



The **Regulation** and
Quality Improvement
Authority



Three Year Review Programme | 2015-18

Assurance, Challenge and Improvement in Health and Social Care

The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, requires the Regulation and Quality Improvement Authority (RQIA) to conduct reviews of, and make reports on, arrangements by statutory bodies for the purposes of monitoring and improving the quality of the health and social care services for which they have responsibility.

This is RQIA's third programme of thematic reviews, which covers the three year period from 2015 to 2018. The programme incorporates issues identified through consultation with service users, the public and other key stakeholders. Planned reviews include both reviews initiated by RQIA and those commissioned by the Department for Health, Social Services and Public Safety (DHSSPS).

In planning and reporting on our reviews, we will focus on three specific and important questions:

- Is care safe?
- Is care effective?
- Is care compassionate?

Our planned programme builds on the work carried out in our previous reviews, and covers a wide range of both hospital and community based services. The reports of our reviews are submitted to the Minister for Health, Social Services and Public Safety. Review reports are open documents, accessible to the public and available on the RQIA website, www.rqia.org.uk.

We wish to thank everyone who took part in the consultation to inform the development of this review programme. Many ideas for possible reviews were proposed, with a range of key themes and areas emerging.

The programme has been designed to consider these areas, and to allow us to respond to new issues which emerge during the three years of the programme.



Dr Alan Lennon OBE
Chairman



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1. The Regulation and Quality Improvement Authority

RQIA is the independent body that regulates and inspects the quality and availability of Northern Ireland's health and social care services. RQIA was established in 2005 under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, to drive improvements for everyone using health and social care services.

RQIA has three main areas of work:

- We register and inspect a wide range of independent and statutory health and social care services.
- We work to assure the quality of services provided by the Health and Social Care (HSC) Board, HSC trusts and agencies through our programme of reviews.
- We undertake a range of responsibilities for people with mental ill health and those with a learning disability.

By focusing on the delivery of a robust quality and regulatory framework, RQIA provides: independent assurance about the quality of care; challenges poor practice; promotes improvement; safeguards the rights of service users; and informs the public through the publication of our reports.

RQIA's Corporate Strategy 2015-18 identifies the key issues and challenges facing the organisation. This provides the context for the representation of RQIA's key stakeholder outcomes, through its core activities, in a strategy map (Figure 1). Our key stakeholder outcomes are:

- **Is care safe?** - Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.
- **Is care effective?** - The right care, at the right time, in the right place, with the best outcome.
- **Is care compassionate?** - Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

Achievement of these key stakeholder outcomes, through our core activities and strategic priorities, drives the delivery of RQIA's Corporate Strategy 2015-18.

The Three Year Review Programme 2015-18 is designed to contribute to the achievement of the RQIA strategic themes set out in Figure 2.

Figure 1: RQIA Strategy Map 2015-18

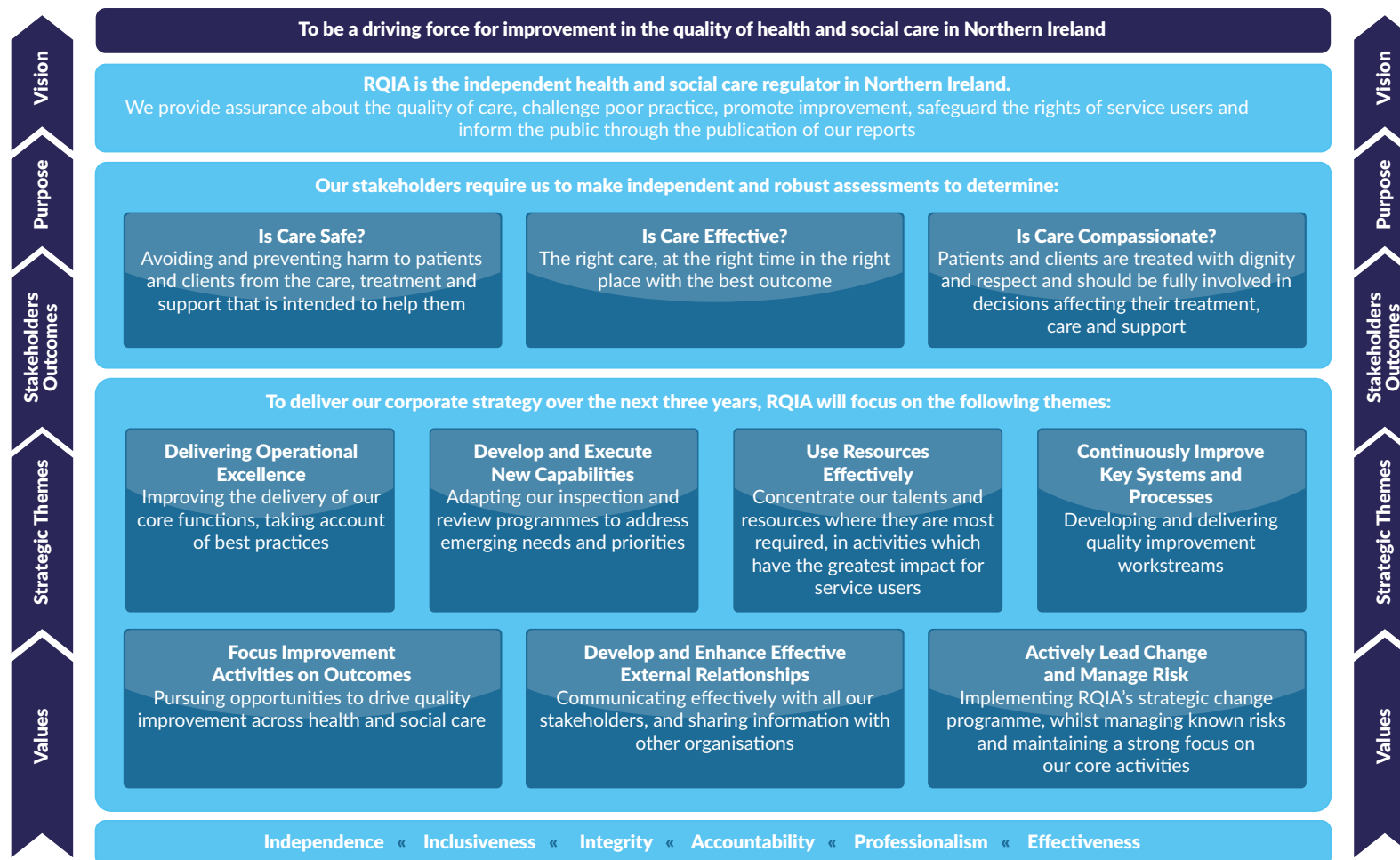


Figure 2: Strategic Themes 2015-18

To deliver our corporate strategy over the next three years RQIA will focus on seven themes:



2. The Work Programmes of RQIA

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RQIA carries out a number of programmes of work including:

- Registration and inspection of independent and statutory health and social care services.
- A programme of reviews to assure the quality of services provided by the HSC Board, HSC trusts and agencies.
- Wide ranging responsibilities for people with mental ill health and those with a learning disability.
- An infection prevention and hygiene inspection programme.
- A programme of radiological inspections in relation to Ionising Radiation (Medical Exposure) Regulations.

