

RQIA COVID-19 Lessons Learned



Why: Lessons Learned

- Lessons learned represent RQIA's commitment to excellence and the opportunity to learn from the experiences of others
- It is important that we engage with our providers; to encourage them to reflect on their experiences of working with RQIA during Covid-19
- To think about what worked well and what could be improved; and to
- Identify ideas for improvement, and what steps RQIA need to take **NOW** to ensure we are prepared for a second wave of Covid-19 or another pandemic.



How: To engage with our Providers and other Stakeholders we used



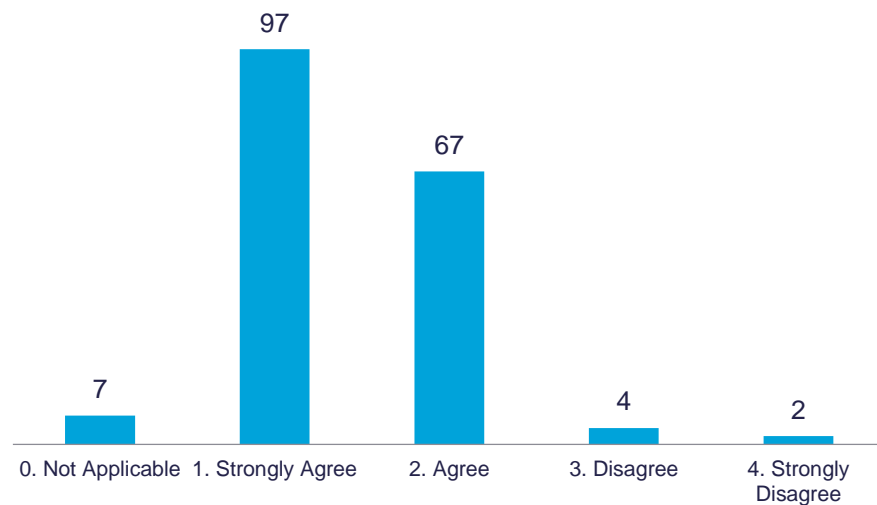
The Regulation and
Quality Improvement
Authority

- Data collection: facilitated by the use of an online survey: circulated to all Providers across the Nursing and Residential Care sector and Domiciliary Care.
- Providers completing the survey were asked to reflect on a series of statements in relation to the RQIA's response to Covid-19.
- There were also two free text questions where we asked Providers to tell us what worked well and what they felt could be improved in preparation for the possible second wave.
- We received a good response rate with 177 fully completed surveys returned
- A brief questionnaire was developed to evaluate the efficacy of onsite support provided by RQIA; this was completed by 6 of the 7 services that received on-site support.
- Recognising that RQIA do not work in isolation, but in partnership with the wider HSC family, an email was sent to these organisations inviting general comments, observations and feedback which may provide beneficial learning for RQIA that could use if faced with a second wave of Covid-19 or a similar pandemic.



Statement 1: Adopting a risk-based approach to conducting inspections during the COVID-19 pandemic was supportive in assisting registered providers, and in keeping with Chief Medical Officer's advice to reduce footfall in each facility

Adopting a risk-based approach to conducting inspections during the COVID-19 pandemic was supportive in assisting registered providers, and in keeping with Chief Medical Officer's advice to reduce footfall in each facility (n=177)

