

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)
IMPROVEMENT NOTICE PURSUANT TO ARTICLE 39 OF THE HEALTH and
PERSONAL SOCIAL SERVICES (QUALITY IMPROVEMENT and
REGULATION) (NORTHERN IRELAND) ORDER 2003

IN Ref No: IN000004E	Issue Date: 16 August 2019
Health and Social Care Trust: Belfast Health and Social Care Trust (RQIA ID: 020426)	Belfast Health and Social Care Trust Trust Headquarters A Floor Belfast City Hospital 51 Lisburn Road Belfast BT9 7AB
Responsible Person: Mr Martin Dillon, Chief Executive	
<p>STATEMENT OF MINIMUM STANDARDS</p> <p>The Quality Standards for Health and Social Care: Supporting Good Governance and Best Practice in the HPSS (March 2006).</p> <p>Standard 4.1:</p> <p>The HPSS is responsible and accountable for assuring the quality of services that it commissions and provides to both the public and its staff. Integral to that is effective leadership and clear lines of professional and organisational accountability.</p> <p>Standard 5.1:</p> <p>Safe and effective care is provided by the HPSS to those service users who require treatment and care. Treatment or services, which have been shown not to be of benefit, following evaluation, should not be provided or commissioned by the HPSS.</p>	
<p>Failure to Comply</p> <p>4.3 Criteria</p> <p>The organisation:</p> <p><i>(f) ensures financial management achieves economy, effectiveness, efficiency and probity and accountability in the use of resources;</i></p> <p><i>(g) has systems in place to ensure compliance with relevant legislative requirements;</i></p> <p><i>(h) ensures effective systems are in place to discharge, monitor and report on its responsibilities in relation to delegated statutory functions and in</i></p>	

relation to inter-agency working;

- (i) undertakes systematic risk assessment and risk management of all areas of its work.*

5.3 Criteria

5.3.1 Ensuring Safe Practice and Appropriate Management of Risk

The organisation:

- (c) has policies and procedures in place to identify and protect children, young people and vulnerable adults from harm and to promote and safeguard their rights in general;*

Specific failings to comply with the statement of minimum standard:

An Improvement Notice was issued to The Belfast Health and Social Care Trust (the Trust) on 16 August 2019. The Improvement Notice was issued as a result of the Trust failing to ensure a robust financial governance framework was in place for the effective management of patients' finances within Muckamore Abbey Hospital (MAH) as identified during inspections to MAH in February, April and July 2019.

Following the issue of the Improvement Notice we met with representatives from the Trust on 2 October 2019 to receive an update regarding progress towards compliance with the actions outlined in the Improvement Notice issued on 16 August 2019. The information shared with RQIA during this meeting provided assurances that the Trust understood its responsibilities with respect to patient finances and had a programme of work in place to address requirements as set out in the Improvement Notice.

We undertook an unannounced inspection of MAH from 10 to 12 December 2019. Our multidisciplinary inspection team evidenced significant improvements in relation to the effective management and oversight of patients finances. A new Trust policy and procedure has been implemented. Staff are aware of the new policy and related procedures, and all appropriate staff have received training relevant to their role with respect to the management of patient finances.

We determined that Trust staff now have a clear understanding of their roles and responsibilities with respect to patient finances at ward level, at managerial level and at a governance level within the Trust.

We evidenced that decisions relating to patient finances are now being made on an individual and supportive basis and in consultation with both patients and their next of kin, best interests decision making was evident.

We determined at this time that the Trust is discharging its responsibilities,

on patients' behalf, in accordance with Articles 107 and 116 of The Mental Health (Northern Ireland) Order 1986.

We noted that a full audit of the arrangements for financial controls relating to the care and treatment of patients is planned for February 2020. Arrangements for this audit were confirmed through our review of Trust's internal audit schedule and our discussion with Senior Trust Representatives.

We were advised that the audit of financial governance throughout MAH is scheduled for completion by 29 February 2019. The Trust has agreed to share the findings of this audit with RQIA upon its completion.

As a result of the improvements identified, RQIA determined to lift all elements of the Improvement Notice relating to financial governance except for the action relating to the above audit – specifically *'that there is a comprehensive audit of all financial controls relating to patients receiving care and treatment in Muckamore Abbey Hospital'*. This element of the Improvement Notice will be extended for three months to enable full completion and reporting of the aforementioned audit.