2.1 Registration and Inspection

RQIA registers and inspects independent and statutory health and social care services. These include: nursing homes; residential care homes; children's homes; day care settings; independent health care services; adult placement agencies; domiciliary care agencies; nursing agencies; residential family centres; and voluntary adoption agencies. RQIA also inspects school boarding departments.

RQIA inspects nursing, residential care and children's homes at least twice a year, while other services are inspected at least once a year. During our announced and unannounced inspections we assess the quality of the services provided against service specific regulations and minimum care standards.

Through our inspections, we aim to ensure the safety, comfort and dignity of those using these services. Following an inspection, we ask the service provider to make any changes we consider necessary through a quality improvement plan, and we publish reports of our findings on our website, www.rqia.org.uk.

Where necessary, RQIA may take enforcement action to drive improvements. This includes issuing notices of failure to comply with regulations; placing conditions of registration; imposing fines; or closing a service.

2.2 Programme of Reviews

RQIA reviews statutory services across health and social care. Our review programme takes into consideration relevant standards and guidelines, the views of the public, health care experts and current research.

During our reviews we examine the service provided, highlight areas of good practice and make recommendations for improvements to the service provider. We report our findings and share any lessons learned across the wider health and social care sector.

In addition, when required, we carry out reviews and investigations in response to specific issues of concern or failures in service provision.

2.3 Responsibilities for People with Mental Ill Health or a Learning Disability

Under The Mental Health (Northern Ireland) Order 1986, RQIA has a specific responsibility to assess health and social care services provided to people with mental ill health or a learning disability. Our responsibilities include: promoting good practice; preventing ill treatment; remedying any deficiency in care or treatment; terminating improper detention in hospital or guardianship; and preventing or redressing loss or damage to a patient's property.

We talk directly to patients and ask them about their experiences. This informs a wider programme of announced and unannounced inspections of these services. Using a human rights approach to inspection, we examine the quality of services and make recommendations for improvement.

RQIA is also responsible for the oversight of health and social care in prisons, children's secure accommodation and mental health and learning disability facilities. Given this role, RQIA has been designated as a national preventive mechanism by the

United Kingdom government to ensure the protection of the rights of those in places of detention.

During the period 2015-18, it is anticipated that new mental capacity legislation will replace the Mental Health (Northern Ireland) Order 1986, and may impact on how we carry out our functions.

2.4 Infection Prevention and Hygiene Inspection Programme

RQIA undertakes announced and unannounced infection prevention and hygiene inspections at a range of health and social care facilities, including hospital wards and clinical areas.

A rolling programme of announced and unannounced hygiene inspections in acute and non-acute hospitals has been developed to assess compliance with the DHSSPS Regional Healthcare Hygiene and Cleanliness Standards. In 2013, these standards were extended to include augmented care settings, such as neonatal and adult intensive care.

The unannounced inspections focus on cleanliness; infection prevention and control; clinical practice; the fabric of the environment; and facilities. The announced inspection process examines the governance arrangements and systems in place to ensure hygiene and infection prevention and control policies and procedures are working in practice. Inspections in neonatal and augmented care cover both these areas.

The inspection programme covers both acute hospital settings, and other areas/ services including: prisons; independent hospitals; primary care settings; and the Northern Ireland Ambulance Service HSC Trust. Other services may be inspected as required, including: regulated services; community hospitals; and mental health and learning disability facilities. Inspections may be targeted to areas of public concern, or themed to focus on a particular type of hospital, area or process.

2.5 Radiological Inspection Programme

RQIA is responsible for monitoring, inspecting and enforcing the Ionising Radiation (Medical Exposure) Regulations (Northern Ireland) 2000 to protect service users against the dangers of ionising radiation in medical settings.

Our inspectors examine and report on arrangements in diagnostic radiology, nuclear medicine and radiotherapy departments in hospitals, dental practices and chiropractic services.



2.6 New Programme of Hospital Inspection

In April 2014, the Minister for Health, Social Services and Public Safety announced that RQIA would commence a new programme of hospital inspection. This activity is due to start in April 2015.



3. Health and Social Care Review Programme

3.1 Introduction

RQIA reviews a wide range of services across health and social care. Our review programme takes into consideration relevant standards, guidelines, current research and the views of health care experts, and the public.

During our reviews we examine the service provided using a range of approaches including self-assessment, validation visits by panels of independent experts, involvement of lay people and service user feedback. We highlight areas of good practice and make recommendations for improvement. We report our findings to the Minister for Health, Social Services and Public Safety and to the relevant HSC organisations, and lessons learned are shared across the wider health and social care sector. Reports from each review are publicly available on the RQIA website, www.rqia.org.uk.

Appendix A provides a list of the reviews carried out by RQIA since 2005.

The review programme is developed using a tested methodology, which ensures that

reviews are comprehensively sourced, prioritised and appropriately balanced, across health and social care services.

3.2 Sourcing Potential Reviews

RQIA engaged with stakeholders to develop its review programme. During April and May 2014, stakeholders were given an opportunity to make suggestions for potential review topics at a series of public events and workshops; and by post, email or through RQIA's website.

At the end of the pre-consultation activity, a significant number of suggestions for potential review topics were received. These suggestions were used in the development of this review programme.

RQIA also carries out reviews which are commissioned by the DHSSPS, in specific areas and in response to emerging events. These reviews are carried out in addition to those initiated by RQIA, and details of all planned reviews are outlined in Section 4.

3.3 Shortlisting and Prioritising Potential Reviews

All suggestions received during the pre-consultation were considered, and shortlisted against specific criteria to identify a list of potential review topics.

