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RQIA Commends Management and Staff at Daisy Hill Hospital

Today, RQIA has published the findings of its unannounced inspection of Daisy Hill Hospital, which took place in early December 2016. The inspection was part of RQIA's ongoing programme to provide assurance to the public about the quality of hospital services, and to contribute to improvements in the delivery of care for all those attending hospitals in Northern Ireland. During the inspection, RQIA spoke to patients, relatives and staff; observed how care was being delivered; and examined care records.

RQIA's inspection team included doctors, nurses, pharmacists and allied health professionals and members of the public. The team visited the Emergency Department and the female medical wards, and assessed whether the care was safe, effective and compassionate. We also considered how each area was being led and managed.

Olive Macleod, RQIA's Chief Executive, said: **“RQIA's overall findings for the Emergency Department and Female Medical Ward at Daisy Hill Hospital were very positive. At the hospital, we found strong leadership and governance arrangements, and processes in place to provide good quality care to patients.”**

Mrs Macleod continued: **“During our inspection, our team found that nursing and medical staff were visible, approachable, suitably experienced and were leading effectively. The nursing staff told us that morale was good and they felt respected and valued.”**

“Junior doctors highlighted many areas of good practice, including high quality, regular teaching and supervision, and an emphasis on quality improvement and good team working. We also noted staff working collaboratively in multidisciplinary teams to understand and meet the range and complexity of patients’ care needs.”

In common with other hospitals in Northern Ireland, some staff reported that, at times, they can sometimes find it challenging to be responsive to patient needs due to reduced staffing numbers. However, at Daisy Hill we also found staff who were well supported by their management and evidence of good staff retention.

RQIA’s Chief Executive concluded: **“RQIA commends the management and staff at all levels in Daisy Hill Hospital. We believe that by sharing the best practice we observed in the areas inspected, and by addressing the recommendations arising from our inspection, the Southern Trust can continue to deliver high quality of care for everyone attending its services.”**

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Editors' Notes

The Regulation and Quality Improvement Authority

The Regulation and Quality Improvement Authority, established in April 2005 under *The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003*, is the independent health and social care regulatory body for Northern Ireland. In its work RQIA encourages continuous improvement in the quality and availability of health and social care services through a programme of inspections and reviews.

Background to RQIA’s Programme of Acute Hospital Inspections

In April 2014, the RQIA was asked by the Health Minister to put in place appropriate arrangements to deliver a rolling programme of unannounced inspections in acute hospitals in Northern Ireland to commence during 2015-16.

In a statement to the Northern Ireland Assembly in early July 2014, the Minister indicated that the programme of inspection will focus on a selection of quality indicators that will not be pre-notified to the trusts for each inspection, and no advance warning will be provided to trusts as to which sites or services within a hospital will be visited as part of an unannounced inspection. It is intended that the RQIA inspection reports will be published on a hospital-by-hospital basis as they are completed.

The aim of the Acute Hospital Inspection Programme is to provide public assurance; and to promote public trust and confidence in the delivery of acute hospital services. It is designed to support HSC Trusts to understand how they deliver care, identify what works well and where further improvements are needed. The framework is in line with Quality 2020 focusing on increasing the quality of care and reducing patient harm.

The inspection framework has been designed to support the Core Programme of Acute Hospital Inspections and to assess leadership and management of the clinical area, and three key stakeholder outcomes:

- **Is care safe?** Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.
- **Is care effective?** The right care, at the right time in the right place with the best outcome.
- **Is care compassionate?** Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

Further details, including the inspection documentation, are available on RQIA's website. (See: www.rqia.org.uk/guidance/guidance-for-service-providers/hospitals/)

The inspection report for Daisy Hill Hospital (5-7 December 2016) is available at: www.rqia.org.uk.