18 November 2016

RQIA Publishes Craigavon Area Hospital Unannounced Inspection Report

Today, RQIA has published the findings of its unannounced acute hospital inspection of Craigavon Area Hospital, which took place in April 2016. This inspection is part of RQIA's ongoing programme to provide assurance to the public about the quality of hospital services, and to contribute to improvements in the delivery of care for all those attending hospitals in Northern Ireland. During the inspection, RQIA spoke to patients, relatives and staff; observed how care was being delivered; and examined care records.

RQIA's inspection team included doctors, nurses, pharmacists and allied health professional peer reviewers and members of the public, led by RQIA's healthcare inspectors. The team visited the Emergency Department, and medical and surgical wards, and assessed whether the care was safe, effective and compassionate. We also considered how each area was being led and managed.

Olive Macleod, RQIA's Chief Executive, said: **"RQIA's overall findings at Craigavon Area Hospital were good. In each area inspected we identified strong leadership, good governance, and processes in place to provide good quality care to patients. While we noted a shortage in nursing staff numbers in the medical and surgical wards inspected, the Southern Health and Social Care Trust was working actively to address this deficit."**

Mrs Macleod continued: **"In each area inspected we observed caring, sensitive and insightful staff working to maintain the dignity and privacy of those in their care. Patients also told us they were very satisfied with the standard of care and treatment they received."**

"In the Emergency Department we observed senior nursing and medical staff directing and supporting departmental activities – and we commend this good practice. We also noted that the Southern Trust has been proactive in recruitment of nursing staff, and has a range of initiatives in place to minimise the symptoms of crowding in the ED."

"In the Surgical Ward we were told of an open and transparent culture, and staff were positive about the support they received from management. However, we noted the impact of staffing shortages, with a heavy reliance on bank and agency staff. While observed good practice in relation to recording food and fluids, when short staffed there were delays in preparation of meals and assistance provided to patients."

"The medical ward was bright and well presented, and staff told us that morale was good and they were happy working there. While we noted medical records were well organised, in a number of instances nursing care records did not fully demonstrate assessment, planning monitoring and evaluation of patient's needs. We also considered that supervision and coordination of meals required improvement."

RQIA's inspection team provided feedback to management at the Southern Trust at the end of the inspection, highlighting the areas of good practice and concerns requiring its attention.

RQIA's Chief Executive concluded: **"RQIA commends the management and staff at the Craigavon Area Hospital. We believe that by sharing areas of best practice across the hospital, and addressing the issues identified in our inspection, the Southern Trust can support further improvements in the quality of care for all those attending Craigavon Area Hospital."**
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Editors' Notes

The Regulation and Quality Improvement Authority

The Regulation and Quality Improvement Authority, established in April 2005 under *The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003*, is the independent health and social care regulatory body for Northern Ireland. In its work RQIA encourages continuous improvement in the quality and availability of health and social care services through a programme of inspections and reviews.

Background to RQIA's Programme of Acute Hospital Inspections

In April 2014, the RQIA was asked by the Health Minister to put in place appropriate arrangements to deliver a rolling programme of unannounced inspections in acute hospitals in Northern Ireland to commence during 2015-16.

In a statement to the Northern Ireland Assembly in early July 2014, the Minister indicated that the programme of inspection will focus on a selection of quality indicators that will not be pre-notified to the trusts for each inspection, and no advance warning will be provided to trusts as to which sites or services within a hospital will be visited as part of an unannounced inspection. It is intended that the RQIA inspection reports will be published on a hospital-by-hospital basis as they are completed.

The aim of the Acute Hospital Inspection Programme is to provide public assurance; and to promote public trust and confidence in the delivery of acute hospital services. It is designed to support HSC Trusts to understand how they deliver care, identify what works well and where further improvements are needed. The framework is in line with Quality 2020 focusing on increasing the quality of care and reducing patient harm.

The inspection framework has been designed to support the Core Programme of Acute Hospital Inspections and to assess leadership and management of the clinical area, and three key stakeholder outcomes:

- **Is care safe?** Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.
- **Is care effective?** The right care, at the right time in the right place with the best outcome.
- **Is care compassionate?** Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

Further details, including the inspection documentation, are available on RQIA's website. (See: www.rqia.org.uk/guidance/guidance-for-service-providers/hospitals/)

From Friday 18 November 2016, the report will be available at: www.rqia.org.uk.