The prioritisation process involved consideration being given to the proposed topics in relation to: the availability of standards or guidelines to inform a review; the level of interest in the topic during the pre-consultations; and whether the topic has been an area of public or media interest.

The topics were also considered against the following criteria:

1. The issue is a recognised and/or national priority for safety and/or quality
2. Variations in quality create a major risk for the population affected
3. The issue is an area of significant or developing concern

The topics identified with the highest prioritisation are included in the Three Year Review Programme 2015-18.

3.4 Public Consultation

The shortlisted topics were used by RQIA to produce a public consultation document, to engage with stakeholders and seek their views on the proposed Three Year Review Programme 2015-18. The consultation period ran from 1 August 2014 to 31 October 2014.

Consideration was given to comments received during the consultation period, with subsequent amendments being made to the proposed programme. A response document to the comments received during the consultation period is available on the RQIA website.

3.5 Balancing the Review Programme

The final list of topics for the review programme, including the reviews commissioned by DHSSPS, was examined to ensure the programme is balanced (see Figure 3) in terms of:

- **People:** gender and age
- **Place:** geography, areas of deprivation and different settings
- **Programme:** programmes of care and service frameworks
- **Policy:** legislation, quality standards and human rights

Balancing the review topics ensures that the review programme focuses activity across all health and social care areas. This exercise took account of RQIA's other work programmes, mental health and learning disability inspections and infection prevention and hygiene inspections, to avoid duplication of work.

3.6 Benefits Realisation

RQIA's Review Programme Steering Group assesses the benefits realised from individual reviews and its programme of activity on an ongoing basis. End of project reports are completed for each review, and an analysis is undertaken against the outcomes detailed in RQIA's Corporate Strategy 2015-18.

Figure 3: Balancing the Review Programme



4. Three Year Review Programme 2015-18

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This three year review programme incorporates core review topics sourced by RQIA and review topics commissioned by the DHSSPS.

Additional reviews can be commissioned by DHSSPS or initiated by RQIA, as a result of unforeseen or emerging events. Capacity for this is built into the programme. In the event of no additional reviews being commissioned by DHSSPS or initiated by RQIA, we may undertake a review from the supplementary review list, developed from information obtained by RQIA during the pre-consultation events.

The following section outlines the proposed review topics for the next three years. Both the core review topics and the supplementary review topics are included, along with a summary of the proposed focus for the review and the anticipated setting. Although a summary of each review has been included, the final terms of reference will not be determined until the planning stage of each individual review.

An overview of the 2015-18 review programme is outlined in Figure 4.

Figure 4: Overview of the Three Year Review Programme 2015-18

2015-16	2016-17	2017-18
RQIA Hospital Inspection Programme	RQIA Hospital Inspection Programme	RQIA Hospital Inspection Programme
DHSSPS Commissioned Reviews		
Review of Advocacy Services for Children and Adults	Review of the Use of Restraint and Seclusion	Review of the Northern Ireland Single Assessment Tool: Stage III
Review of HSC Trusts Early Years Services	Review of Access to Plastic Surgery	Review of Renal Services
Additional DHSSPS Commissioned Review	Additional DHSSPS Commissioned Review	Additional DHSSPS Commissioned Review
RQIA Initiated Reviews		
Review of Learning Disability: Community Services: Phase II	Review of Services for People with Parkinson's Disease	Review of Safeguarding for Adults at Risk in their Own Home
Review of Maternity Services	Review of Out-of-Hours Social Work Services	Review of Paediatric and Neonatal Surgery
Review of Suicide Prevention Services	Review of Acute Emergency Mental Health Services	Review of the Out-of-Hours General Practitioner (GP) Services
Review of Primary Care Arrangements relating to General Practitioner (GP) Services	Review of the Recommendations from the RQIA Child Protection Review 2011	Review of Autism / Asperger's Services for Young People
Review of the Northern Ireland Ambulance Service HSC Trust	Review of Bereavement Care	Review of the Regional e-Health and Care Strategy
Review of Allied Health Profession Services in the Community	Review of Services for People with Eye Disease	Review of the Complaints Procedure within Health and Social Care
Review of Quality Improvement Systems and Processes	Additional RQIA Review	Additional RQIA Review

4.1 RQIA Review Programme: 2015-16

Review of Advocacy Services for Children and Adults

<i>Review Setting</i>	<i>Review Focus</i>
Primary Care	Adults and children
Secondary Care	
Community	
Mental Health and Learning Disability	

In May 2012, the DHSSPS published Developing Advocacy Services – A Guide for Commissioners, which was aimed to help commissioners better understand and develop advocacy services in Northern Ireland.

The guide recognised that advocacy can make a real difference to people in their daily lives. It can give vulnerable people a voice, help them access information and services, as well as securing their rights. The guide also recognises that people may require different types of advocacy at different times in their lives.

To support this, the guide introduced a number of principles and standards which would underpin the future commissioning and delivery of all health and social care advocacy services. An Advocacy Action Plan was launched alongside the guide to be implemented by the HSC Board.

This commissioned review will assess the implementation of the policy guide and the progress made in relation to the implementation of the associated action plan. The review will consider the impact of the guide on the range and quality of advocacy services currently available to service users and carers.

The review will incorporate an evaluation of the effectiveness of the arrangements to:

- monitor the adherence of advocacy service providers to the proposed principles and standards
- raise awareness of advocacy services, and the importance of independence, among health and social care professionals and service users and carers

Review of HSC Trusts Early Years Services

Review Setting	Review Focus
Community	Organisational

The Children (Northern Ireland) Order 1995 imposes a statutory duty to register and inspect childminders and day care providers who look after children under the age of 12. The powers for registration and inspection were delegated to the HSC trusts.

In recent years, problems associated with registration and inspections have been identified. With delays in registrations, and inspections not adhering to the schedule, the backlog has contributed to new providers being unable to enter the market. Problems have also been encountered in relation to the implementation of new minimum standards.

The commissioned review will assess the adherence of the registration and inspection processes against the requirements of the Children (Northern Ireland) Order 1995, by the early year's teams in each trust. Barriers to the implementation of the new minimum standards will be explored, and the potential for standardised practices across all trusts. The review will also examine the early years teams, with an emphasis on skills mix and the efficient utility of staff and other resources.

The outcome of the review aims to balance the requirements of registration and inspection to ensure the safety of children within childcare settings, against the demand for early years services. It is anticipated that the demand associated with early years services could potentially increase as a result of the child care strategy.



