

# The role of HIQA in Quality Improvement in Long-Term Care

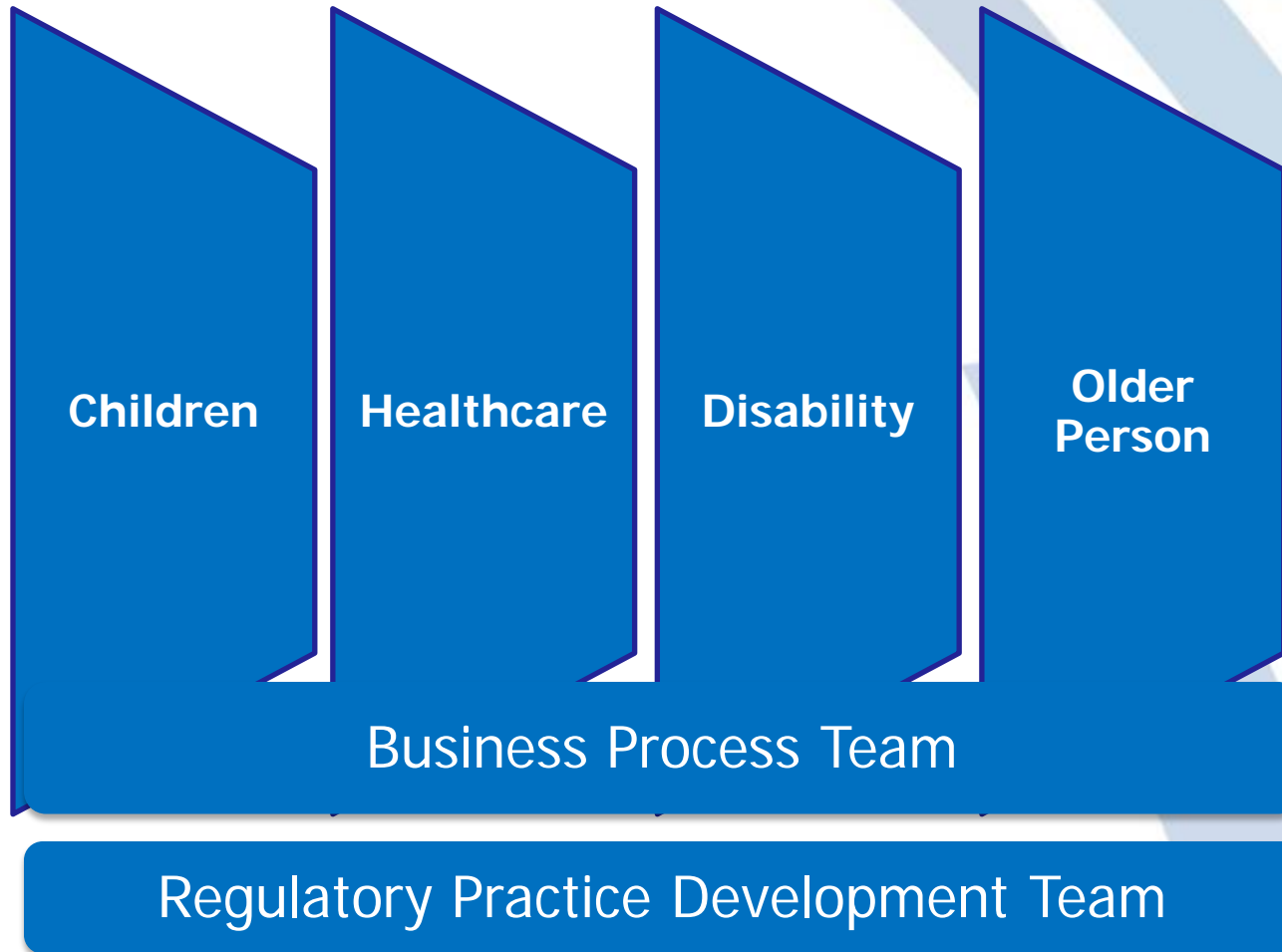
**Bríd McGoldrick**

**Inspector Manager HIQA**

# Overview

- Regulations and Standards
- Annual Overview Report 2015
- Governance
- Communication

