

# RQIA Inspection Support Volunteers Our Learning Journey





#### Who we are



RQIA is Northern Ireland's independent health and social care regulator We aim to provide public assurance through independent, proportionate and risk based regulation.

#### We:

- challenge poor practice
- promote improvement
- safeguard rights of service users
- inform the public of our finding



#### **RQIA Authority**

Briege Donaghy Chief Executive

#### **Elaine Connolly**

Director of Adult Social Care, Care Homes & Domiciliary Care

#### **Emer Hopkins**

Director of Hospital Services, Independent Health Care, Reviews and Audit

#### Lynn Long

Director of Mental Health & Learning Disability, Children's Services and Prison Healthcare

#### Jacqui Murphy

Head of Corporate Affairs

### What we do























## History of the Lay Assessor Initiative



#### Recommendations





The Home Truths Report was published in June 2018 by the Commissioner for Older People in Northern Ireland (COPNI). It sets out the Commissioner's findings and recommendations from his investigation into Dunmurry Manor Care Home.

Since the publication of Home Truths, RQIA and COPNI have been developing a positive working relationship with the shared objective of improving the safety and quality of care in Care Homes across Northern Ireland.

## Recommendations (cont..)



There were 59 recommendations in the Home Truths Report, categorised under nine key themes.

- Safeguarding and Human Rights
- Care and treatment
- Medicines management
- The Environment and Environmental cleanliness
- Regulation and Inspection
- Staff skills, Competence, Training and Development
- Management and Leadership
- Complaints and Communication
- Accountability and Governance

## Key Themes for a Systems Regulatory Review



- Registered Individual/Registered Manager conduct
- Recruitment and Staffing Permanent v's agency staff
- CCTV
- Medications
- Complaints
- Lived Experience (Service Users and Relatives) with a Human Rights focus

#### Recommendation 32

The use of lay assessors / inspectors in the inspection of care settings for older people should be introduced.

## Regulatory Engagement Approaches



User Consultation Officer Role

Lay assessors

Approaches to engagement (face to face/questionnaires/surveys)

Post inspection opportunity for relative feedback

## Inspection Support Volunteer





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- Legacy Lay Assessors
- Care Inspectorate Scotland
- Volunteer Now
- University of Ulster

- Handbook development
- Bespoke Induction and training package
- Ongoing Support



## What is the Role of an Inspection Support Volunteer?



#### ISV Role



To seek feedback from service user and relatives on their experience

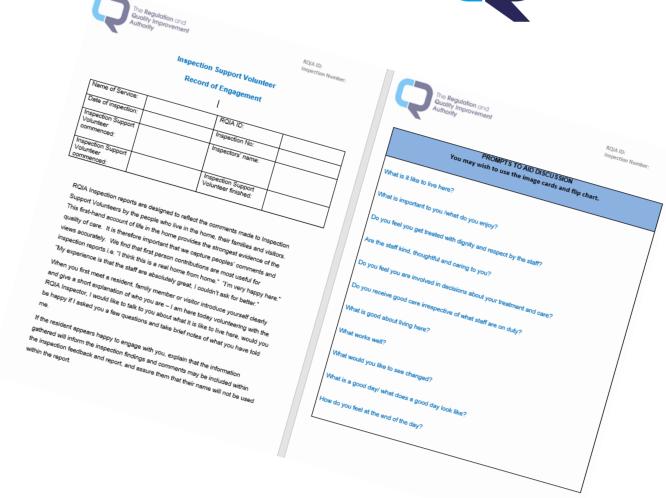
To record findings and share these with inspector

To alert the inspector to any issues at the earliest opportunity

 Focus on engagement and experiences of the service user and relatives (time to focus on this under the direction of the inspector)



ISV Engagement Tool



# Partnership working with Volunteer Now & University of Ulster



Developed recruitment processes.

 Creation and delivery a bespoke induction and training package with elements of the 'My Home Life' approach embedded.



### **Next Steps**





- ISV's starting November 2023
- Ongoing review and evaluation of pilot
- Continued collaboration (VN, UU, COPNI)
- Learning and Development (Care Homes and other Regulated Services)

#### **Contact Details**



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