Review of Learning Disability: Community Services: Phase II

Review Setting	Review Focus
Community	Adults and children
Mental Health and Learning Disability	

Learning disability community services are currently provided across a variety of settings, and by a number of statutory, private, independent and voluntary agencies. The Bamford Review of Mental Health and Learning Disability Services sets out guiding principles for the development of community services. These promote person-centred and needs-led approaches to service provision.

In August 2013, RQIA reported in Phase I of the review, a baseline assessment of the composition and function of HSC trust community learning disability services teams, and the range of services provided and commissioned for adults with learning disabilities and children with disabilities.

This review considered community teams and services that are not already the subject of RQIA regulations and inspections.

In Phase II, RQIA plans to revisit this area to carry out a review of the quality and availability of community services for individuals with a learning disability, against the DHSSPS service framework.

Review of Maternity Services

Review Setting	Review Focus
Primary Care	Women
Secondary Care	
Community	

The Maternity Strategy for Northern Ireland, published in 2012, aims to provide women, professionals, policy makers and commissioners with a clear pathway for maternity services, from preconceptual care through to postnatal care. It places an emphasis on early, direct contact with a midwife and a better understanding of the role of the midwife and obstetrician.

It sets out clear recommendations for tackling public health issues such as: obesity, smoking and alcohol abuse in pregnancy; providing more choice; providing care closer

to home; and ensuring safe, high quality care tailored to meet the needs of the woman. This review will focus on the implementation of the strategy.

Review of Suicide Prevention Services

Review Setting	Review Focus
Primary Care	Adults and children
Secondary Care	
Community	
Mental Health and Learning Disability	

Northern Ireland has witnessed significant increases in suicide rates in recent years. The number of deaths recorded as a result of suicide has almost doubled since the late 1990s. In response, the DHSSPS published the Suicide Prevention Strategy - Protect Life, A Shared Vision. The strategy had an associated action plan, with priority ratings for each action. RQIA plans to review the implementation of the action plan.

Review of Primary Care Arrangements Relating to General Practitioner (GP) Services

Review Setting	Review Focus
Primary Care	Adults and children

Initial access to health and social care services is usually through a general practitioner (GP). They are the link to other specialist services in the community and in hospital. The HSC Board is responsible for commissioning GP services, and through local commissioning groups, offers the potential for the provision of GP services to reflect local need.

During the RQIA consultation, significant public opinion was expressed about GPs, particularly in relation to current waiting times and access. Meeting the future local need for GP services will be a challenge, particularly in respect of the requirements of Transforming Your Care and the changing health needs of the population.

RQIA plans to review the oversight and governance arrangements in relation to primary care, to ensure the effective delivery and development of GP services.

Review of the Northern Ireland Ambulance Service HSC Trust (NIAS)

Review Setting	Review Focus
All settings	Organisational

In 2011, RQIA reported on the clinical and social care governance arrangements within NIAS. The review identified: the need for improved appraisal and training; the potential for the introduction of clinical protocols to enable some patients with specific conditions to stay at home after assessment and treatment by paramedic staff; and improved infection and prevention control arrangements.

RQIA plans to carry out a follow-up review of NIAS to assess the progress of the implementations of the recommendations from the previous review. Included within the review will be an assessment of the arrangements for the transfer of patients to and from hospital settings to their own home, or to another facility. A Transport Strategy for Health and Social Care Services in Northern Ireland (2007), DHSSPS, will be used as a baseline during the review.

Review of Allied Health Profession Services in the Community

Review Setting	Review Focus
Community	Adults

The allied health professions (AHP) in Northern Ireland consist of 12 distinct and unique disciplines. AHPs play key roles and add value to primary and secondary care services, through prevention, diagnosis, treatment and care.

Ensuring individuals have access to the right care, in the right place, at the right time, presents particular challenges for the planning and delivery of AHP practices. To assist with this, the DHSSPS published Improving Health and Well-being through Positive Partnerships: A Strategy for the Allied Health Professions in Northern Ireland (2012-2017). With the implementation of Transforming Your Care, the demand for AHP services in the community will increase. The strategy outlines a framework of how the best use of the AHP workforce could be achieved.

RQIA will review those AHP disciplines providing care to people in their own homes and in community settings. The review will use the strategy as a baseline, to assess the implementation of the key actions to determine if they are meeting the challenges of planning and delivering services that are person-centred, safe and fit for purpose.

Review of Quality Improvement Systems and Processes

Review Setting	Review Focus
All settings	Organisational

Quality 2020 is a 10 year strategy to protect and improve quality in health and social care in Northern Ireland. Since it was published in November 2011, Quality 2020 work streams have delivered a series of products to underpin the implementation of the strategy. For example, in November 2014, DHSSPS published Supporting Leadership for Quality Improvement and Safety, an attributes framework for health and social care.

Each HSC organisation is now required to publish an annual quality report, setting out actions which have been taken to improve the quality of services. These reports describe initiatives to support quality improvement that have been taken forward both regionally and within individual organisations.

To ensure that the potential for quality improvement continues to grow, organisations are required to have robust arrangements in place and have access to staff trained in quality improvement methodologies.

RQIA plans to conduct a baseline review of the current systems and processes in place within HSC organisations that aim to deliver improvements in the safety, effectiveness and experience of care.



4.2 RQIA Review Programme: 2016-17

Review of the Use of Restraint and Seclusion

Review Setting	Review Focus
Secondary Care	Adults and children
Community	
Mental Health and Learning Disability	

In August 2005, the DHSSPS published guidance on the use of restraint and seclusion – Human Rights Working Group on Restraint and Seclusion – Guidance on Restraint and Seclusion in Health and Personal Social Services.

In recent years there have been over 20 deaths in England and Wales as a result of the improper use of restraint. This led to the Department of Health (DoH) commissioning the Royal College of Nursing to produce guidance on restraint, Positive and Proactive Care: Reducing the Need for Restrictive Practices, which was published by DoH in April 2014.

In Northern Ireland, professionals consider the current guidance to be fit for purpose. However, there have been recent examples of the inappropriate use of restraint, particularly in facilities for people with a learning disability or those with mental ill health.

HSC trusts and care homes are required to record all uses of restraint. While this information is not collated centrally by either the DHSSPS or the HSC Board, there is anecdotal evidence to suggest that the recording varies across trusts. There is also evidence of some variation in the training provided on restraint techniques.

