



The **Regulation** and  
**Quality Improvement**  
Authority

## What we can do for you

All care facilities in Northern Ireland must register with us. Each year we inspect every care home in Northern Ireland and produce reports on our findings.

Our reporting system is open, and the reports are available for public inspection. You may find this information helpful if you, or a friend or relative are seeking advice on the standard of care offered by a particular facility.

If you have a problem with the care received by you or a friend or relative and have not been able to reach a satisfactory resolution with the service provider, we may be able to assist you in addressing the problem through our complaints procedure.

Our Board meets ten times per year. These meetings are held around Northern Ireland, and are open to the public, providing you an opportunity to learn more about our work.

You can find out more about us by visiting our website [www.rqia.org.uk](http://www.rqia.org.uk) or by contacting us in writing, by email or telephone at the address below:

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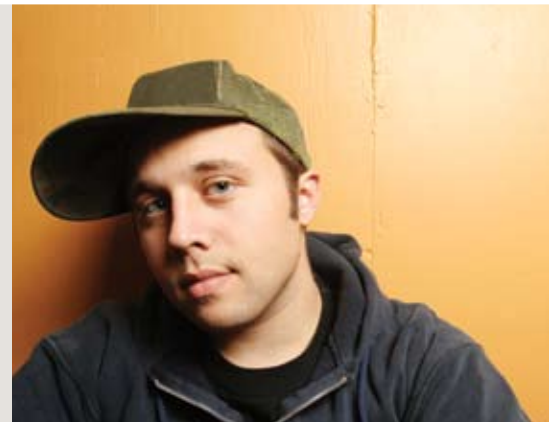
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## informing and improving health and social care





## A new organisation

The Regulation and Quality Improvement Authority (RQIA) is a new, independent body, set up by Government to help improve the standards of care within all sectors of health and social services in Northern Ireland.

## What we believe

We respect everyone's right to timely, high quality health and social care. We listen to and work with those using health and social care services, carers and providers. We will challenge practice where we see a need for improvement. In all our work we will act in an accessible, inclusive, accountable, honest and fair manner.

## Encouraging improvement

We encourage improvements in standards of health and social care services in Northern Ireland, through reporting the findings of our inspections and reviews.

## Our inspections

We register and inspect a wide range of health and social care services. Our inspections are based on a new set of minimum care standards which will ensure that both the public and the service providers know what quality of services is expected.

Our inspectors visit nursing and residential care homes and children's homes to examine all aspects of the care provided, to guarantee the comfort and dignity of those using the facilities, and ensure public confidence in these services.

We are responsible for the inspection of a range of other bodies including:

- Day care settings and Residential family centres;
- Independent hospitals and clinics;
- Fostering and Voluntary adoption agencies; and
- Nursing, Independent medical and Domiciliary care agencies.

RQIA has a key role in assuring the quality of services provided by health and social services boards, trusts and agencies across Northern Ireland. We aim to ensure that every aspect of health and social care meets the expectations of the public, and the official standards laid down by the Department of Health, Social Services and Public Safety.

## Monitoring quality

Where problems are identified in the health and social care sector we may carry out a review. These are based around the principles of "Clinical and Social Care Governance" which examine care standards and how well the service is run.

We will examine what went wrong and why, and look at ways of making sure that it does not happen again by making recommendations to the service provider, and sharing lessons learned across the health and social care sector.