# Regulation Directorate

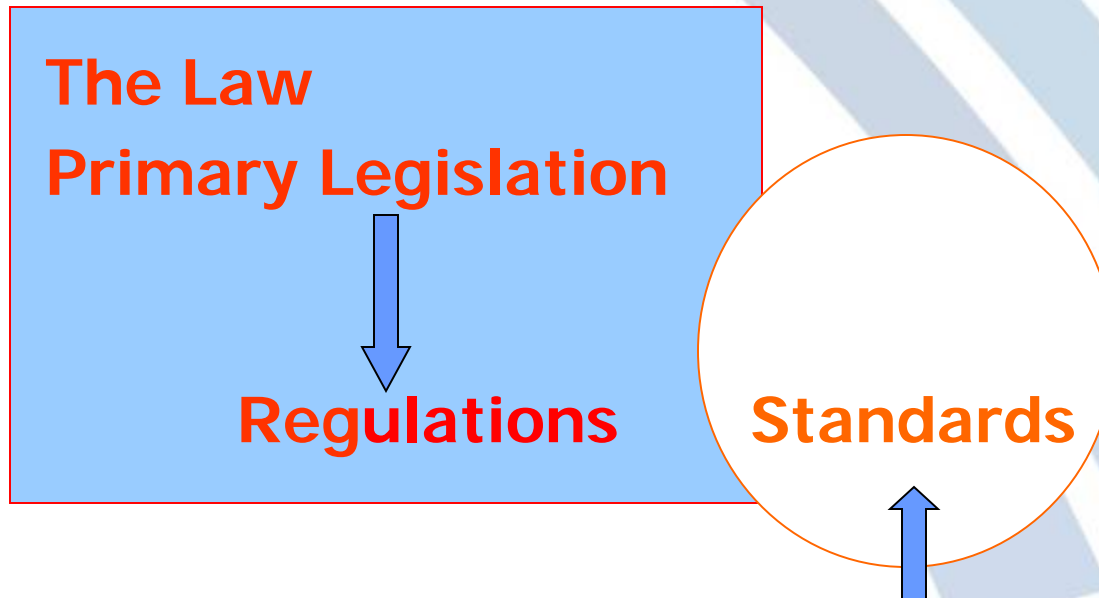


# The regulatory approach taken by HIQA

## Aims and Objectives

- **Safeguard patients - Care and Welfare Regulations**
- Provide an independent objective assessment of performance
- Identify areas of good practice
- Identify areas of poor practice
- Share learning across the system
- Enforcement powers

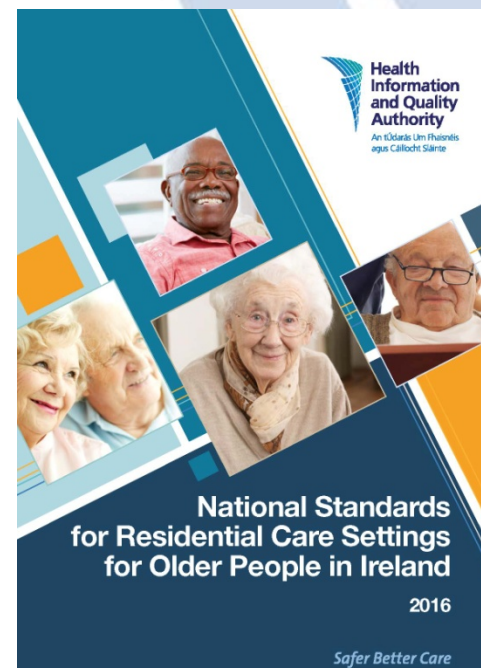
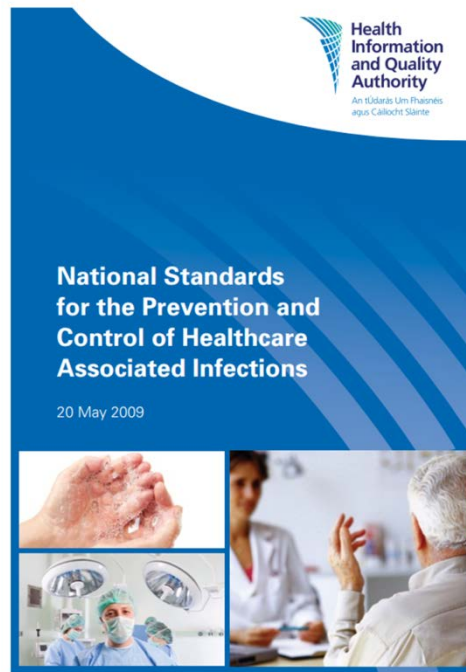
# The Regulatory Framework - Health Act 2007