This review, commissioned by DHSSPS, will assess the current arrangements for restraint and seclusion throughout the trusts. The review will focus on the use of restraint and seclusion; the training provided to staff who work with patients presenting challenging behaviour; the recording of the use of restraint and seclusion; and the role of commissioners in monitoring of the use of restraint and seclusion.

Review of Access to Plastic Surgery

Review Setting	Review Focus
Secondary Care	Adults and children

Plastic surgery treats a wide range of conditions from life threatening burns, trauma, cancers and congenital abnormalities, to non-urgent conditions, such as breast reduction and tattoo removal.

The demands on emergency and elective plastic surgery services are continually increasing. It was due to the increased demand, that the DHSSPS introduced a policy to make best use of resources in plastic surgery and related specialties.

This review, commissioned by DHSSPS, will assess to the plastic surgery service to ensure it is being delivered in line with the DHSSPS policy guidance and related health and social care protocols. The review will also focus on whether the service is meeting the clinical requirements for timely access to treatment and quality outcomes.

Review of Services for People with Parkinson's Disease

Review Setting	Review Focus
Secondary Care	Adults
Community	

Parkinson's disease is a progressive neurodegenerative condition. Although Parkinson's disease is predominantly a movement disorder, other impairments frequently develop, including psychiatric problems, such as depression and dementia.

Parkinson's disease has a higher prevalence with age and a higher incidence of the disease in males. It is estimated that Parkinson's disease affects 100-180 people per 100,000 of the population.

Treatment and care for Parkinson's disease should take into account patients' individual needs and preferences. People with Parkinson's disease should have the opportunity to make informed decisions about their care and treatment. Good communication between healthcare professionals and patients is essential.

It should be supported by the provision of evidence-based information offered in a form that is tailored to the needs of the individual patient.

The National Institute for Health and Care Excellence (NICE) has produced clinical guidance in relation to the diagnosis and management of Parkinson's disease in primary and secondary care. RQIA plans to undertake a review of current service provision for the diagnosis and management of Parkinson's disease, based on NICE clinical guidelines.

Review of Out-of-Hours Social Work Services

Review Setting	Review Focus
Community	Adults and children

The majority of community based social work services are provided during the hours of 9.00am to 5.00pm, Monday to Friday. This makes it difficult for many service users, including school-age children, to access services.

Personal or family crises, emergency admissions of children into care, attempts at self-harm, serious adverse incidents, emergency mental health assessments and applications for secure accommodation for young people can happen at any time, but often at night or weekends. For crises that occur out-of-hours, they are often dealt with by the duty social worker, or the out-of-hours team, who usually have little or no knowledge of the individual or their circumstances.

In April 2012, the DHSSPS launched the first Northern Ireland Social Work Strategy. This sets out a framework for practice to support the delivery of the vision for social work. It focuses on prevention and early intervention as well as on protection and safeguarding. A key recommendation of the strategy included the development of a regional social work out-of-hours service.

RQIA plans to review the arrangements established for the social work out-of-hours service against the requirements from the Northern Ireland Social Work Strategy.

Review of Acute Emergency Mental Health Services

Review Setting	Review Focus
Secondary Care	Adults and children
Community	
Mental Health and Learning Disability	

The Mental Health (Northern Ireland) Order 1986 is the legislative basis for the care, treatment and protection of people who experience mental disorder. The Order provides a framework for the care, treatment and protection of individuals with a mental disorder. It establishes systems through which the statutory rights of individuals and their relatives are protected and the duties, responsibilities and powers of professionals regulated.

RQIA plans to review the arrangements in place for the assessment, treatment and management of patients requiring crisis response, and the subsequent arrangements for hospital admission. A care pathway is currently being developed for these services.

The format of this review may be subject to change, depending upon the release of the proposed mental capacity legislation.

Review of the Recommendations from RQIA's Child Protection Review 2011

Review Setting	Review Focus
Community	Children

In May 2008, RQIA commenced a review of child protection services in Northern Ireland. The review assessed the systems and procedures in place to protect children from harm, and focused on arrangements for managing staff performance, access to services and interagency communication at the point of referral to child protection services. On completion, a report containing 28 recommendations was published to drive improvements across this service.

RQIA believes that adoption of the recommendations by all those with responsibilities for child protection in Northern Ireland can ensure the delivery

of a consistently high standard service for this vulnerable group. It is proposed that these services are revisited to review the implementation of the recommendations from the previous RQIA child protection review.

Review of Bereavement Care

Review Setting	Review Focus
Primary Care	Adults and children
Secondary Care	
Community	

In June 2009, DHSSPS launched the Northern Ireland Health and Social Care Strategy for Bereavement Care. The aim of the strategy was to promote an integrated and consistent approach to all aspects of care in supporting individuals and families who have been bereaved, and those that support them. Specific standards and criteria for HSC services were included in the strategy.

RQIA plans to review the arrangements for bereavement care in place within the HSC trusts, and assess the care against the standards within the Strategy for Bereavement Care.

Review of Services for People with Eye Disease

Review Setting	Review Focus
Primary Care	Adults and children
Secondary Care	
Community	

Good eyesight is something most people take for granted. However, that is not the case for everyone, and blindness or sight loss can have a profound effect on individuals and their families. As people get older they are increasingly likely to experience sight loss. As the population is ageing, the number of people in Northern Ireland with sight loss is set to increase dramatically. Age-related macular degeneration is the main cause of blindness in adults.

Prevention and early detection of sight-threatening conditions, in both adults and children, are essential if we are to improve eye health. The treatment and management of acute, and long-term eye conditions such as glaucoma, cataract and macular degeneration, can significantly contribute to independence of the individual and to leading a fulfilling life in the community.

In 2012, DHSSPS published Developing Eyecare Partnerships, which set out the strategic direction for improving the commissioning and provision of eye care services in Northern Ireland. RQIA plans to review the implementation of the eye care strategy, with a specific focus on services for macular degeneration.



4.3 RQIA Review Programme: 2017-18

Review of the Northern Ireland Single Assessment Tool: Stage III

Review Setting	Review Focus
Secondary Care	Adults
Community	

The DHSSPS has commissioned RQIA to review the implementation of the Northern Ireland Single Assessment Tool (NISAT) across all five HSC trusts. NISAT facilitates the gathering of information in a systematic and ordered way, and seeks to standardise and improve assessment practice, with a view to ensuring that individuals and their carers receive services which are responsive and appropriate to their needs. The tool was designed to capture the information required to enable professionals to provide a holistic, person-centred, proportionate assessment of the older person, focusing on the their abilities and strengths.

