



The Regulation and
Quality Improvement
Authority

Assurance, Challenge and Improvement

RQIA e-zine Issue 14: December 2017

In This Edition ...

Welcome to the latest edition of Assurance, Challenge and Improvement, the [Regulation and Quality Improvement Authority](#)'s (RQIA) electronic newsletter (e-zine). RQIA is Northern Ireland's regulator of health and social care (HSC) services.

In this edition you can read about our recent activities and news. You can access further information by clicking on the blue hyperlinks throughout this e-zine.

Our Telephone Numbers are Changing: Call RQIA on (028) 9536 1111

In the coming weeks our telephone numbers are changing. Our main telephone number is **(028) 9536 1111**, and all direct dial numbers will also change. Details of [key contacts](#) are available on our website. For a limited time calls to our old numbers will continue to function, however, early in the new year these will cease to operate.

RQIA Achieves IIP



RQIA's Kate Maguire and Mark Lynch accept award from IIP's Mark Huddleston.

In September, RQIA was awarded Investors in People (IIP) accreditation - the standard for people management. Earlier in the year, RQIA submitted a self-assessment, which was subject to external validation by IIP during a three day visit to RQIA in June, where the assessment team met with a wide range of staff at all levels within the organisation. Congratulations to all our staff!

RQIA Annual Report and Accounts



We have recently published our [Annual Report and Accounts 2016-17](#). This report provides an overview of all our activities during this period.

You can also access our [infographic](#) summarising some of the key facts from our Annual Report.

RQIA Complaints Advice



For help and advice on [raising a concern or complaint about an independent service](#), (for example, a care home or domiciliary care agency) or [about a health and social care service such as a hospital or mental health facility](#), RQIA has produced two short guides.



While RQIA does not have legal powers to investigate complaints about health and social care services, we take all concerns brought to our attention seriously. If a concern is raised with us about a health and social care service, we will use this information to inform our inspection or review work.

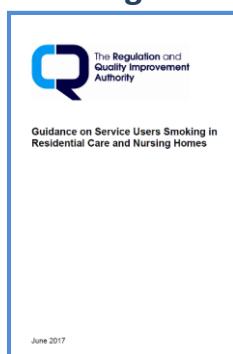


If you wish to bring a concern to RQIA's attention, please contact us at: Telephone: (028) 9536 1111; or Email: info@rqia.org.uk. For more information, visit RQIA's website: www.rqia.org.uk.



Guidance for Service Providers

Smoking Guidance



In June, RQIA published [Guidance on Service Users Smoking in Residential Care and Nursing Homes](#). This guidance provides an overview of the key principles that should be taken into consideration when service users choose to smoke.

It aims to assist registered providers in implementing appropriate arrangements, which are safe, but which do not unreasonably restrict service users from smoking.

RQIA Dementia Care Workshop



In October, RQIA held a workshop, “Supporting Families and Dementia Care in Northern Ireland”, with carers and speakers from across Northern Ireland sharing examples of best practice, including Dementia Champions Model and the Patient Centred Model.

RQIA Peer Reviewer and Lay Assessor Training



Peer reviewers and lay assessors provide invaluable input to the work of RQIA’s inspection and review activities. To support them in their ongoing commitment to this programme of work, during September RQIA held a series of training events attended by almost 80 peer reviewers and lay assessors.

RQIA Reviews

RQIA Review of Northern Ireland’s Plastic Surgery Service



In June, RQIA published the findings of its [Review of the Regional Plastic Surgery Service in Northern Ireland](#). The plastic surgery service provides treatment to people of all ages with a wide range of conditions, including cancer, congenital conditions, burns and trauma.

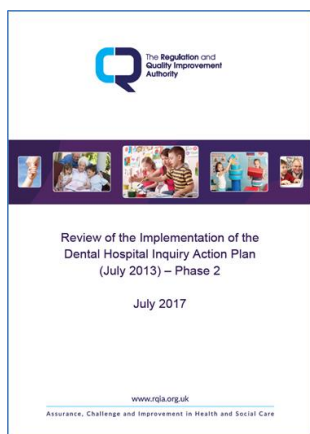
During the review, we found that the service is unable to meet its targets for urgent referrals, and is not complying with joint orthopaedic – plastic surgery best practice standards. The review team noted that due to a shortage of trained surgeons, access to microsurgical breast reconstruction is limited.