## Criteria & Features

- Regulations are the law - Standards set out a vision for quality.
- Standards, legislation and regulations are intended to work together to assure quality in services.

- Health Act 2007 (as amended)
- National Standards for the Prevention and Control of Healthcare Associated Infections 2009
- National Standards for Residential Care Settings for Older People in Ireland 2016





Number 28 of 2009

HEALTH ACT 2007  
REVISED  
Updated to 15 February 2016

This Revised Act is an administrative consolidation of the Health Act 2007. It is prepared by the Law Reform Commission in accordance with its functions under the Law Reform Commission Act 2007 (S.I. 2475) to keep the law under review and to undertake revision and consolidation of statute law.

All Acts up to and including Criminal Justice (Spent Convictions and Certain Disclosures) Act 2009 (S.I. 2009/11), enacted 11 February 2009, and all statutory instruments up to and including Carers (Temporary Exemption Scheme for Regular Visits) (SI) 2009 (SI 2009/110) (SI 2009/110) (S.I. No. 63 of 2009), made 11 February 2009, were consolidated in the preparation of this Revised Act.

Disclaimer: While every care has been taken in the preparation of this Revised Act, the Law Reform Commission can assume no responsibility for any errors or omissions, undertakings or warranties concerning the accuracy, completeness or up to date nature of the information provided and does not accept any liability whatsoever arising from any errors or omissions. Please notify any errors, omissions and comments by email to [revisions@lrc.gov.ie](mailto:revisions@lrc.gov.ie).

- Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013
  - **Regulation 27-** Infection Control: The registered provider shall ensure that procedures, consistent with the standards for the prevention and control of healthcare associated infections published by the Authority are implemented by staff.
  
  - **Regulation 31-** Notification of Incidents  
**Schedule 4, 7(1):** The Chief Inspector shall be notified of the occurrence of any of the following events within 3 days of such occurrence and a record shall be kept: **(e)** an outbreak of any notifiable disease.
  
  - **Regulation 4-** Written Policies and Procedures  
**Schedule 5, 14:** Health and safety of residents, staff and visitors (including infection control and food safety)
  
  - **Regulation 17 (2)-** Premises  
**Schedule 6:** All listed requirements apply