Two phases of the review have previously been completed by RQIA.

They examined the care management practice, process and assessment tools in place for older people across the five HSC trusts prior to the implementation of NISAT; and the use of the carer's support and needs assessment component of NISAT.

RQIA will carry out Phase III of this DHSSPS commissioned review during 2017-18. This will compare the impact of NISAT on care management processes and the professional assessment. The review will include an evaluation of the perceived benefits of using NISAT from the perspectives of the service users, practitioners and trust professionals and service users.

Review of Renal Services

Review Setting	Review Focus
Secondary Care	Adults and children

Kidney function is essential to life. Until the 1960s the development of established renal failure always resulted in death.

Significant advances have been seen since then in our understanding of the condition, and our ability to treat it, enabling people to survive much longer.

Since the 1980s, the number of patients requiring treatment for end stage renal disease (ESRD) has, until recently, been increasing. Following over two decades of year-on-year growth in patients with ESRD on all forms of dialysis, the numbers have plateaued since 2010. Treatment of ESRD is by haemodialysis, peritoneal dialysis or transplantation.

Following a regional review of renal services conducted in 2002, new haemodialysis units were developed in Altnagelvin and the Ulster hospitals.

This commissioned review will assess the renal service to ensure it is being delivered in line with DHSSPS policy guidance and related health and social care protocols. The review will also focus on whether the service is meeting the clinical requirements for timely access to treatment and quality outcomes.

Review of Safeguarding For Adults at Risk in their Own Home

Review Setting	Review Focus
Community	Adults

Everyone has the right to lead a life that is safe from abuse. However, there are times and circumstances when adults are exposed to exploitation, neglect or harm.

HSC services are provided to thousands of people in their own homes every day. Many people in receipt of these services would be considered adults at risk, and HSC organisations have a responsibility to ensure they are appropriately safeguarded from abuse.

Significant guidance on safeguarding is available. In 2010, Safeguarding Vulnerable Adults - A Shared Responsibility was published to further improve safeguarding arrangements for vulnerable adults in Northern Ireland.

RQIA plans to review the effectiveness of the safeguarding arrangements to protect those adults at risk in receipt of health and social

care services in their own home. The review will also include an assessment of the HSC procedures for the effective management, support, supervision and training of staff, and the governance arrangements in relation to raising awareness of, responding to, recording and reporting concerns about actual or suspected incidents of abuse.

Review of Paediatric and Neonatal Surgery

Review Setting	Review Focus
Secondary Care	Children

In 2010, DHSSPS published the general paediatric surgery and paediatric ENT surgery standards. Many changes have taken place since then. To ensure that treatment and care is of a high standard, in 2012, DHSSPS conducted a review of healthcare services for children and young people. The purpose of the review was to produce recommendations which would provide a strategic direction for the future development and enhancement of healthcare services for children and young people over the next ten years, from 2014.

RQIA plans to undertake a review of paediatric and neonatal surgery. The review will also assess the implementation of the recommendations specific to paediatric and neonatal surgery.

Review of the Out-of-Hours General Practitioner (GP) Services

Review Setting	Review Focus
Primary Care	Adults and children

In September 2010, RQIA published a report on the Review of GP Out-of-Hours Services. RQIA plans to revisit the out-of-hours service to look at the implementation of the recommendations made in the 2010 report.

The review may also consider:

- work by the Regional Out-of-Hours Project, in relation to the future strategic direction for the service, the planned regional user survey, and the approach to quality performance monitoring
- the out-of-hours providers risk management arrangements

- assurance of doctors working hours
- arrangements for feedback on the performance of trainee GP doctors during the out-of-hours periods

Review of Autism/ Asperger's Services for Young People

Review Setting	Review Focus
Community	Children
Mental Health and Learning Disability	

Autism is a lifelong disability that affects the way an individual relates to people, situations and their immediate environment. The term autism spectrum disorder (ASD) is often used because the impact of autism varies from person to person. Asperger's syndrome is a form of autism that falls within the autism spectrum.

The DHSSPS Autism Strategy (2013-20) and Action Plan (2013-16) was developed to help improve access to services and support for people with autism, their families and carers, throughout their lives.

RQIA plans to review the progress of the implementation of the actions from the action plan, and assess the improvements of the autism services.

Review of Regional e-Health and Care Strategy

Review Setting	Review Focus
All settings	Organisational

Information technology has been used within healthcare for many years and the potential for further improvements is continually developing. Electronic health (e-Health) technologies aim to improve peoples' health and enable them to have more control over their lives. They are intended to improve the patient's information about their condition or health status and to provide an easier contact to health and social care professionals.

The HSC Board, the Public Health Agency (PHA) and the five HSC trusts in Northern Ireland are developing a plan on how technology should be used in the delivery of health and social care services.

In October 2014, a consultation process was launched on a proposed e-Health and Care Strategy for the period 2015 to 2020.

After the release and implementation of the strategy, RQIA plans to review the implementation of the strategy in terms of patient access, governance, and safeguarding arrangements.

Review of the Complaints Procedure within Health and Social Care

Review Setting	Review Focus
All settings	Organisational

As a result of the Health and Social Care (Reform) Act (Northern Ireland) 2009 and the Health and Social Care Complaints Procedure Directions (Northern Ireland) 2009, DHSSPS published Complaints in Health and Social Care: Standards and Guidelines for Resolution and Learning, April 2009. Despite the standards and guidelines, issues relating to complaints and whistleblowing still attract much media attention.

RQIA's review of complaints will assess whether the five HSC trusts have fully implemented the 2009 DHSSPS standards and guidelines, and will review the effectiveness of the complaints procedures.

Consideration of the changing culture across health and social care will be undertaken, to determine whether the standards reflect the promotion of safety and quality, the need to be open, and applied learning from mistakes. The views and experiences of service users using this complaints system will be incorporated into the review.

4.4 Supplementary Reviews

DHSSPS can commission RQIA to undertake additional reviews as a result of emerging or unforeseen events. To ensure that core reviews are undertaken and not impacted by unforeseen or emerging events, capacity is built into the review programme to accommodate additional reviews. In the event of no additional reviews being commissioned by DHSSPS or initiated by RQIA, any capacity can be used by undertaking a review from the

supplementary review list as follows. This was developed from information obtained by RQIA during the pre-consultation events.

