

# RQIA Management Plan 2023-24



The Regulation and Quality Improvement Authority (RQIA) is Northern Ireland's independent health and social care regulator.

RQIA's relationships, with people in Northern Ireland, the Department of Health, HSC bodies, independent health and social care providers and other Regulators are driven by RQIA's Duties to:

- Keep the Department informed about the provision of health and social care services, in particular their availability and quality;
- Encourage improvement in the quality of those services;
- Protect the interests of those with mental health conditions and learning disabilities; and
- Register, inspect, and enforce adherence to regulations and standards for service providers that fall within the scope of RQIA's statutory powers.

## RQIA Outturns: 2022-23

### Services Registered with RQIA

Inspected **100%** of all operational adult care homes at least once

Carried out **202** out of hours inspections at nursing, residential care and children's homes

Inspected **84%** of all Domiciliary Care, Nursing, and Adult Placement Agencies & Day Care Settings

### Services Provided by HSC Trusts

Inspected **9** Acute Hospitals

Reviewed **8,104** assessments forms and **1,106** detention forms in line with our responsibilities under the Mental Health (NI) Order 1986

### Reviews

RQIA Review of the Systems and Processes for Learning from Serious Adverse Incidents in Northern Ireland

RQIA Review of the implementation of recommendations to prevent choking incidents across Northern Ireland

Report on the Expert Review of Records of Deceased Patients (Neurology)

### This work took:



An annual budget of **£9.65m**

- **£8.52m** from DOH

- **£1.13m** from registration and annual fees



A total of **131 staff**

(**123.84** whole time equivalent)

### How to Contact Us

RQIA's headquarters is:



**028 9536 1111**



**[info@rqia.org.uk](mailto:info@rqia.org.uk)**



**@RQIANews**



**[www.rqia.org.uk](http://www.rqia.org.uk)**

**James House,  
2-4 Cromac Avenue,  
Gasworks, Belfast,  
BT7 2JA**

### Concerns

**Do you, your family member or a friend use a health and social care service? Have you concerns about the care provided? We want to hear from you -**

You can contact our Guidance Team, who will provide you with help and advice. Your concern will be reviewed by an RQIA Inspector to determine any next steps.



**028 9536 1990**

To view RQIA's Strategic Plan 2022-28, scan the QR code below:



### Whistleblowing

**Do you work for a health and social care body? Do you have concerns about your workplace?**

You may make a whistleblowing disclosure to RQIA. In doing so, you can be protected under The Public Interest Disclosure (NI) Order 1998.

Any information given to us is passed to the appropriate person in RQIA, who will decide what action to take next. Further guidance is available on our website: [www.rqia.org.uk](http://www.rqia.org.uk)



**028 9536 1990**

# RQIA Strategic Objectives and Actions 2023-24

## RQIA's Core Purpose

To secure and to improve the safety and quality of health and social care services in Northern Ireland

What we will do in 2023 to 2024 to achieve our core purpose

Strategic Objectives	Actions to Achieve Outcomes
<p><b>SCRUTINY:</b>  <b>Register,</b>  <b>Inspect,</b>  <b>Report and</b>  <b>Enforce</b></p>	<p>We will recruit Inspection Support Volunteers to join our Inspection Teams, so that patients, service users, families and others can more easily share their experience with us</p> <p>We will work with people to develop our tools and skills so that we can engage better with people living with dementia and other communication challenges</p> <p>We will target our effort on those services that show greatest risk to patient safety, by developing and sharing information in an intelligence led approach</p> <p>We will encourage service providers to tell their patients, service users, families, carers and others about their RQIA Inspection findings and what action they are taking to address issues found</p>
<p><b>IMPROVE:</b>  <b>Safety and</b>  <b>quality of</b>  <b>services</b></p>	<p>We will engage with people to review our Inspection methodology, encouraging a culture of openness that improves patient and service user safety</p> <p>We will support Public Inquiries by providing information to that enable effective investigation.</p> <p>We will undertake Reviews that help assess the effectiveness of services and follow up to embed recommendations and learning</p> <p>We will contribute to the development of the review of the Serious Adverse Incidents process, collaborating with others to ensure effective involvement in the process of all those affected</p>
<p><b>BUILD:</b>  <b>Partnerships</b>  <b>to strengthen</b>  <b>safety</b></p>	<p>We will develop a Partnership Agreement with the Department of Health to ensure effective delivery of our core purpose</p> <p>We will refresh how we take calls and emails from patients, families, the public and service providers; how we deal with with their concerns and queries, and promote information on how to contact us</p> <p>We will build on our relationships with professional Regulators and share information that help us work better together developing a shared 'Emerging Concerns' Protocol</p>
<p><b>INFORM:</b>  <b>Service</b>  <b>Transformation</b></p>	<p>We will establish a Legislative and Policy Committee to work towards the development of a modernised legislative basis for oversight and regulation, supporting innovation and good governance in health and social care services (public; private and not for profit) allowing new ways of working while keeping people safe through effective and flexible risk based and proportionate regulatory activity</p> <p>We will meet with health and social care policy leads, with Commissioners and regulators so that we are informed about issues and plans of other organisations and share our plans</p> <p>We will host and participate in events and activities that engage with political, professional and community leaders and the public, to support shared understanding and service change</p> <p>We will collate information about the key themes we are finding in our Inspections and publish these so that good practice is shared and risks are identified across services</p>