# National Standards for Residential Care Settings for Older People in Ireland 2016

## Standard 3.3

**Infection prevention and control practices achieve the best outcomes for residents.**

### Features of a service meeting this standard may include:

- 3.3.1 Responsibility for infection prevention and control is clearly defined with clear lines of accountability throughout the residential service. Policies and procedures reflect national standards for the prevention and control of Healthcare Associated Infections and relevant national guidelines.
- 3.3.2 All staff receive education and training in infection prevention and control that is commensurate with their work activities and responsibilities and is regularly updated.
- 3.3.3 An identified staff member has responsibility for monitoring compliance with national standards for infection prevention and control procedures such as hand hygiene, the use of protective clothing, the safe disposal of sharps, management of laundry and waste management.
- 3.3.4 There are clear arrangements in place for staff on making referrals to infection control nurses and public health professionals, who have expertise in infection prevention and control, for advice and support.
- 3.3.5 Accessible information is available on infection prevention and control for residents, visitors and staff, including availability of appropriate vaccinations for residents and staff.
- 3.3.6 Hand hygiene is a priority for the residential service and high standards of hand hygiene are promoted among residents, staff and visitors. There are wash-hand basins, supplies of liquid soap, alcohol hand gels, disposable towels and personal protective equipment wherever care is delivered.
- 3.3.7 The residential service has a contingency plan in place for dealing with an outbreak, such as an influenza, which takes into account national guidelines.
- 3.3.8 Outbreaks of infection are managed in accordance with evidence-based practice and are reported in line with national guidelines, and to the Health Information and Quality Authority and local public health authorities.
- 3.3.9 There is a policy on the provision, management, maintenance, cleaning and decontamination, and repair of medical devices and equipment. An identified person has responsibility for medical devices and equipment management, including staff training and safety assurance.



# National Standards for the Prevention and Control of Healthcare Associated Infections 2009

**Standard 1: Governance & Management**

**Standard 2: Structures, systems and processes**

**Standard 3: Environment and Facilities Management**

Standard 4: Human Resource Management

**Standard 5: Communication Management**

**Standard 6: Hand hygiene**

Standard 7: Communicable/transmissible Disease Control

Standard 8: Invasive medical device related infections

Standard 9: Microbiological services

**Standard 10: Outbreak Management**

Standard 11: Antimicrobial Surveillance Programme

Standard 12: Antimicrobial Stewardship

## National Standards for the Prevention and Control of Healthcare Associated Infections

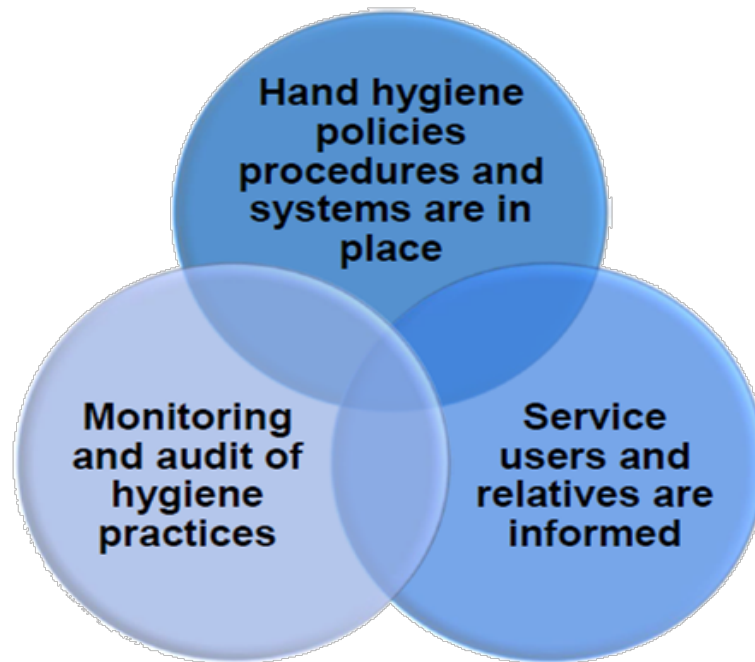
20 May 2009



# National Standards for the Prevention and Control of Healthcare Associated Infections

## Standard 6

Hand hygiene practices that prevent, control and reduce the risk of the spread of Healthcare Associated Infections are in place



# HEALTH ACT 2007 (CARE AND WELFARE OF RESIDENTS IN DESIGNATED CENTRES FOR OLDER PEOPLE) REGULATIONS 2013

## *Governance and Management*

23. The registered provider shall ensure that:

- a) the designated centre has sufficient resources to ensure the effective delivery of care in accordance with the statement of purpose;
- b) there is a clearly defined management structure that identifies the lines of authority and accountability, specifies roles, and details responsibilities for all areas of care provision;
- c) management systems are in place to ensure that the service provided is safe, appropriate, consistent and effectively monitored;
- d) there is an annual review of the quality and safety of care delivered to residents in the designated centre to ensure that such care is in accordance with relevant standards set by the Authority under section 8 of the Act and approved by the Minister under section 10 of the Act;
- e) the review referred to in subparagraph (d) is prepared in consultation with residents and their families; and
- f) that a copy of the review referred to in subparagraph (d) is made available to residents and, if requested, to the Chief Inspector.

