



The **Regulation** and
Quality Improvement
Authority

11 November 2022

Statement from RQIA

Update on RQIA Inspection at Lakeview Hospital

In March 2022 RQIA issued two Improvement Notices to the Western Health and Social Care Trust, following an unannounced inspection in February 2022 at Lakeview Hospital, a ten bedded assessment and treatment unit for adults with a learning disability.

At that time, RQIA's concerns related to adult safeguarding and incident management at the hospital; and care and treatment to support recovery and resettlement of patients.

During a follow-up inspection in late October 2022, RQIA found significant progress against the issues highlighted within these Improvement Notices.

Improvements noted included:

- The hospital environment, with brighter decor, personalisation of spaces and a more therapeutic environment
- Staff had received adult safeguarding training and demonstrated a clear knowledge and understanding of the process and procedure for escalation of concerns.
- The Trust has also completed a lookback exercise of incidents which confirmed necessary retrospective referrals had been made to the adult safeguarding team and improvements noted to grading, theming and trending of incidents.
- There is now an effective and accessible system for safeguarding referrals in place, and evidence of improved multi-disciplinary team working and decision making processes, with a positive impact on patient care and treatment.
- RQIA was also assured that safeguarding incidents are now notified to relevant stakeholders, and oversight and escalation of safeguarding matters is assured

While effective arrangements are in place to maintain patient safety, further work is required in relation to patient protection plans and associated care plans to ensure consistency in record keeping and accessibility to all staff.

The Trust also advised that while a programme of regular audit has yet to commence, it is committed to develop and implement a programme of regular audit to ensure progress made has been embedded operationally.

RQIA welcomes the significant improvements at this service and in order to support the Trust in continuing to progress and embed these improvements, RQIA has extended the date for full compliance with the Improvement Notices to 30 April 2023. These updated notices are published on [RQIA's website](#).

The full inspection report will be published within the coming weeks.

During RQIA inspections at Lakeview, inspectors engaged with service users and their families to ensure that their experiences and views are heard. These inform and drive RQIA's actions.

In RQIA's engagement with the Western Trust, assurances have been given that patients' families are advised of the RQIA inspection findings, and are kept fully informed of the actions being taken.

The safety and wellbeing of all those receiving care at Lakeview Hospital is of paramount importance to RQIA. RQIA will continue to monitor and inspect this service and work with relevant stakeholders to ensure that it meets the required standards.

RQIA has also reached out to families, should they wish to speak directly with RQIA. Should any family member, service user, or staff member have any concern about a care service, please contact RQIA at: telephone: (028) 9536 1990, or email: info@rqia.org.uk .

ENDS