

**THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)**

**NOTICE OF DECISION**

<p><b>Name of Registered Agency:</b></p> <p>The Mews Supported Living Service (RQIA ID: 020415)</p>	<p><b>Name of Registered Person:</b></p> <p>The Cedar Foundation Kelly Devlin (Responsible Individual)</p>
<p><b>Address of Registered Agency:</b></p> <p>The Mews Supported Living Service (RQIA ID: 020415) 143a Glen Road, Belfast, BT11 8FU</p>	
<p><b>Issue Date:</b> 22 May 2025</p>	<p><b>NOD Ref:</b> NOD000137</p>
<p>The Regulation and Quality Improvement Authority gives notice of a decision to impose the following condition on the registration of The Mews Supported Living Service (RQIA ID: 020415) as follows:</p> <ol style="list-style-type: none"> <li>1. The Responsible Individual must not admit any new service users to this Agency without the prior written agreement of RQIA; this includes all forms of admissions whether permanent, respite or emergency. Any proposed admission must be discussed with RQIA in advance, and written confirmation obtained prior to proceeding.</li> </ol> <p><b>The relevant regulations are:</b></p> <p><b><i>The Domiciliary Care Agencies Regulations (Northern Ireland) 2007</i></b></p> <p><b><i>Conduct of the Agency</i></b></p> <p><b><i>Regulation 14. —</i></b></p> <p><i>Where the agency is acting otherwise than as an employment agency, the registered person shall make suitable arrangements to ensure that the agency is conducted, and the prescribed services arranged by the agency, are provided—</i></p> <ul style="list-style-type: none"> <li><i>(a) so as to ensure the safety and well-being of service users;</i></li> <li><i>(b) so as to safeguard service users against abuse or neglect;</i></li> <li><i>(c) so as to promote the independence of service users;</i></li> <li><i>(d) so as to ensure the safety and security of service users’ property, including their homes;</i></li> <li><i>(e) in a manner which respects the privacy, dignity and wishes of service users, and the confidentiality of information relating to them; and</i></li> <li><i>(f) with due regard to the sex, religious persuasion, racial origin, and cultural and linguistic background and any disability of service users, and to the way in which they conduct their lives.</i></li> </ul>	

**Registered person — general requirements and training**

**Regulation 11. —**

*(1) The registered provider and the registered manager shall, having regard to the size of the agency, the statement of purpose and the number and needs of the service users, carry on or (as the case may be) manage the agency with sufficient care, competence and skill.*

**The reasons for serving this Notice of Decision are:**

The Mews Supported Living Service (RQIA ID: 020415) was registered as a Domiciliary Care Agency with RQIA on 29 November 2017.

Following RQIA's receipt of information on 6 February 2025, an unannounced inspection of The Mews Supported Living Service (RQIA ID: 020415) was conducted on 24 February 2025, 13 March and 21 March 2025; during this inspection serious concerns were identified regarding the quality of service provision and care delivery to service users.

During a meeting with RQIA on 14 March 2025, the Responsible Individual provided an account of the arrangements they had made and/or intended to make to ensure the improvements necessary to achieve full compliance with the required regulations.

While RQIA welcome these efforts to address identified deficits in service provision and care delivery to service users, it was noted that more time is required so as to ensure that necessary improvements are achieved in a meaningful and consistent manner.

The Responsible Individual was therefore informed at this meeting of RQIA's intention to serve a Notice of Proposal to impose a condition under Article 18 of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, (the 2003 Order).

As a result, RQIA have issued this Notice of Proposal to impose a condition on the registration of The Mews Supported Living Service (RQIA ID: 020415).

**Under Article 22 of the 2003 Order the Registered Person/Applicant may, within 28 days of the service of this notice, make an appeal to the Care Tribunal concerning any matter which that person wishes to dispute.**



Signed..... Chief Executive

***This notice is served under Article 20 of The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.***

***It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.***