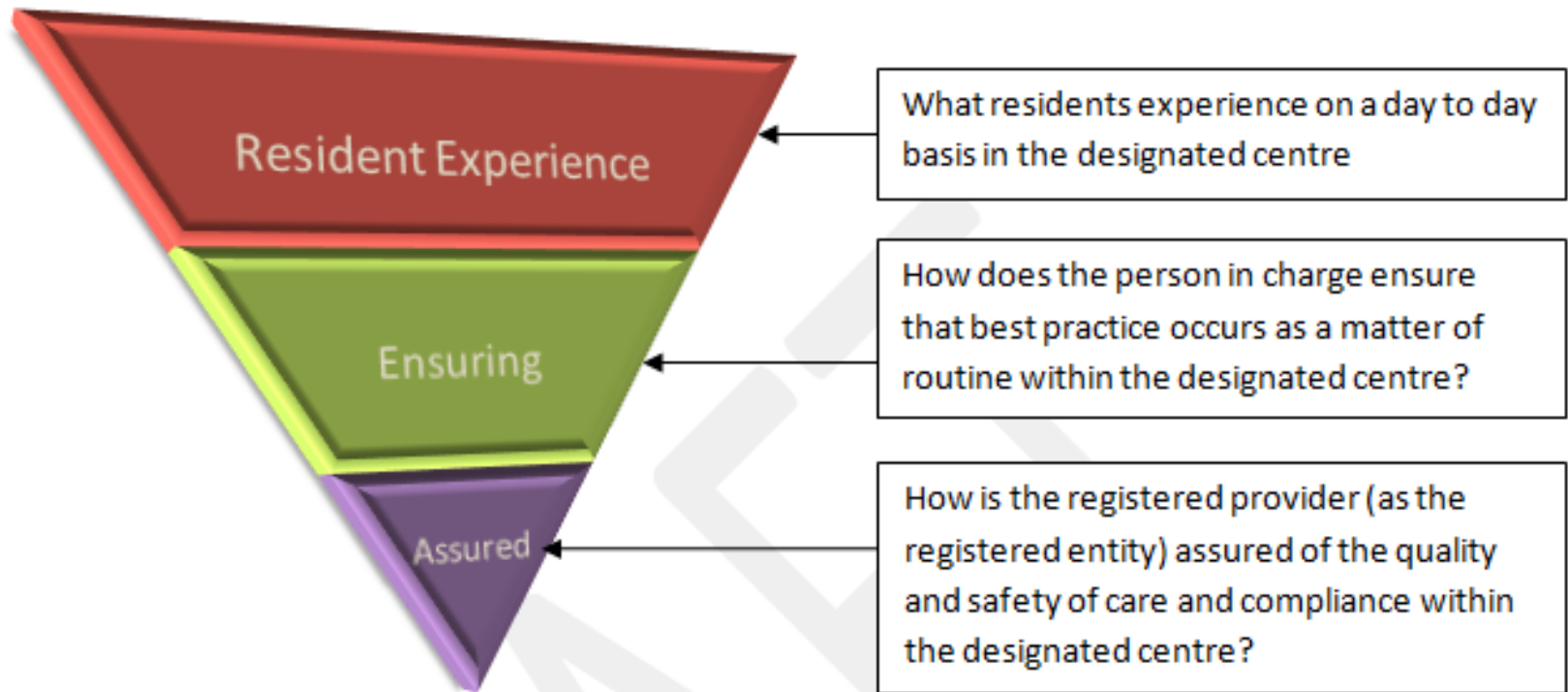
# Good governance and management – the evidence