Review of Carers Issues

<i>Review Setting</i>	<i>Review Focus</i>
Primary Care	Adults and children
Community	

In today's society, more people with complex needs, who, in the past may have resided in institutional settings, now choose to remain in their communities, in their own homes, with the help and support of family and friends. Carers enable many thousands of vulnerable people to do this. It is vital that these carers are supported to continue caring for as long as they wish, and it is safe for them to do so.

In Northern Ireland, there are approximately 207,000 carers. Many of these are unpaid, and it is estimated that carers save the Northern Ireland economy over £4.4 billion a year.

In 1999, the National Carers' Strategy, Caring about Carers, was published by DoH.

In May 2008, the social development and health ministers announced a joint review of the support provisions for carers in Northern Ireland.

The purpose of the review was to examine the support for carers in Northern Ireland in a holistic way, following on from the Review of the National Carers' Strategy.

The report on the Review of the Support Provision for Carers was published in 2009, and made several recommendations on how to improve support arrangements for carers.

Since the review, DHSSPS has issued circulars providing practical advice and direction on implementing key aspects of the Caring about Carers strategy.

RQIA plans to consider the guidance from DHSSPS to determine whether there is the provision of robust, high quality support for carers.

Review of the Transition Services from Children to Adults

Review Setting	Review Focus
Primary Care	Adults and children
Secondary Care	
Community	
Mental Health and Learning Disability	

In Northern Ireland, many people under 18 years of age have complex health needs caused by physical disabilities, learning disability, mental ill health, life-limiting or life-threatening conditions. Such young people often rely on a range of therapies and treatments, which can cause complications as they move from children's to adult services. A poor transition between child and adult services can have a profound and long-lasting negative impact on a person's life.

For some areas, guidance is included in the service frameworks or other documents, while other areas have no guidance. NICE is currently developing guidance on this transition.

RQIA plans to carry out a baseline review to examine the arrangements made for children with complex health needs as they move from children's to adult services. The review plans to identify areas of good practice in relation to transition and areas that need to be developed.

Review of Urology Services

Review Setting	Review Focus
Secondary Care	Adults and children

Urology is one of the most varied branches of surgery within healthcare. It encompasses diseases of kidneys, bladder and prostate. It includes incontinence, impotence, infertility, cancer and reconstruction of the genitourinary tract.

Urology problems affect patients of both sexes and people of all ages.

In 2009, a review of urology services was undertaken by the HSC Board, which made 26 recommendations for improvements.

RQIA plans to review the implementation of the recommendations to determine whether the improvements to the service have been realised.

Review of the Transfer Arrangements for Medical Staff during the August Handover

Review Setting	Review Focus
Secondary Care	Organisational

Each year new medical staff commence employment in hospitals in early August. Many doctors in training also transfer between posts at the same time. Appropriate induction into new posts is essential for doctors to ensure safe and effective care. The DHSSPS Quality Standards for Health and Social Care highlight induction as an element of governance that underpins organisational accountability and corporate leadership. RQIA plans to assess the governance arrangements associated with the induction and transfer of doctors in training during the August handover period.

Review of Perinatal Mental Health Services

Review Setting	Review Focus
Primary Care	Women
Secondary Care	
Community	
Mental Health and Learning Disability	

Perinatal mental health services are concerned with the prevention, detection and management of mental health problems that can occur during pregnancy and the year after birth. During this period, women can be affected by a range of mental health problems including anxiety, depression and postnatal psychotic disorders.

Perinatal mental health problems affect at least 10% of women, and if untreated can have a devastating impact on mother, her partner and family. The illnesses may affect parenting behaviour, which in turn may impact on the infants' mental health.

Research suggests that in many areas perinatal mental health goes unrecognised, undiagnosed and untreated.

In 2007, NICE published a clinical guideline in relation to the management, care and treatment of people with perinatal mental health problems. RQIA plans to review the care of patients with perinatal mental health problems against this guideline. The review will also include an assessment of HSC trusts' processes for implementation of the NICE guidelines.

Review of Postnatal Care in the Community

Review Setting	Review Focus
Primary Care	Adults and children
Community	

The postnatal period begins with the birth of the baby and continues in hospital and then through transfer to the community.

Responsibility for postnatal care following transfer from hospital lies with the primary healthcare team. This includes community midwives, general practitioners and health visitors. Community midwives provide the initial care in the mother's home during the first 10 days after birth. The health visitor normally becomes involved in the care between day 10 and day 14.

In 2010, the DHSSPS published Healthy Child, Healthy Future - A Framework for the Universal Child Health Promotion Programme in Northern Ireland. This framework outlined the expected service that should be provided for women during pregnancy and children until the age of 19.

This framework supplements the NICE guidelines, which set out the routine postnatal care of women and babies in the first six to eight weeks of birth.

RQIA plans to review the standard of postnatal care provided in the early weeks after discharge from hospital, against the framework and the NICE guidelines.

5.1 Management of the Programme

The review programme is managed by RQIA's Review Programme Steering Group, through a process whereby the benefits from each review are realised, to ensure the outcomes are delivered in line with RQIA's Corporate Strategy 2015-18.

A project management approach is adopted for each review and a range of tested methodologies applied to ensure the reviews focus on the central issues, involve key stakeholders and take advantage of opportunities to work in partnership with other regulatory bodies or organisations that represent particular interests.

Our reviews are carried out by teams of independent assessors, most of whom are either experienced practitioners or experts by experience, as well as lay reviewers who have experience and/or interest in a particular service area.

While delivering this challenging programme, we continue to examine our methods of review and make sure that we build upon the learning from previous experience.

5.2 Improving the Patient and Client Experience

In November 2008, DHSSPS launched new standards to promote patient and client dignity.

Improving the Patient and Client Experience is a set of standards defining what patients should expect from health and social care staff. The standards are designed to ensure that patients receive care and treatment from staff, whether clinical or non-clinical, who carry out their job in a considerate, caring and professional manner.

RQIA is committed to ensuring that user engagement is an essential element throughout the review programme. Where appropriate, each review employs a variety of methods to capture the views of service users and their carers. RQIA builds patient and client experience in as a formal component of reviews throughout the three year programme, where this is appropriate.

5.3 Other Considerations

It is important to note that RQIA has, in the past, been commissioned by the DHSSPS to carry out specific reviews in response to emerging events. It is anticipated that the organisation will be commissioned to undertake further reviews of this nature. If this occurs, the review programme is re-examined to determine the impact upon the remainder of the programme.

