appraisal.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 13 - STAFF SUPERVISION AND APPRAISAL

Staff Are supervised and their performance appraised to promote the delivery of quality care and services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed:	ACHIEVEMENT LEVEL
13.3 Staff have recorded formal supervision meetings in accordance with the procedures.	
Provider's Self Assessment:	
	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	
	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 13 - STAFF SUPERVISION AND APPRAISAL

Staff Are supervised and their performance appraised to promote the delivery of quality care and services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.4 Supervisory staff report any serious and/or recurring issues arising in supervision to the manager.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	
	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 13 - STAFF SUPERVISION AND APPRAISAL

Staff Are supervised and their performance appraised to promote the delivery of quality care and services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.5 Staff have recorded appraisal with their line manager to review their performance against their job description and agree personal development plans in accordance with the procedures.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 13 - STAFF SUPERVISION AND APPRAISAL

Staff Are supervised and their performance appraised to promote the delivery of quality care and services.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.6 Supervision and appraisal of care workers is undertaken by an appropriately qualified or experienced person.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

PLEASE PROVIDE AN OVERALL ASSESSMENT OF THE AGENCY'S MATURITY AGAINST THE STANDARD ASSESSED	MATURITY LEVEL
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EVIDENCE: FOR RQIA INSPECTORS USE ONLY

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MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY	MATURITY LEVEL
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DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.1 Agencies should operate a complaints procedure that meets the requirements of the HPSS Complaints Procedure and is in accordance with the relevant legislation and DHSSPS guidance.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.2 Arrangements for dealing with complaints should be publicised.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.3 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.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.4 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 complaints relating to the agency and contact details for the Authority.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.5 Agency staff know how to receive and deal initially with complaints.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.6 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.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.7 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.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.8 Staff directly involved in the management and investigation of complaints are trained and supervised in the application of the complaints procedure.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.9 Complaints are investigated and responded to within 28 days and when this is not possible, complainants are kept informed of any delays.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.10 Records are kept of all complaints and these include details of all communications with complainants, the results of any investigations and the action taken.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.11 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.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.12 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.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.13 Where a complaint relates to abuse, exploitation or neglect of a child, immediate action is taken by the agency to safeguard the child, and the ACPCs' Regional Policy and Procedures should be activated (Standard 14).	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.14 Where a complaint relates to abuse, exploitation or neglect of a vulnerable adult, immediate action is taken by the agency to safeguard the vulnerable adult and the agency should ensure these incidents are reported to the relevant persons and agencies in accordance with procedures for protecting vulnerable adults (Standard 14).	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.15 When required, a summary of all complaints, outcomes and actions taken is made available to the Regulation and Quality Improvement Authority.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.16 Information from complaints is used to improve the quality of services.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.17 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.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 15 - 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

Criterion Assessed: 15.18 The policy and procedure for dealing with complaints from children complies with The Representations Procedure (Children) Regulations (Northern Ireland) 1996.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

PLEASE PROVIDE AN OVERALL ASSESSMENT OF THE AGENCY'S MATURITY AGAINST THE STANDARD ASSESSED	MATURITY LEVEL
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EVIDENCE: FOR RQIA INSPECTORS USE ONLY

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MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY	MATURITY LEVEL
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DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 16 - SAFE AND HEALTHY WORKING PRACTICES

The agency has systems that ensure safe and healthy working practices.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.1 The Health and Safety procedures comply with legislation and cover: • the maintenance of equipment; • the maintenance of a safe and healthy working environment; • a safe and healthy place of work with safe access to it and egress from it; and • working practices that are safe and without risk to health or well-being.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 16 - SAFE AND HEALTHY WORKING PRACTICES
 The agency has systems that ensure safe and healthy working practices.

PROVIDER'S SELF-ASSESSMENT
 Please outline (in no more than 200 words) how you are meeting this standard

Criterion Assessed: 16.2 There are arrangements in place to ensure staff receive relevant information to fulfil their health and safety responsibilities.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 16 - SAFE AND HEALTHY WORKING PRACTICES

The agency has systems that ensure safe and healthy working practices.

PROVIDER'S SELF-ASSESSMENT

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

<p>Criterion Assessed: 16.3 The registered person promotes safe and healthy working practices through the provision of information, training, supervision and monitoring of staff in the following areas: • accident prevention; • a safe and healthy work environment and safe systems of work; • Control of Substances Hazardous to Health (COSHH); • fire safety awareness; • infection control; • food hygiene (as appropriate to the agency's services); • maintenance and use of all equipment; and • moving and handling</p>	<p>ACHIEVEMENT LEVEL</p>
<p>Provider's Self Assessment:</p>	<p>Not Applicable</p>
<p>Inspection Findings: FOR RQIA INSPECTORS USE ONLY</p>	<p>Not Applicable</p>

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 16 - SAFE AND HEALTHY WORKING PRACTICES

The agency has systems that ensure safe and healthy working practices.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.4 There is a designated member of staff to receive and act on health and safety information and information from the Northern Ireland Adverse Incident Centre (NIAIC). Adverse incidents involving medical devices and equipment are reported to the NIAIC and any required action is managed appropriately.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 16 - SAFE AND HEALTHY WORKING PRACTICES

The agency has systems that ensure safe and healthy working practices.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.5 Staff are provided with appropriate protective clothing and equipment suitable for the job, to prevent risk of harm, injury or infection to themselves or others.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 16 - SAFE AND HEALTHY WORKING PRACTICES
 The agency has systems that ensure safe and healthy working practices.

PROVIDER'S SELF-ASSESSMENT
 Please outline (in no more than 200 words) how you are meeting this standard

Criterion Assessed: 16.6 Decontamination of reusable medical devices is carried out in line with current best practice and standards, and related records kept.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

DOMICILIARY CARE AGENCIES - MINIMUM STANDARDS

STANDARD 16 - SAFE AND HEALTHY WORKING PRACTICES

The agency has systems that ensure safe and healthy working practices.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.7 The agency has arrangements in place to provide staff with access to occupational health services when necessary.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

PLEASE PROVIDE AN OVERALL ASSESSMENT OF THE AGENCY'S MATURITY AGAINST THE STANDARD ASSESSED	MATURITY LEVEL
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EVIDENCE: FOR RQIA INSPECTOR'S USE ONLY

MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY	MATURITY LEVEL
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