- There is a **fit** provider and persons participating in the management of the centre including person in charge (PIC)
- Residents involved in the operation and management of the centre
- Ongoing monitoring by provider and PIC
- Regular audits
- Robust training for staff

# Fit Person - Health Act 2007

- Good character
- The person is competent and capable to hold the role they perform
- The person is honest and transparent
- Proper management structures and appropriate delegation
- Robust governance
- Resources

# Role of registered provider and person in charge/staff



# Regulations, Standards and Features

## Regulation 17

- (1) The registered provider shall ensure that the premises of a designated centre are appropriate to the number and needs of the residents of that centre and in accordance with the statement of purpose prepared under Regulation 3.
- (2) The registered provider shall, having regard to the needs of the residents of a particular designated centre, provide premises which conform to the matters set out in Schedule 6.

## Standard 2.7

- The design and layout of the residential service is suitable for its stated purpose. All areas in the premises meet the privacy, dignity and wellbeing of each resident.\*

## 27 Features of Standard 2.7

- These are supporting statements that set out what the service may consider in order to meet the standard. They are indicative, rather than prescriptive.

# National Standards for Residential Care Settings for Older People in Ireland 2016

## Standard 5.4

The quality of care and experience of residents are monitored, reviewed and improved on an ongoing basis.

## Standard 6.1

The use of resources is planned and managed to provide person-centred, effective and safe services and supports to residents.



# Annual Overview Report 2015

- Overview of centres
- Regulatory monitoring activity
- Notifications and Concerns
- Key findings
- Governance

Annual overview report on  
the regulation of designated  
centres for older people —  
2015

April 2016

# Findings from 2015 Annual Report

- There were 577 active centres providing 30,106 registered beds in the sector.
- Increase in the numbers of centres, from 565 centres with 29,060 beds in 2014 to 577 centres and 30,106 beds in 2015.
- Reflective of ageing demographics.

# Findings of good practice and compliance

- Healthcare
- Food and Nutrition
- End-of-Life Care
- Statement of Purpose, Residents' Guide
- Notifications

# Findings of non-compliance

- Governance and Management
- Premises
- Risk Management
- Fire Precautions
- Staff levels and training
- Individualised assessment and personal plan
- Medicines and Pharmaceutical Services
- Residents' rights

# Unsolicited Information/Concerns

- In 2015, HIQA received 516 items of unsolicited information relating to 272 centres.
- This was a reduction from 2014 where 609 items of information were received regarding 303 centres.

# Thematic Inspections 2015

- In 2015, we commenced a three-year programme focused on dementia care. Methodology was informed by an expert advisory group and a review of best practice.
- HIQA produced and published guidance documents identifying the essential elements required to provide safe, high-quality care to people with dementia.

