

Assurance, Challenge and Improvement

RQIA e-zine Issue 15: April 2018

In This Edition ...

Welcome to the latest edition of Assurance, Challenge and Improvement, the [Regulation and Quality Improvement Authority](#)'s (RQIA) electronic newsletter (e-zine). RQIA is Northern Ireland's regulator of health and social care (HSC) services.

In this edition you can read about our recent improvement work, activities and news. You can access further information by clicking on the blue hyperlinks throughout this e-zine.

RQIA Seeks the Views of Service Users and Families

As part of RQIA's ongoing improvement programme, we have recently distributed posters for permanent display in every care home in Northern Ireland, inviting residents and visitors to contact RQIA at any time with their views on the quality of service being provided.



In addition, we have also developed cards that our inspectors will leave after every inspection encouraging people to tell us about their personal experiences of the service.

This will provide RQIA with a unique insight into the care provision and will help inform our inspection reports and our assurance and quality improvement activities.

Help and Advice on Raising a Concern about a Care Service



We have recently published two new guides which provide simple guidance on [raising a concern or complaint about an independent service](#), (for example, a care home or domiciliary care agency) or [about a health and social care service such as a hospital or mental health facility](#).

Each guide provides advice on how to raise a concern about a service, and details of organisations that can help you – including local health and social care trusts and the Patient and Client Council.

While RQIA does not have legal powers to investigate complaints about health and social care services, we take every concern brought to our attention seriously. If a concern is raised with us about a health and social care service, we will use this information to inform our inspection or review work.

If you wish to bring a concern to RQIA's attention, please contact us at: tel: (028) 9536 1111; or email: info@rqia.org.uk. For more information, visit RQIA's website: www.rqia.org.uk.

Guidance for Service Providers

In March, in partnership with the Northern Ireland Social Care Council (NISCC) and the Nursing and Midwifery Council (NMC), RQIA held information sessions for managers of regulated services providing a range of guidance to support them in their work.



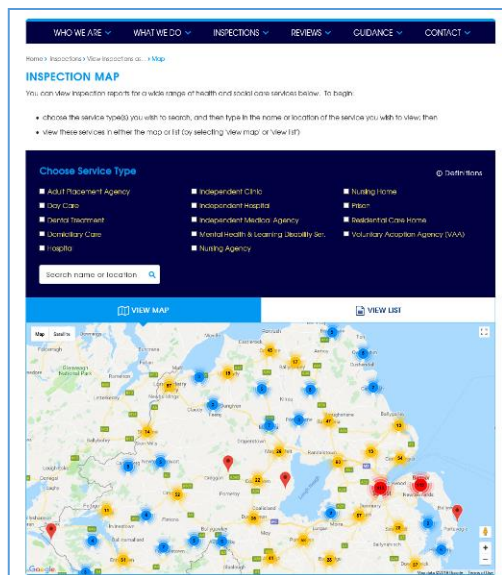
There was an excellent turnout of care service managers, with both events booked out. For those unable to attend, copies of presentation materials are now available on our [website](#).

Working Towards Improvement



In January, RQIA and the Royal College of Psychiatrists in Northern Ireland held our annual joint workshop with a range of presentations from consultant psychiatrists, and a personal perspective from Hamish Elvidge founder of the Matthew Elvidge Trust on sharing information to save lives. Copies of presentation materials can be accessed [here](#).

Inspection Activity



Over the past year, RQIA has published its findings from over 2,200 inspections of care services, mental health and learning disability services, hospitals and prisons.

In our inspections we check if the care provided is safe, effective and compassionate, and we also assess whether the service is well-led.

You can look for a report by entering the name of the service in the search box on our [website](#).

Find out what reports we have published in recent weeks [here](#).

Clinical Trainee Associates join RQIA Peer Reviewer Training



In February, we held induction training for the Northern Ireland Medical and Dental Training Agency's (NIMDTA) Clinical Trainee Associates, who will join our inspection teams in 2018-19 for the next phase of our acute hospital inspection programme.

RQIA Attends this Year's Programme of Pensioners Parliaments



This year, for the first time, we are attending Pensioners Parliaments in each council area across Northern Ireland from March through to June. These parliaments provide older people from across Northern Ireland with a local forum to discuss their concerns. They allow both local and regional issues to be identified, debated and voted upon. At each event we provide information on our work and discuss our role with those attending. For further information on this year's Pensioners Parliaments, visit [Age Sector Platform's website](#).