The commissioning direction for this service was published ten years ago, and since then there has been a significant increase in demand from cancer and trauma cases, impacting on capacity to deliver non-urgent elective cases.

The review team considers that the service needs assistance to meet increasing demand and improved opportunities for doctors in training in all aspects of plastic surgery. RQIA also calls for a single service, funded to employ additional consultant plastic surgeons to meet the increasing demands.

RQIA's review team makes 10 recommendations to support improvement to take the service forward in the future. A [summary leaflet](#) is also available, highlighting our key findings.

RQIA Review of the Implementation of the Royal Dental Hospital's Inquiry Action Plan



In 2013, an independent inquiry into the Royal Dental Hospital made a series of recommendations for improvement at the service.

In 2017, RQIA returned to the Dental Hospital, where we noted insufficient progress to address the outstanding actions. RQIA's review team made five recommendations to the Belfast Trust to support the full implementation of the 2013 Dental Hospital Inquiry Action Plan. You can read our [full 2017 report here](#) and a [summary leaflet](#) is also available.

Inspection Activity

Since April RQIA has published its findings from around 1,500 inspections of care services, mental health and learning disability services, hospitals and prisons. You can also find out what reports we have published over the past fortnight [here](#).

As part of our ongoing hospital inspection programme, RQIA's healthcare team have inspected the Causeway, Daisy Hill, Lagan Valley, the Mater and South West Acute hospitals and also the Royal Belfast Hospital for Sick Children. Reports of our findings including examples of good practice and recommendations for improvement will be published in the coming weeks.

Enforcement

Ashbrooke Care Home, Enniskillen

In August, during an urgent unannounced inspection at Ashbrooke Care Home, Enniskillen, RQIA found systemic care failings and concerns in relation to the management of the home. RQIA considered that there was a serious risk to the life, health and wellbeing of all those living at this home. As a result of these significant concerns, and to ensure the safety and wellbeing of patients and residents, through the courts, an urgent order was granted to cancel the registration of this home. Following the closure of Ashbrooke Care Home, the Western Health and Social Care Trust identified and arranged suitable, alternative care arrangements for everyone living at this home.

Northern Ireland Ambulance Service, Belfast and Bangor

In October, as a result of concerns identified during RQIA's unannounced inspections at Broadway Ambulance Station (Belfast) and Bangor Ambulance Station in July and September, RQIA issued four improvement notices to the Northern Ireland Ambulance Service. This enforcement action related to infection prevention and hygiene practices and associated governance arrangements.

During follow-up inspections in early November, RQIA found significant improvements in infection prevention and hygiene practices at both stations. We considered that the necessary improvements had been made in respect of the two improvement notices relating to safe and effective care. RQIA noted that work relating to governance arrangements, to support improvements in infection prevention and hygiene practices across the service, has commenced.

While we welcome this early progress, we consider that further work is required by NIAS in this regard. Therefore, we have extended the two improvement notices in this area, with compliance required by late January 2018. To ensure the safety of everyone in Northern Ireland who needs an ambulance, RQIA will continue to monitor this service, and will conduct further inspections at the service in the new year.

Details of all RQIA enforcement actions are published on our [website](#).

RQIA Board Meetings

RQIA holds six public [Board Meetings](#) each year. The next meeting will take place on 11 January 2018. If you wish to attend a board meeting please email: info@rqia.org.uk, or telephone (028) 9536 1111. You can access our [board papers](#) one week in advance of meetings. [Previous board papers](#) and [minutes](#) are also available online.

Dr Alan Lennon, OBE

RQIA was saddened to learn of the death of Dr Alan Lennon, Board chairman, who passed away in November. Alan joined RQIA in 2014, bringing his knowledge and experience from the private sector to his role at RQIA. Our thoughts are with his family at this time.

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Contact Us

For further information, please visit our [website](#). If you wish to provide feedback, or need further information or wish to discuss any aspect of our work, please email: info@rqia.org.uk.

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