



NOTIFICATION OF ABSENCE OF REGISTERED MANAGER

- Guidance Notes

1. BACKGROUND

In accordance with *The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003* and its associated Regulations relevant to the Services Registered with RQIA, this Guidance Document outlines the requirement for Registered Providers to notify RQIA if a registered manager is absent or ceases to manage an establishment or agency.

Absence of a Manager for purpose of this procedure, is defined as any absence in excess of 28 days of a person managing the establishment or agency.

2. NOTIFICATION PROCESS

In the case of planned absence the provider is required to notify RQIA no less than 28 days before the proposed absence commences, unless otherwise agreed with RQIA.

In the case of unplanned absence (emergency), the provider is required to notify RQIA within one week of its occurrence i.e. if it becomes apparent that the unplanned absence will exceed 28 days.

If a person ceases to manage a registered Service, the registered person shall give notice in writing to RQIA as soon as it is practicable to do so.

A full application for registration as a manager should be submitted as soon as permanent arrangements for the management of the service have been established.

Format of Notifications

The Provider should notify RQIA by completing a *Notification of Absence Form* and sending it marked as **Confidential** to:

Registration Team
Regulation and Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT

Return of Registered Manager (following period of absence)

The registered provider is required to notify RQIA of the return to duty of the registered manager of the establishment or agency no later than 7 days after their return date.

This should be sent marked **Confidential** to:

Registration Team
Regulation and Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT

3. APPROVAL OF ARRANGEMENTS

Nursing and Residential Care Homes, Residential Family Centres, Day Care settings, and Nursing and Domiciliary Care Agencies

Minimum Care Standards have been published for these services and agencies and therefore RQIA is required to approve all arrangements for the absence of the registered manager, this will be confirmed in writing.

Children's Homes, Adult Placement Agencies, Voluntary Adoption Agencies and Independent Health Care

Following the receipt of the Notification of Absence RQIA may contact you for further assurance of the arrangements put in place.

4. COMPLETION OF THE FORM

Please complete the form legibly in block capitals, if possible electronically. Illegible forms will be returned to you.

Section 1 - Information about the Establishment/Agency

Please complete all requested details. Your registration ID as well as the establishment/agency type can be found on your certificate of registration.

Section 2 - Details about the Notification of Absence

Please provide details of the currently registered manager, reason for the notification as well as start and estimated end date of the absence.

If the registered manager will not be returning to post following his/her absence, you will be required to register a new manager for the service as soon as possible. Please refer to the Guidance on the Registration of a New Manager.

Section 3 - Details about proposed Manager:

Please outline how the person appointed is suitably qualified to manage the establishment or agency during the absence of the registered manager. Please include relevant qualifications, work experience as well as registration with professional body, if applicable. Use continuation sheet if required.

Declaration

It is the duty of the registered provider to ensure that all necessary arrangements are in place for the safety and well-being of service users and that the information provided in the notification form is accurate and complete. Should relevant sections not be completed, this form will be returned and will have to be resubmitted.

5. COMPLAINTS ABOUT THE PROCESS

RQIA operates a complaints procedure that allows a registered provider to make a complaint if they think RQIA has not followed the notification of absence procedure. The complaints procedure cannot be used to challenge a decision made.

6. DATA PROTECTION ACT 1998 - FAIR PROCESSING NOTICE

Personal data in this form may be accessed and used in accordance with RQIA's requirements as outlined in The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and associated Regulations in line with RQIA's registration and notification with the ICO under the Data Protection Act 1998 and in compliance with the Freedom of Information Act 2000. To comply with statutory and Government requirements, data may be disclosed to external agencies such as (but not exclusively): DHSSPSNI, NIAO. RQIA will not disclose any personal information to any other third parties without the express consent of the Data Subject, except where required by law. From January 2005 personal data may, in exceptional circumstances where the public interest outweighs the individual's rights to privacy, be released under the auspices of the Freedom of Information Act 2000. Any queries concerning Data Protection and Freedom of Information should be addressed to the Head of Information.

Further details in relation to the use of personal data can be found on RQIA's web site <http://www.rqia.org.uk>. For further general information please visit <http://www.informationcommissioner.gov.uk>.