Enforcement

Following the identifications of concerns in relation to infection prevention and control and associated governance arrangements at three ambulance stations during 2017 and 2018, RQIA issued improvement notices to the Northern Ireland Ambulance Service. In February 2018, we conducted fact finding visits to 21 ambulance stations across Northern Ireland. While a good standard of hygiene and cleanliness was evident in a number of stations and vehicles, RQIA found that a number of stations and vehicles required significant improvement. As a result of these findings, we recommended that the Department of Health implement a special measure to support NIAS.



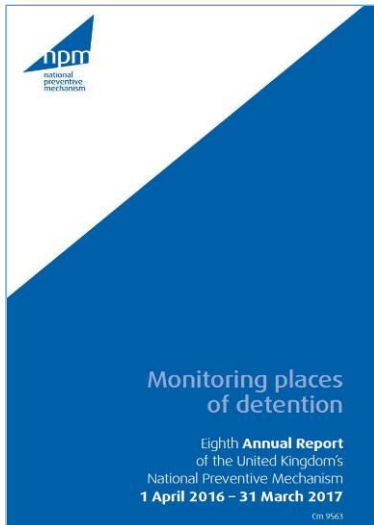
The Department of Health accepted RQIA's recommendation for the secondment into NIAS of a senior practitioner with experience in infection prevention and control, governance and assurance.

The safety and wellbeing of everyone using ambulance services across Northern Ireland is of paramount importance to RQIA. We believe this additional support will assist NIAS to deliver and assure the required improvement to its services.

RQIA welcomes Michael Bloomfield, new NIAS Chief Executive and Lynne Charlton who will support NIAS in strengthening Infection Prevention/ Control arrangements.

Details of all RQIA's enforcement actions are published on our [website](#).

RQIA Duties under the UN Optional Protocol to the Convention Against Torture (OPCAT)



Under the UN Optional Protocol to the Convention Against Torture (OPCAT) RQIA is one of the four UK National Preventive Mechanisms (NPMs) in Northern Ireland. This convention aims to strengthen protections for people deprived of their liberty.

As part of our duties we visit places of detention (including prisons and mental health wards) to monitor the treatment and conditions of those detained, and make recommendations regarding the prevention of ill treatment.

Each year we contribute to the [UK NMP Annual report](#), providing information on our work and findings, and we welcome the recent publication of Monitoring Places of Detention, the 8th NPM Annual Report (2016-17).



Over Easter, we were joined by Steven Caruana, OPCAT Implementation Manager, Australia, on a visit sponsored by the Churchill Trust, to discuss our role in inspecting places of detention and to share our experiences and learning.

Visitors to RQIA

In recent months we have been joined by a number of organisations to discuss areas of mutual interest and to share learning and best practice. These included colleagues from the Nursing and Midwifery Council in January, and from Care Inspectorate Scotland in March.



Colleagues from NMC (left) and Care Inspectorate Scotland (right) with RQIA

RQIA Achieves ISO 9001 Accreditation



Following an external assessment in December, RQIA achieved ISO 9001 accreditation. This international quality standard recognises the robust governance systems and processes in place across RQIA. Well done to all our staff!

RQIA Board Meetings

RQIA holds six public [Board Meetings](#) each year. The next meeting will take place on 30 April 2018. If you wish to attend a board meeting please email: info@rqia.org.uk, or telephone (028) 9536 1111. You can access our [board papers](#) one week in advance of meetings. [Previous board papers](#) and [minutes](#) are also available online.

Follow us on Twitter [@RQIANews](#)



Be first to hear the latest news by joining our growing number of Twitter followers [@RQIANews](#). Almost 2,500 followers at last count! Thanks for following!

Contact Us

Update your Records! RQIA's Phone Numbers are Changing!

In the coming weeks our telephone numbers are changing. RQIA's main telephone number is **(028) 9536 1111**, and all direct dial numbers will also change. Details of our [key contacts](#) are also available on our website.

For further information, please visit our [website](#). If you wish to provide feedback, or need further information or wish to discuss any aspect of our work, please email: info@rqia.org.uk.

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