<https://www.hiqa.ie/resource-centre/care-providers/inspection>

# Inspection Activity 2015:

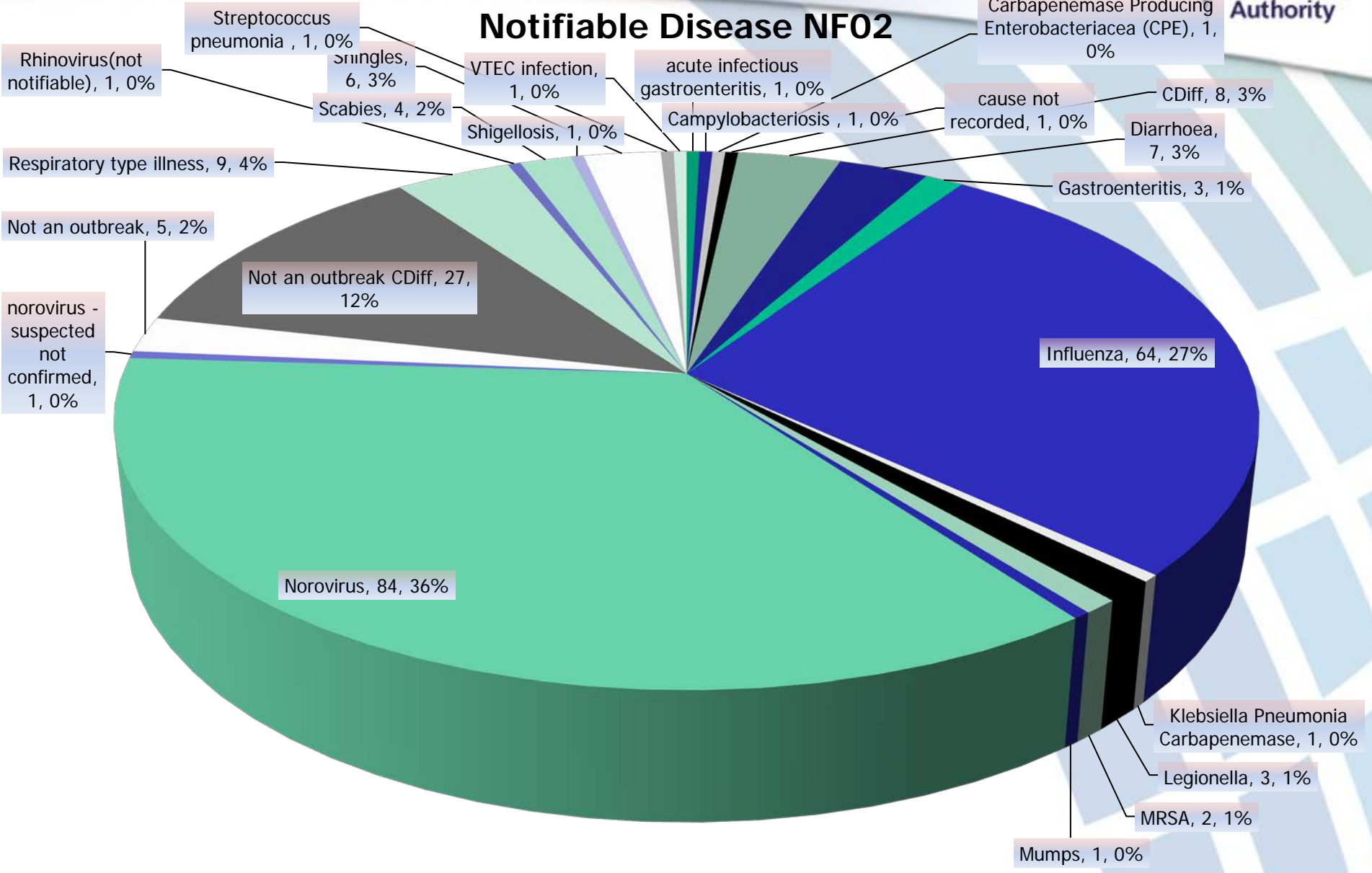
	No of Centres	Total Inspections in 2015	Type of Inspection	Total
1 Inspection	287	287	Registration Inspection	170
			Monitoring Inspection	94
2 Inspections	45	90	Follow-up Inspection	74
3+ Inspections	11	34	Single Issue Inspection and thematic	73
Total	343	411	Total	411

# Monitoring Activity: Notifications

Type	Content	Quantity
NF01	Unexpected death	910
NF02	Outbreak of infectious disease	239
NF03	Injury requiring immediate medical or hospital treatment	4155
NF05	Missing Person	177
NF06	Allegation of abuse	424
NF07	Allegation of staff misconduct	69
NF09	Fire, loss of power or heating	133
NF20	Absence of a PIC for more than 28 days	77
NF21	Return of a PIC after a 28+ day absence	31
Other	Quarterly notifications	4386
Total		10,572