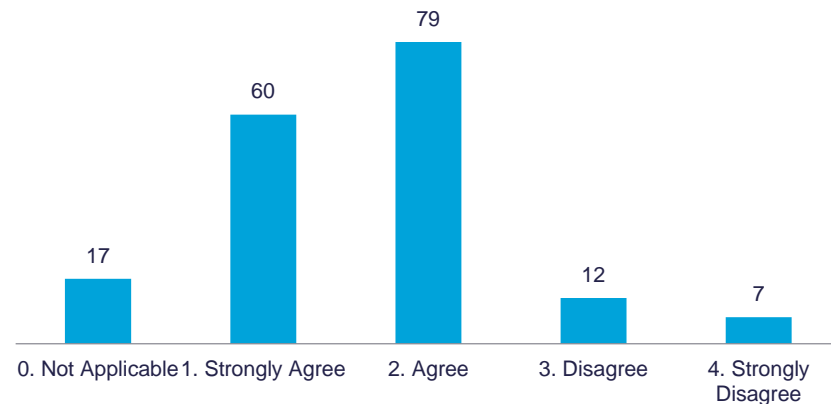


Of the applicable responses **96%** either strongly agreed or agreed with this statement



Statement 2: RQIA's repurposing as a Services Support Team (SST) provided valuable assistance during Covid-19

RQIA's repurposing as a Services Support Team (SST) provided valuable assistance during COVID-19 (n=175)

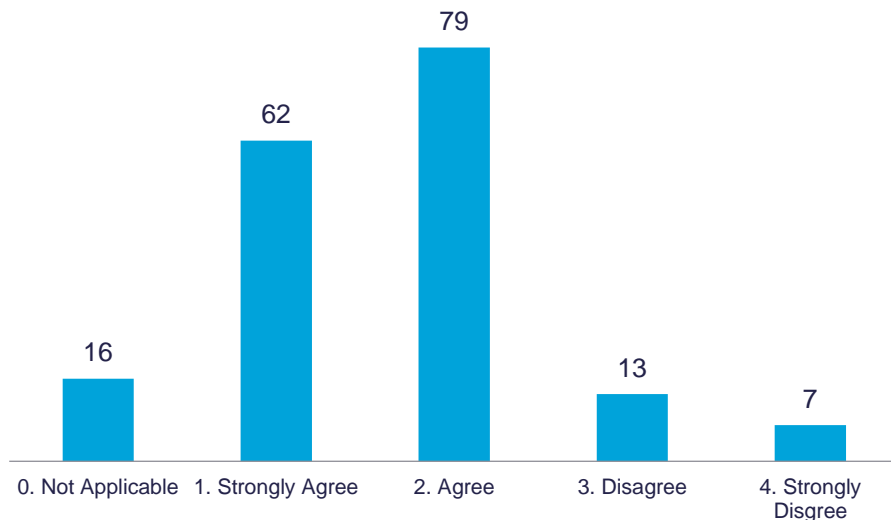


Of the applicable responses **88%** either strongly agreed or agreed with this statement



Statement 3: The RQIA Services Support Team (SST) provided a valuable resource in assisting with advice, guidance and an accessible avenue for any queries / concerns during COVID-19

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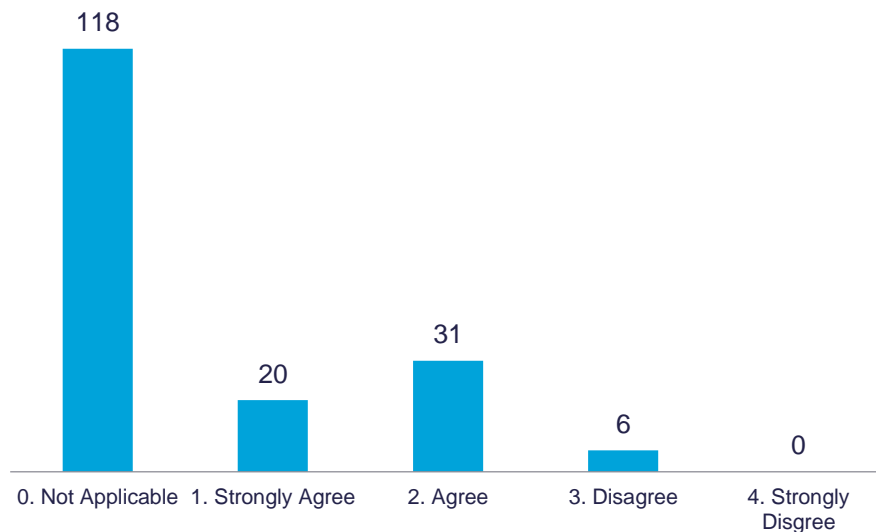