Improvements necessary to achieve compliance:

The Belfast Health and Social Care Trust Board, Chief Executive and Executive Team must ensure:

- That there is a comprehensive audit of all financial controls relating to patients receiving care and treatment in Muckamore Abbey Hospital.

Date by which compliance must be achieved: 19 March 2020

Signed..........

Director of Improvement and Medical Director

This notice is served under Article 38 and 39 of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Department of Health, Social Services and Public Safety, Quality Standards for Health and Social Care (March 2006).

It should be noted that failure to comply with the measures identified in this Improvement Notice may result in further enforcement action by RQIA.

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

IMPROVEMENT NOTICE

IN Ref No: IN000005E	Issue Date: 16 August 2019
Health and Social Care Trust: Belfast Health and Social Care Trust (RQIA ID: 020426)	Belfast Health and Social Care Trust Trust Headquarters A Floor Belfast City Hospital 51 Lisburn Road Belfast BT9 7AB
Responsible Person: Mr Martin Dillon, Chief Executive	
STATEMENTS OF MINIMUM STANDARDS	
The Quality Standards for Health and Social Care: Supporting Good Governance and Best Practice in the HPSS (March 2006).	
Standard 5.1	
Safe and effective care is provided by the HPSS to those service users who require treatment and care. Treatment or services, which have been shown not to be of benefit, following evaluation, should not be provided or commissioned by the HPSS.	
Failure to Comply:	
5.3 Criteria	
5.3.1 Ensuring Safe Practice and the Appropriate Management of Risk	
The organisation:	
<i>(a) has effective person-centred assessment, care planning and review systems in place, which include risk assessment and risk management processes and appropriate interagency approaches;</i>	
<i>(c) has policies and procedures in place to identify and protect children, young people and vulnerable adults from harm and to promote and safeguard their rights in general.</i>	
Specific failings to comply with the statement of minimum standard:	
An Improvement Notice was issued to The Belfast Health and Social Care Trust (the Trust) on 16 August 2019. The Improvement Notice was issued as a result of the Trust failing to ensure and evidence effective safeguarding arrangements are implemented and assured within Muckamore Abbey Hospital (MAH) as identified	

during inspections in February and April 2019.

Following the issue of the Improvement Notice we met with representatives from the Trust on 2 October 2019 to receive an update regarding progress towards compliance with the actions outlined in the Improvement Notice issued on 16 August 2019. The information shared with RQIA during this meeting provided assurances that the Trust understood its responsibilities with respect to adult safeguarding practices in MAH and had a programme of work in place to address requirements set out in the Improvement Notice.

We undertook an unannounced inspection of MAH from 10 to 12 December 2019. Our inspection team evidenced significant improvements in relation to adult safeguarding in MAH. We determined that there was effective deployment of safeguarding referrals, implementation of learning arising through safeguarding investigations and that outcomes from safeguarding investigations were positively impacting patient well-being.

There was evidence of good multidisciplinary working between professional staff in regard to the safeguarding arrangements in place and meaningful implementation of protection plans was being achieved. The quality and timeliness of information on safeguarding concerns being shared with relevant stakeholders was improving and we were assured that the service improvements outlined had been developed through meaningful engagement with patients, carers and staff.

We determined that Trust staff now have a clear understanding of their roles and responsibilities with respect to safeguarding practices at ward level, at managerial level and at a governance level within the Trust.

We noted that auditing of the current processes has commenced and that the Trust has a robust action plan to continue to develop their assurance processes in this regard.

As a result of the improvements identified, RQIA determined to lift all elements of the Improvement Notice relating to adult safeguarding in MAH except for the action to *'Implement effective mechanisms to evidence and assure its compliance with good practice in respect of adult safeguarding across the hospital'*. This element of the Improvement Notice will be extended for three months to enable the Trust to embed improvements across the safeguarding arrangements in MAH and to ensure current systems/processes are robust.

Improvements necessary to achieve compliance:

The Belfast Health and Social Care Trust Board, Chief Executive and Executive Team must:

- Implement effective mechanisms to evidence and assure its compliance with good practice in respect of adult safeguarding across the hospital.

Date by which compliance must be achieved: 19 March 2020

Signed.....*Dr. Dowda Geoghegan*.....

Director of Improvement and Medical Director

This notice is served under Article 38 and 39 of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Department of Health, Social Services and Public Safety, Quality Standards for Health and Social Care (March 2006).

It should be noted that failure to comply with the measures identified in this Improvement Notice may result in further enforcement action by RQIA.