# Notifiable Disease NF02



# Recent Communication

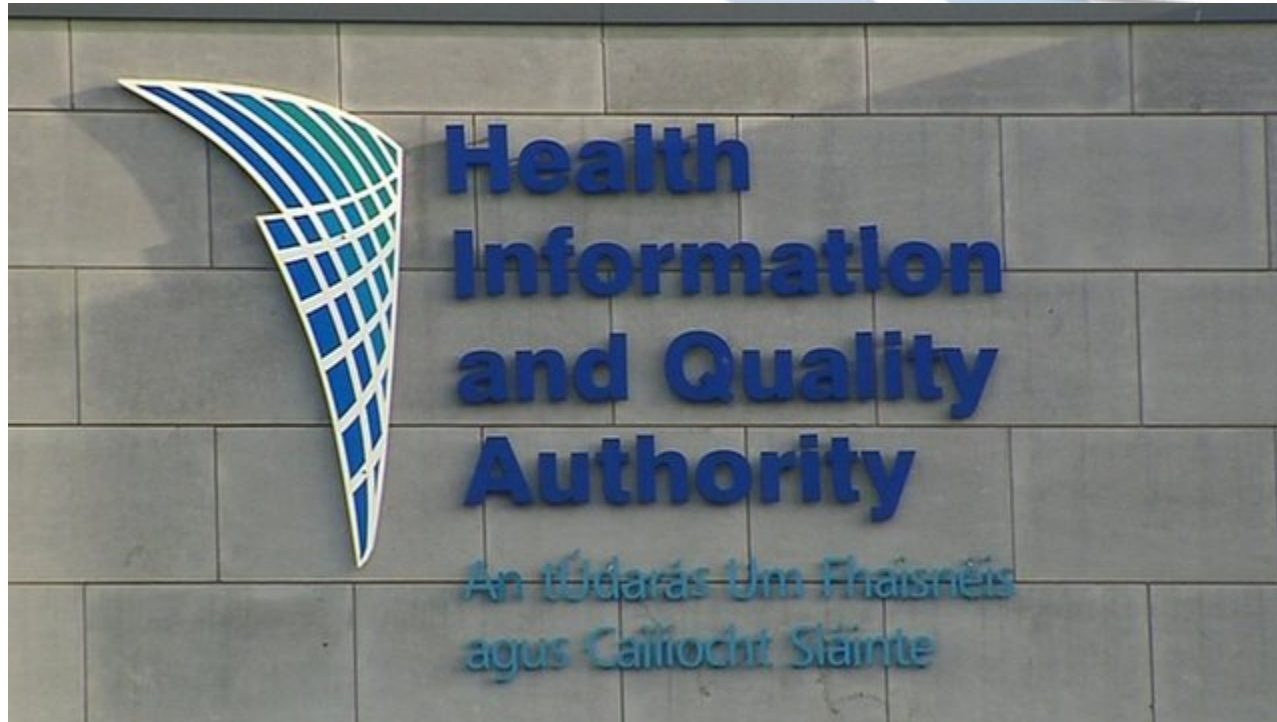
- Guidance on Dementia Care for Designated Centres for Older People, February 2015
- Statutory Notifications – Guidance for registered providers and persons in charge of designated centres, June 2015
- Medicines Management Guidance, October 2015
- Fire Precautions in Designated Centres, Guidance for Registered Providers and Persons in Charge of Designated Centres for Older People, November 2015

# Communication

- Risk Management of Percutaneous Endoscopic Gastroscopy (PEG) Feeding
- Provider Portal – User Guide for Providers, December 2015
- Submissions Policy and Procedures
- Publication Policy and Procedures

<https://www.hiqa.ie/resource-centre/care-providers/regulatory-safety-notice>

- Health Information and Quality Authority. *Safety alert 003/2012: Outbreaks of influenza in designated centres.* 2012.
- Health Information and Quality Authority. *Safety alert: Risk management of blood glucose monitoring in designated centres.* 2016
- Health Information and Quality Authority. *Report of the review of antimicrobial stewardship in public acute hospitals.* 2016



HIQA Concerns Line: (021) 240 9646

HIQA Registrations: (021) 240 9340

HIQA Regulatory Support Team: (01) 8147635

**Thank You**