Of the applicable responses **88%** either strongly agreed or agreed with this statement



Statement 4: For those providers which required essential inspection activity, the revision of RQIA's inspection methodology to that of undertaking desktop and virtual inspections worked well in providing assurance on care provision and delivery during the pandemic

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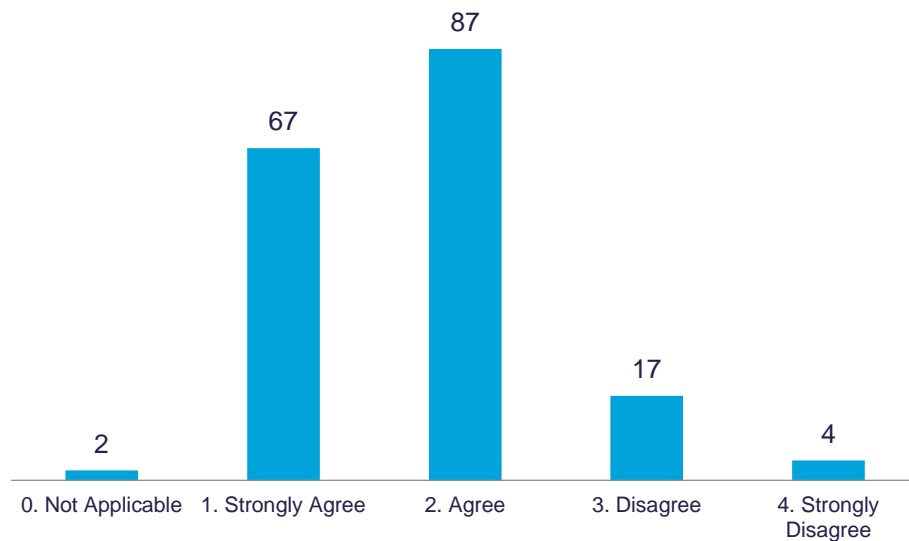


Of the applicable responses **89%** either strongly agreed or agreed with this statement



Statement 5: The information and communications circulated by RQIA in relation to COVID-19 were valuable, necessary and received in a timely manner

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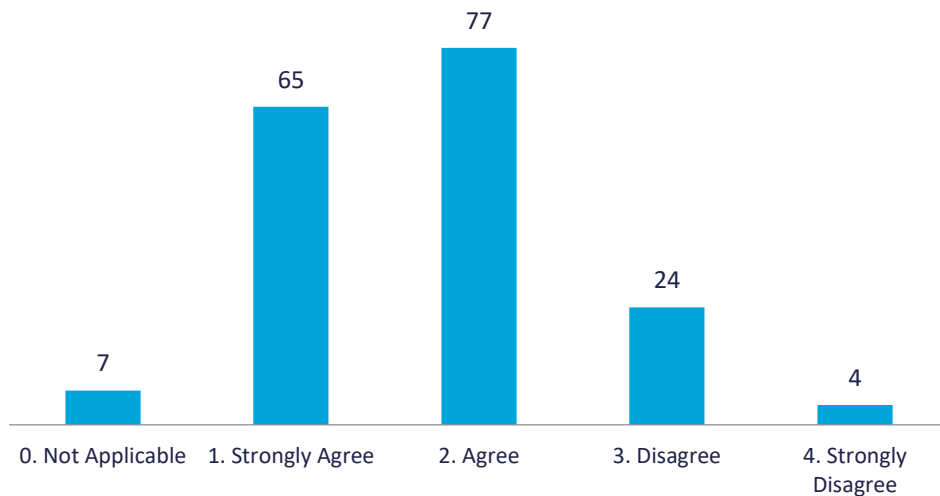


