

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

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

IN Ref No: IN000001	Issue Date: 21 December 2018
Health and Social Care Trust: Northern Ireland Ambulance Service Trust (NIAS)	Address: Northern Ireland Ambulance Service Trust (NIAS) Headquarters Knockbracken Healthcare Park Saintfield Road BELFAST BT8 8SG
Responsible Person: Mr Michael Bloomfield, Chief Executive	
STATEMENT OF MINIMUM STANDARDS	
The Quality Standards for Health and Social Care: Supporting Good Governance and Best Practice in the HPSS (March 2006).	
Standard 4.1:	
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 this is effective leadership and clear lines of professional and organisational accountability.	
Failure to Comply	
A. Criteria Considered	
Criteria 4.3:	
The organisation:	
<i>(m) has a training plan and training programmes, appropriately funded, to meet identified training and development needs which enable the organisation to comply with its statutory obligations;</i>	

B. Specific failings identified in respect of the considered criteria:

NIAS has failed to comply with the considered criteria by failing to demonstrate that it has, as an organisation, a robust training and competency based assessment framework and programme to support staff in implementing the NIAS Infection Prevention and Control (IPC) Policy and Procedures (2018) across the organisation.

On 28 November 2018, we carried out follow up inspections to NIAS Headquarters and Craigavon Ambulance Station. On 29 November 2018, we carried out a series of IPC monitoring visits to Broadway, Bangor, Altnagelvin and Ballymena Ambulance Stations. We identified improvement in the organisation's IPC Corporate Leadership and Accountability mechanisms to assure station and vehicle cleaning standards through processes of audit, escalation, action planning and risk management.


We identified that further work is required by the Trust to develop a robust training and competency-based assessment framework and programme in respect of IPC policy and procedures to meet the considered criteria.

Improvement necessary to achieve minimum compliance:

The NIAS Trust Board, Chief Executive and Executive Team must ensure in relation to clinical practice:

- An Infection Prevention and Control Training Strategy is developed and implemented across the Trust. This Strategy must encompass organisational roles and responsibilities, assurance framework and accountability, compliance monitoring, training, education and communication.
- The content of Trust IPC training programme should be tailored to meet the needs of staff at all levels across the Trust, including Non-Executive Directors of the Trust.
- Sufficient designated staff need to be made available, to deliver training, carry out competency assessment of practice and to support front-line staff.
- Outcomes from staff training and competency assessment should be aligned and used to inform staff members' performance appraisal.
- Key Performance indicators related to IPC training and competency assessment must be routinely reported through the Trust assurance framework.

Date by which compliance must be achieved: 31 March 2019

Signed..........

Director of Improvement & Medical Director

This notice is made under Articles 38 and 39 of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and the Quality Standards for Health and Social Care: Supporting Good Governance and Best Practice in the HPSS (2006).

It should be noted that failure to comply with the quality standards identified in this Improvement Notice may result in RQIA recommending that the Department of Health take special measures in relation to the Northern Ireland Ambulance Service Trust, with a view to improving the services for which it is responsible, or the way in which the service is being run.