



27 October 2022

## RQIA Welcomes Publication of Whole System Review Reports

Welcoming the publication of the remaining sections of the “Whole System Review” commissioned by the Department of Health in response to the Commissioner for Older People’s Home Truths 2018 Report, Christine Collins, MBE, Chair of the Regulation and Quality Improvement Authority, said

**“The Home Truths Report exposed failings in the system for protecting Care Home residents. I am truly sorry for the pain caused. The Authority is determined to do all we can to prevent this happening in the future.**

The Authority has recently published a [Stocktake of progress made in response to the Home Truths Report](#), and will continue to work closely with the Commissioner and service users, families and their advocates, to ensure that older people are protected and can enjoy the best possible health and quality of life.

**“The Authority is currently consulting the public and stakeholders on its [draft Strategic Plan](#), which has protecting the safety of patients and service users, and improving quality of services at its heart.”**

RQIA Chief Executive, Briega Donaghy, said

**“We recognise that we must increase our efforts, in partnership with others, to make health and social care safe, and help people using it live with dignity. We thank the residents and families who, through sharing their experience, exposed the failings.**

**We will, for example, work with Providers to make sure that residents and their families know about our Inspections and their findings, and that this information is easily available to those who are taking up a place in a Care Home.”**

We would encourage anyone who has a concern about the quality of a service being provided in a Care Home, or in any service we regulate, please contact RQIA’s Guidance Team at telephone: (028) 9536 1990, or email: [info@rqia.org.uk](mailto:info@rqia.org.uk).

**ENDS**

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## Notes to Editors

1. The RQIA was established by the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003. It is an independent health and social care regulatory body, whose primary duties are to keep the Department informed about the quality and availability of health and social care services, ensure regulatory compliance, and encourage improvement in the quality of services.
2. The Commissioner for Older People's Home Truths Report, published in 2018, set out the failings identified in the Dunmurry Manor Care Home.
3. The Department of Health has today published four reports from the independent review into safeguarding and care at the former Dunmurry Manor Care Home. The reports cover the areas of Regulation and Inspection, Assessment and Care Management, Care Home Providers and The Care Home Market.
4. The Authority has recently published a [Stocktake of RQIA's actions and progress in respect of the Home Truths recommendations](#).
5. The Authority is currently consulting on its draft Strategic Plan for 2022 to 2027; the Plan can be found [here](#); and [online consultation events](#) are being held, with bespoke sessions arranged to meet the needs of groups.
6. The Whole Systems Review reflects back to 2018. The suite of reports is a timely reminder that while real progress has been made in building connections and sharing information between Regulators, with Health and Social Care Trusts, Providers and Commissioners, this progress must continue and must be lasting. The Authority is committed to improving further on those connections, to improving and expanding how we listen to the experience of residents, families and carers, and ensuring that those experiences are reflected firmly in our regulatory responses and in our Care Home Inspection Reports.
7. The Authority will consider today's findings and recommendations carefully in this context. RQIA's plans and actions will be shaped by the views of the public, particularly patients, service users and their families; by those who work at the front line in the health and social care system; and by the Whole System Review. We intend to publish our Final Strategic Plan for 2022 to 2027 in Spring 2023, along with the Action Plan for 2023 to 2024, which will incorporate responses to the Whole System Review recommendations.