



THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
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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 Home a minimum of twice 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 Residential Care Homes published by The Department of Health, Social Services and Public Safety (DHSSPS).

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

- **Standard 10 - Responding to residents' behaviour**

Responses to residents are appropriate and based on an understanding of individual resident's conduct, behaviours and means of communication.

- **Standard 13 - Programme of activities and events**

The home offers a structured programme of varied activities and events, related to the Statement of Purpose and identified needs of residents.

- **Standard 16 - Protection of vulnerable adults**

Residents are protected from abuse.

- **Standard 17 - 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

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 Home 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 home.
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 home 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 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.

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 10 - RESPONDING TO RESIDENTS' BEHAVIOUR

Response to residents are appropriate and based on an understanding of individual resident'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

Criterion Assessed: 10.1 Staff have knowledge and understanding of each individual resident's usual conduct, behaviours and means of communication. Responses and interventions of staff promote positive outcomes for residents.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 10 - RESPONDING TO RESIDENTS' BEHAVIOUR

Response to residents are appropriate and based on an understanding of individual resident'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

Criterion Assessed: 10.2 When a resident's behaviour is uncharacteristic and causes concern, staff seek to understand the reason for this behaviour. Staff take necessary action, report the matter to the Registered Manager or supervisor in charge of the home at the time and monitor the situation. Where necessary, they make contact with any relevant professional or service and, where appropriate, the resident's representative.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 10 - RESPONDING TO RESIDENTS' BEHAVIOUR

Response to residents are appropriate and based on an understanding of individual resident'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

Criterion Assessed: 10.3 When a resident needs a consistent approach or response from staff, this is detailed in the resident's care plan. Where appropriate and with the resident's consent, the resident's care plan. Where appropriate and with the resident's consent, the resident's representative is informed of the approach or response to be used.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 10 - RESPONDING TO RESIDENTS' BEHAVIOUR

Response to residents are appropriate and based on an understanding of individual resident'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

Criterion Assessed: 10.4 When a resident has a specific behaviour management programme, this is approved by an appropriately trained professional and forms part of the resident's care plan.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 10 - RESPONDING TO RESIDENTS' BEHAVIOUR

Response to residents are appropriate and based on an understanding of individual resident'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

Criterion Assessed: 10.5 When a behaviour management programme is in place for any resident, staff are provided with the necessary training, guidance and support.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 10 - RESPONDING TO RESIDENTS' BEHAVIOUR

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 10.6 Where any incident is managed outside the scope of a resident's care plan, this is recorded and reported, if appropriate, to the resident's representative and to relevant professionals or services. Where necessary, this is followed by a multi-disciplinary review of the resident's care plan.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 10 - RESPONDING TO RESIDENTS' BEHAVIOUR

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 10.7 Restraint is only used as a last resort by appropriately trained staff to protect the resident or other persons when other less restrictive strategies have been unsuccessful. Records are kept of all instances when restraint is used.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

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

<p>MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY</p>	<p>MATURITY LEVEL</p>
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RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

The home offers a structured programme of varied activities and events, related to the Statement of Purpose and identified needs of residents.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.1 The programme of activities and events provides positive outcomes for residents and is based on the identified needs and interests of residents.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.2 The programme includes activities that are enjoyable, purposeful, age and culturally appropriate and takes into account the residents' spiritual needs. It promotes health living, is flexible and responsive to residents' changing needs and facilitates social inclusion in community events.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.3 Residents, including those residents who generally stay in their rooms, are given the opportunity to contribute suggestions and to be involved in the development of the programme of activities.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.4 The programme of activities is displayed in a suitable format and in an appropriate location so that residents and their representatives know what is scheduled.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.5 Residents are enabled to participate in the programme through the provision of equipment, aids and support from staff or others.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.6 The duration of each activity and daily timetable takes into account the needs and abilities of the residents participating.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