Flexibility underpins the programme, ensuring that there is capacity to respond to emerging issues. RQIA keeps the planned programme under review on a continual basis.

RQIA is also committed to working in partnership with other regulators, and with organisations that represent the views of service users, including the Patient and Client Council.

Appendix A - RQIA Reviews 2005 to 2015

2005 - 2009	Published
Review of the Lessons Arising from the Death of Mrs Janine Murtagh	October 2005
RQIA Governance Review of the Northern Ireland Breast Screening Programme	March 2006
Cherry Lodge Children's Home: Independent Review into Safe and Effective Respite Care for Children and Young People with Disabilities	September 2007
Review of Clinical and Social Care Governance Arrangements in Health and Personal Social Services Organisations in Northern Ireland	February 2008
Review of Assessment and Management of Risk in Adult Mental Health Services in Health and Social Care Trusts in Northern Ireland	March 2008
Reducing the Risk of Hyponatraemia When Administering Intravenous Infusions to Children	April 2008
Clostridium Difficile – RQIA Independent Review, Protecting Patients - Reducing Risks	June 2008
Review of the Outbreak of Clostridium Difficile in the Northern Health and Social Care Trust	August 2008
Review of General Practitioner Appraisal Arrangements in Northern Ireland	September 2008
Review of Consultant Medical Appraisal Across Health and Social Care Trusts	September 2008
Review of Actions Taken on Recommendations From a Critical Incident Review Within Maternity Services, Altnagelvin Hospital, Western Health and Social Care Trust	October 2008

2009 - 2012	Published
Review of Intravenous Sedation in General Dental Practice	May 2009
Blood Safety Review	February 2010
Review of Intrapartum Care	May 2010
Follow-Up Review: Reducing the Risk of Hyponatraemia When Administering Intravenous Infusions to Children	July 2010
Review of General Practitioner Out-of-Hours Services	September 2010
RQIA Independent Review of the McDermott Brothers' Case	November 2010
Review of Health and Social Care Trust Readiness for Medical Revalidation	December 2010
Follow-Up Review of Intravenous Sedation in General Dental Practice	December 2010
Clinical and Social Care Governance Review of the Northern Ireland Ambulance Service Trust	February 2011
RQIA Independent Review of Child and Adolescent Mental Health Services (CAMHS) in Northern Ireland	February 2011
A Report on the Inspection of the Care Pathways of a Select Group of Young People who Met the Criteria for Secure Accommodation in Northern Ireland	March 2011
An Independent Review of Reporting Arrangements for Radiological Investigations	March 2011
Review of Child Protection Arrangements in Northern Ireland	July 2011
RQIA's Overview Inspection Report on Young People Placed in Leaving Care Projects and Health and Social Care Trusts' 16 Plus Transition Teams	August 2011
Review of Sensory Support Services	September 2011
Care Management in respect of Implementation of the Northern Ireland Single Assessment Tool (NISAT)	October 2011
Revalidation in Primary Care Services	December 2011
Review of the Implementation of the Protocol for the Joint Investigation of Alleged and Suspected Cases of Abuse of Vulnerable Adults	February 2012

2012 - 2015	Published
RQIA Independent Review of Pseudomonas - Interim Report	March 2012
RQIA Independent Review of Pseudomonas - Final Report	May 2012
Mixed Gender Accommodation in Hospitals	August 2012
Independent Review of the Western Health and Social Care Trust Safeguarding Arrangements for Ralphs Close Residential Care Home	October 2012
Review of the Implementation of Promoting Quality Care (PQC) Good Practice Guidance on the Assessment and Management of Risk in Mental Health and Learning Disability Services	October 2012
Review of the Northern Ireland Single Assessment Tool - Stage Two	November 2012
Review of the Implementation of the Cardiovascular Disease Service Framework	November 2012
RQIA Baseline Assessment of the Care of Children Under 18 Admitted to Adult Wards In Northern Ireland	December 2012
Safeguarding of Children and Vulnerable Adults in Mental Health and Learning Disability Hospitals in Northern Ireland, Overview Report	February 2013
Independent Review of the Governance Arrangements of the Northern Ireland Guardian Ad Litem Agency	March 2013
Independent Review of the Management of Controlled Drug Use in Trust Hospitals	June 2013
Review of Acute Hospitals at Night and Weekends	July 2013
National Institute for Health and Care Excellence Guidance: Baseline Review of the Implementation Process in Health and Social Care Organisations	July 2013
A Baseline Assessment and Review of Community Services for Adults with a Learning Disability	August 2013
Review of Specialist Sexual Health Services in Northern Ireland	October 2013
Review of Statutory Fostering Services	December 2013
Respiratory Service Framework	March 2014
Review of the Implementation of NICE Clinical Guideline 42: Dementia	June 2014
Overview of Service Users' Finances in Residential Settings	June 2014
Review of Effective Management of Practice in Theatre Settings across Northern Ireland	June 2014

Independent Review of Arrangements for Management and Coordination of Unscheduled Care in the Belfast Health and Social Care Trust and Related Regional Considerations	July 2014
Review of the Actions Taken in Relation to Concerns Raised about the Care Delivered at Cherry Tree House	July 2014
Review of Actions Taken in Response to the Health and Social Care Board Report Respite Support (December 2010) and of the Development of Future Respite Care/Short Break Provision in Northern Ireland	August 2014
Child Sexual Exploitation in Northern Ireland - Report of the Independent Inquiry	November 2014
Discharge Arrangements from Acute Hospital	November 2014
Review of the Implementation of the Dental Hospital Inquiry Action Plan 2011	December 2014
Review of Stroke Services in Northern Ireland	December 2014
Review of the Implementation of GAIN Guidelines on Caring for People with a Learning Disability in General Hospital Settings	December 2014
Access to Services by Disadvantaged Groups (Scoping Paper)	December 2014
Care of Older People in Acute Hospital Wards	March 2015
RQIA Quality Assurance of the Review of Handling of all Serious Adverse Incidents Reported between January 2009 and December 2013.	In progress at the time of publication
Review of the Diabetic Retinopathy Screening Programme	
Risk Assessment: Addiction Services	
Eating Disorder Services	
Review of Community Respiratory Services	
Medicines Optimisation in Primary Care	
Provision of Services for People with an Acquired Brain Injury	
Palliative Care Services	
Governance Arrangements in Health and Social Care Organisations (including Professional Revalidation)	



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ISBN: 978-1-908660-51-0



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