

Regulation and Quality Improvement Authority

(RQIA)



Who we are

The Regulation and Quality Improvement Authority (RQIA) is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.



Pharmacist Team

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What do we do?

We conduct inspections of:

- Registered services including Nursing Homes, Residential Care Homes, Children's Homes, Day Centres, Domiciliary Care Agencies (conventional and supported living), Private dentists, Independent hospitals and clinics
- Mental Health & Learning Disability Services
- Hospitals
- Radiology (Ionising Radiation (Medical Exposure) Regulations - IR(ME)R)
- Criminal Justice (Healthcare in prisons and police custody)



Legislation and Standards

The Nursing Homes Regulations (Northern Ireland) 2005

<https://www.legislation.gov.uk/nisr/2005/160/made>

The Residential Care Homes Regulations (Northern Ireland) 2005

https://www.legislation.gov.uk/nisr/2005/161/pdfs/nisr_20050161_en.pdf



Legislation and Standards (cont)

Regulation 13 Health and Welfare of Patients

(4) Subject to paragraph (5), the registered person shall make suitable arrangements for the ordering, storage, stock control, recording, handling, safe keeping, safe administration and disposal of medicines used in or for the purposes of the nursing home to ensure that –

- (a) any medicine which is kept in a nursing home is stored in a secure place; and
- (b) medicine which is prescribed is administered as prescribed to the patient for whom it is prescribed, and to no other patient; and
- (c) a written record is kept of the administration of any medicine to a patient.



Care Standards

Care Standards for Nursing Homes, 2015
Standards 28-31

https://www.rqia.org.uk/RQIA/media/RQIA/Resources/Standards/nursing_homes_standards_-_april_2015.pdf

Residential Care Homes Minimum Standards, 2021

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/care-standards-residential-care-homes.pdf>



Inspection process

- Currently on 3 yearly rotation
- Inspections also based on information and intelligence which could be:
 - Incidents
 - Whistleblowing
 - Other agencies eg Trust
 - Duty calls/emails



Inspection Reports

- All inspections are followed by an inspection report which is published on the RQIA website.
- Reports may be stand alone medicines or combined with the care report
- Timescales – usually 56 days following inspection, the report will be available

<https://www.rqia.org.uk/inspections/view-inspections-as/map/>



Quality Improvement Plans

- Any Areas For Improvement identified during the inspection will be detailed in the Quality Improvement Plan (QIP) at the end of the report.
- The QIP will show:
 - Regulation or Standard breached
 - What the service must do to improve
 - How many times this AFI has been identified
 - The timescale for completion
 - Space for response from the service



Enforcement

- RQIA take a stepped approach to enforcement
 - QIP
 - Enhanced Feedback
 - Serious concerns meeting
 - Failure to Comply Notices/Improvement Notices
 - Conditions on Registration
 - Urgent Procedures
- Enforcement also published on the website



Issues Resulting in Enforcement

- Poor governance arrangements – lack of robust auditing
- Concerns regarding safety and well-being of patients/residents
 - Out of Stock medicines
 - Medicines not administered as prescribed
- Poor record keeping
 - PMR not up to date/accurate
 - Significant gaps in administration records
 - Records not correlating



PATIENTS LET DOWN

Hip patient 'killed by wrong drugs'

Probe launched into standards of care at home for the elderly

So what led to closure order?

Home working to make improvements

Admissions to elderly care home suspended over fears

Care home set to remain closed

Nursing home at centre of criticism still failing

Owners given to end of month to take action

Admissions suspended

CARE HOME SHUT OVER 'SERIOUS RISK TO LIFE'

Bid to find beds for 40 residents

67

SAFETY RAP
CARE HOME
STILL FAILING

Troubled
care home's
ban lifted

Splitting tablets 'can be dangerous'

Vulnerable adults 'driven to despair'

'Inappropriate' charges for 'care' forced some to steal to eat - and others to the very brink of suicide



The Management of Enteral Feeding in Domiciliary Care Settings.

August 2011



Evaluation of the Administration of Prescribed Medicines in the Management of Distressed Reactions in Nursing and Residential Care Homes

April 2018

The Regulation and Quality Improvement Authority

Advice on the Management of When Required Medicines to Service Users Displaying Distressed Reactions

December 2015

Guidance on Standard Operating Procedures for the Safer Management of Controlled Drugs in Registered Facilities

July 2011

The Management of Enteral Feeding in Domiciliary Care Settings.

August 2011

Evaluation of the Management of Medicines in Domiciliary Care Agencies

September 2010

The Regulation and Quality Improvement Authority

Evaluation of the Management of Warfarin in Nursing and Residential Care Homes

November 2015

Contact Details

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Questions?

