

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

Briega 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



Inspection Support Volunteer Record of Engagement

RQIA ID: _____
Inspection Number: _____

Name of Service:			
Date of inspection:		RQIA ID:	
Inspection Support Volunteer commenced:		Inspection No:	
Inspection Support Volunteer commenced:		Inspectors' name:	
		Inspection Support Volunteer finished:	

RQIA Inspection reports are designed to reflect the comments made to Inspection Support Volunteers by the people who live in the home, their families and visitors. This first-hand account of life in the home provides the strongest evidence of the quality of care. It is therefore important that we capture peoples' comments and views accurately. We find that first person contributions are most useful for inspection reports i.e. "I think this is a real home from home." "I'm very happy here." "My experience is that the staff are absolutely great, I couldn't ask for better."

When you first meet a resident, family member or visitor introduce yourself clearly and give a short explanation of who you are – I am here today volunteering with the RQIA Inspector, I would like to talk to you about what it is like to live here, would you be happy if I asked you a few questions and take brief notes of what you have told me.

If the resident appears happy to engage with you, explain that the information gathered will inform the inspection findings and comments may be included within the inspection feedback and report, and assure them that their name will not be used within the report.

PROMPTS TO AID DISCUSSION
You may wish to use the image cards and flip chart.

RQIA ID: _____
Inspection Number: _____

- What is it like to live here?
- What is important to you /what do you enjoy?
- Do you feel you get treated with dignity and respect by the staff?
- Are the staff kind, thoughtful and caring to you?
- Do you feel you are involved in decisions about your treatment and care?
- Do you receive good care irrespective of what staff are on duty?
- What is good about living here?
- What works well?
- What would you like to see changed?
- What is a good day/ what does a good day look like?
- How do you feel at the end of the day?

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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