Of the applicable responses **88%** either strongly agreed or agreed with this statement



Statement 6: It was useful that my organisation was able to provide data via the RQIA App and/or the new Regional Care Homes Status App to support the coordination of services provided to residents and patients during the pandemic

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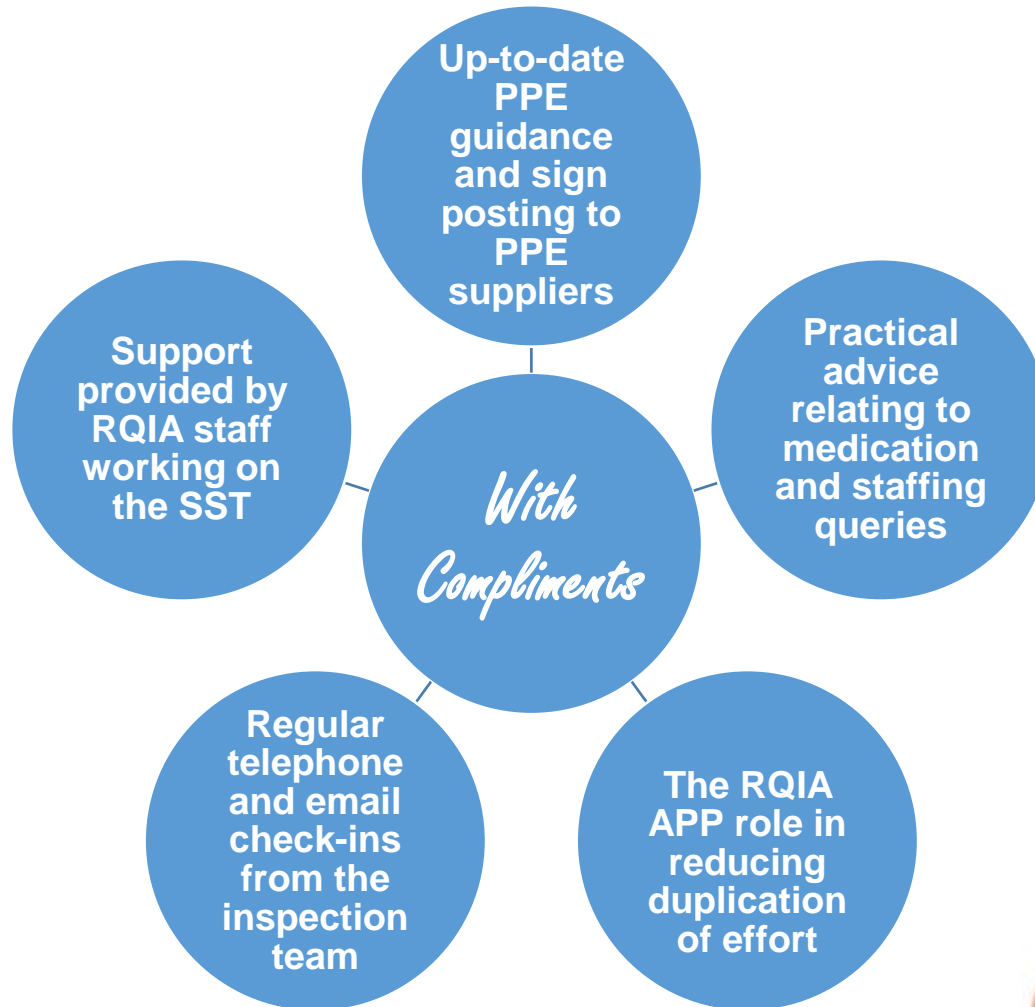


Of the applicable responses **84%** either strongly agreed or agreed with this statement



Compliments Received

(31st of March 2020 and the 22nd of June 2020)



=65



We were told that RQIA was an organisation that successfully provided:



Thank You.....

