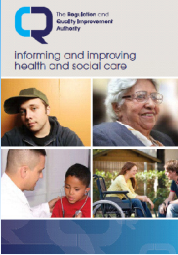


Raising public service standards

**Glenn Houston,
Chief Executive**



RQIA



Established 1 April 2005

Non-departmental public body (NDPB)

Independent Board of 13 members

125 employees



Corporate Strategy 2009-2012



- Core activities**
- Improving care
 - Informing the population
 - Safeguarding rights
 - Influencing policy



Lenient or overzealous?

No scrutiny of deaths in homes – Leas Cross report

HSE says delay was caused by legal difficulties

Fate of Newry rehab facility devastates staff and residents

Unit's closure is deeply worrying

After two decades treating more than 20,000 drug, alcohol and gambling addicts, a vital rehab centre has closed after a watchdog said it was unsafe. Health correspondent **Seán Graham** speaks to staff and patients who say their lives have been saved by the essential work of the Cuan Mhuirí centre.

THE sudden closure of one of Northern Ireland's leading rehabilitation units will have serious implications for hundreds of people requiring help for a range of addictions.



RQIA's powers

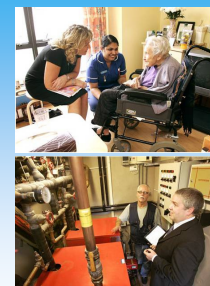
- Right of entry (section 40)
- Right to inspect premises
- Right to publish findings
- Register premises / services / managers
- Enforcement Notices
- Notify the Minister / escalation
- Emergency closure



Our inspections

RQIA examines the quality of: -

- Care
- Life
- Environment
- Management



Dealing with risk

| Area Visited | Ward A | Ward E | Accident & Emergency | Outpatients |
|-------------------|--------|--------|----------------------|-------------|
| Environment | 80% | 60% | 58% | 60% |
| Linen | 100% | 75% | 68% | 70% |
| Waste | 78% | 88% | 76% | 64% |
| Sharps | 89% | 88% | 53% | 79% |
| Patient Equipment | 95% | 89% | 75% | 78% |
| Hand Hygiene | 92% | 89% | 92% | 78% |
| Kitchen | 81% | 82% | 89% | N/A |
| Clinical Practice | 100% | 95% | 83% | 75% |
| Average Score | 87% | 81% | 74% | 74% |

Level of Compliance

- Green - Compliant 85% or above
- Amber - Partial compliance 76% - 84%
- Red - Minimal compliance 75% or below
- N/A - Not applicable. There was no kitchen or staff room in outpatients.

But is it working?

"Inspection can play an important role in ensuring accountability and that minimum standards are met".

"When conducted in the right ways inspection can be a powerful tool for supporting quality improvement."

(The Health Foundation, Jan 2007)

"While the standards will help deliver better quality care, it would be naïve to think they will rid the system of abuse."

(Irish Times, July 2009)

What else is required?

- Sufficient resources
- Strong commissioning arrangements
- Clear service frameworks
- Performance indicators
- Measurable outcomes
- Effective leadership
- Financial control



Who benefits from effective regulation?

- Patients and clients
- Relatives and carers
- Service commissioners
- Service providers
- Employees
- General public