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PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.7 Where an activity is provided by a person contracted-in to do so by the home, the Registered Manager either obtains evidence from the person or monitors the activity to confirm that those delivering or facilitating activities have the necessary skills to do so.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

The home offers a structured programme of varied activities and events, related to the Statement of Purpose and identified needs of residents.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 13.9 A record is kept of all activities that take place, the person leading the activity and the names of the residents who participate.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 13 - PROGRAMME OF ACTIVITIES AND EVENTS

The home offers a structured programme of varied activities and events, related to the Statement of Purpose and identified needs of residents.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed:	ACHIEVEMENT LEVEL
13.10 The programme is reviewed regularly and at least twice yearly to ensure it meets residents' changing needs.	
Provider's Self Assessment:	
	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	
	Not Applicable

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RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.1 Procedures for protecting vulnerable adults are in accordance with legislation, DHSSPS guidance, regional protocols and local procedures issued by Health and Social Care Boards and Trusts.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse.

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.2 The procedures for protecting vulnerable adults are included in the induction programme for staff.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.3 Staff have completed training on and can demonstrate knowledge of: <ul style="list-style-type: none"> • Protection from abuse • Indicators of abuse • Responding to suspected, alleged or actual abuse • Reporting suspected alleged or actual abuse 	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.4 All suspected, alleged or actual incidents of abuse are reported to the relevant persons and agencies in accordance with procedures and legislation.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.5 All suspected, alleged or actual incidents of abuse are fully and promptly investigated in accordance with procedures.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.6 All relevant persons and agencies are notified of the outcome of any investigations undertaken by the home.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.7 Written records are kept of suspected, alleged or actual incidents of abuse. Where the home has been involved in the investigation, these records include details of the investigation, the outcome and action taken.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS STANDARD 16 - PROTECTION OF VULNERABLE ADULTS Residents are protected from abuse PROVIDER'S SELF-ASSESSMENT Please outline (in no more than 200 words) how you are meeting this standard	
Criterion Assessed:	ACHIEVEMENT LEVEL
16.8 Where shortcomings in systems are highlighted as a result of an investigation, additional identified safeguards are put in place.	
Provider's Self Assessment:	
	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	
	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 16 - PROTECTION OF VULNERABLE ADULTS

Residents are protected from abuse

PROVIDER'S SELF-ASSESSMENT

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

Criterion Assessed: 16.9 Refresher training on the protection of vulnerable adults is provided for staff at least every three years.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

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EVIDENCE FOR RQIA INSPECTORS USE ONLY

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RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.1 Homes should operate a complaints procedure that meets the requirements of the HSC Complaints Procedure and is in accordance with the relevant legislation and DHSSPS guidance on Complaints in Residential and Nursing Homes.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.2 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.3 A copy of the complaints procedure is provided to every resident and to any person acting on their behalf, 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.4 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 complaints and contact details for the Authority.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.5 Staff know how to received and deal initially with complaints.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.6 Advice is provided to residents / relatives on how to make a complaint and who to contact outside the home 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.7 Residents 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.8 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.9 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.10 Records are kept of all complaints and these include details of all communications with complainants, the result of any investigations and the action taken.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.11 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.12 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.13 Where a complaints relates to abuse, exploitation or neglect, the Regulation 'Safeguarding Vulnerable Adults' Policy and Procedural Guidance and the associated Protocol for Joint Investigation of Alleged or Suspected cases of Abuse of Vulnerable Adults should be activated.	ACHIEVEMENT LEVEL
Provider's Self Assessment:	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY	Not Applicable

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.14 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.15 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

RESIDENTIAL CARE HOME - MINIMUM STANDARDS

STANDARD 17 - 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: 17.16 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.	ACHIEVEMENT LEVEL
Provider's Self Assessment: 	Not Applicable
Inspection Findings: FOR RQIA INSPECTORS USE ONLY 	Not Applicable

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

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MATURITY MATRIX: RQIA ASSESSED LEVEL OF MATURITY	MATURITY LEVEL
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