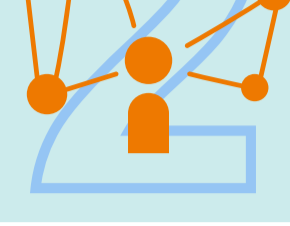
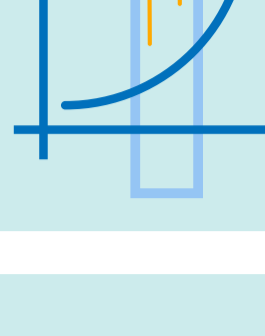


# REGULATION OF HEALTH AND SOCIAL CARE SERVICES OVERVIEW REPORT

2017

## KEY FINDINGS

Ongoing monitoring and regulation of services has seen an increase in compliance and providers striving beyond basic compliance.



Effective governance and clear accountability structures are essential for the sustainability of the quality and safety of care.

## INSPECTIONS

600

inspections carried out in **NURSING HOMES**

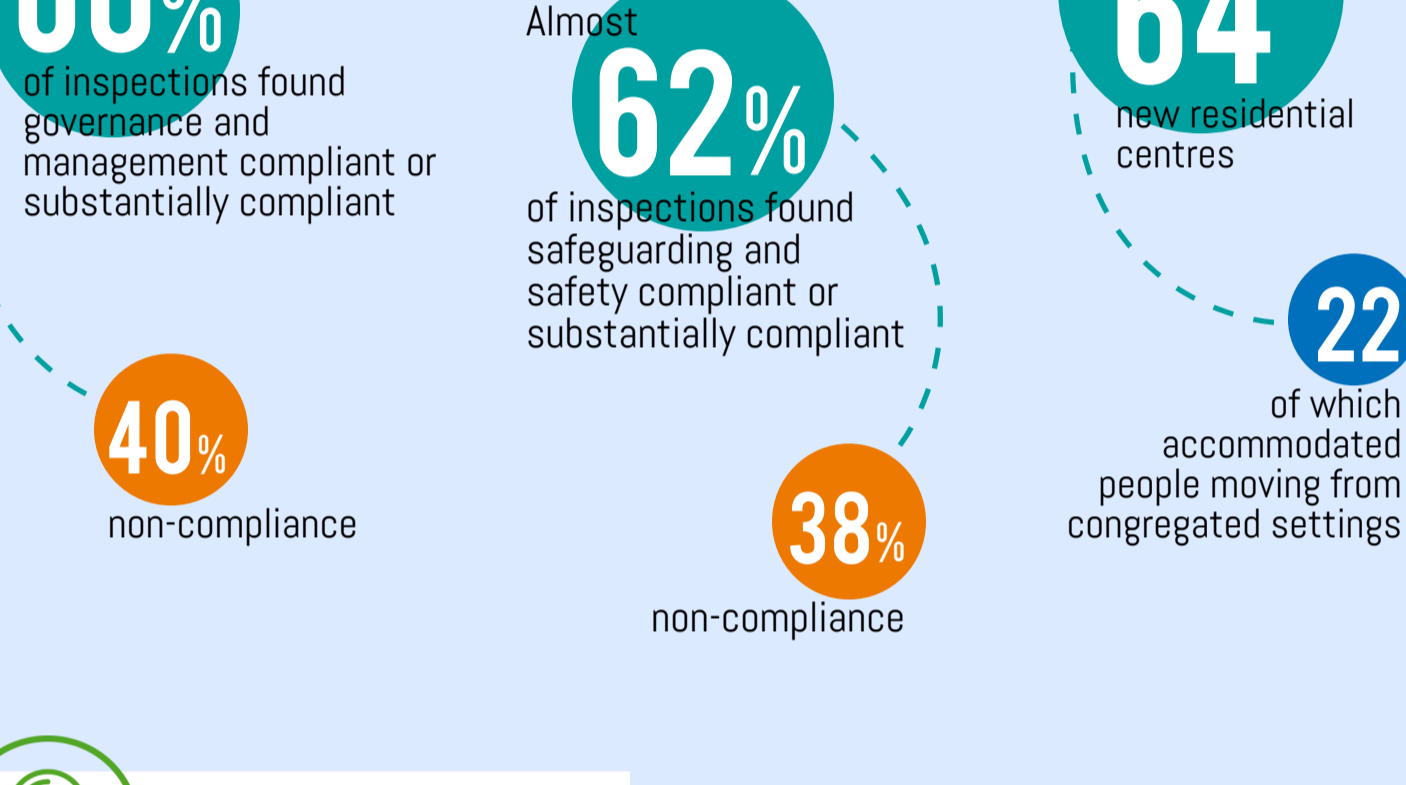


Inspectors found full compliance with the regulations increased by 12% between 2016 and 2017

Nursing home providers are now **going beyond basic compliance** with regulations

839

inspections carried out in **CENTRES FOR PEOPLE WITH DISABILITIES**



43

inspections carried out across **CHILDREN'S** residential services, special care units, protection and welfare, detention campus, and foster care.

57

**HEALTHCARE** inspections in areas of prevention and control of healthcare-associated infection, medication safety, and nutrition and hydration.

## THE VOICE OF PEOPLE USING SERVICES

We spoke with thousands of people using health and social care services during 2017

- For example, inspectors
  - spoke with more than 3,900 people using disability services
  - met with 4 advocacy groups for people with disabilities
  - met with 61 children in children's residential centres



13,000

responses to the National Patient Experience Survey

are informing HIQA's approach to monitoring of healthcare services

Most people who speak to inspectors express satisfaction with the service being provided to them.



## LOOKING FORWARD

- Need to strengthen effective governance and clear accountability at a provider level to deliver and sustain safe, quality care. *Governance & accountability*
- Greater emphasis must be put on robust safeguarding practices. *Safeguarding*
- Thematic programmes have a positive impact on quality and safety and should be expanded. For example 74% of dementia outcomes inspected in 2017 were compliant or substantially compliant. *Quality & safety*
- National health and social care policy needs to be developed and implemented to support improvement in care, for example safeguarding legislation. *National policy*
- The system of regulation and monitoring needs to promote innovation in health and social care models, to ensure quality and safety of services into the future. *Promote innovation*