



The Regulation and
Quality Improvement
Authority

RQIA e-zine
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Assurance, Challenge and Improvement



Season's Greetings from RQIA



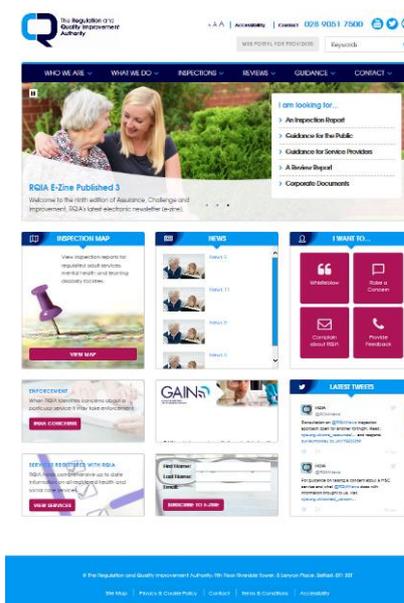
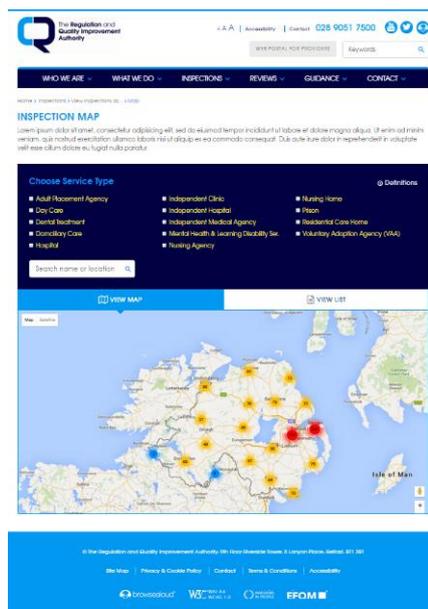
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In This Edition ...

Welcome to the twelfth edition of Assurance, Challenge and Improvement, the [Regulation and Quality Improvement Authority's](#) (RQIA) electronic newsletter (e-zine). RQIA is Northern Ireland's regulator of health and social care (HSC) services. You can access further information by clicking on the blue hyperlinks throughout this newsletter/e-zine.

Since our last edition, we have launched our new website, <https://www.rgia.org.uk> – add it to your favourites! We have also published the reports from the first phase of our unannounced acute hospital inspections. We also welcomed Health Minister, Michelle O'Neill, MLA, to our Belfast office. Read more below.

RQIA's New Website: <https://www.rqia.org.uk>



Since the launch of our previous website over nine years, there has been considerable change at RQIA.

At that time, we registered and inspected fewer than 700 services. However with the regulation of a range of services including day care, domiciliary care and private dental care, we now regulate around 1,500 services.

Our service type programme has also developed significantly since this time and we have also undertaken the functions of the former Mental Health Commission and the Guidelines and Audit Implementation Network (GAIN).

In developing our new site we sought the views of service providers and the public through, asking for views on what you wanted from our new website.

The new site addresses the limitations of our previous site, with a clearer layout and navigation; guidance for both service providers and the public; an improved site-wide search function; map and listing options to make it easier to access inspection reports for the full range of adult services we inspect. The site is also responsive and adjusts to optimise the view on PCs, tablets and mobile phones.

From our home page you can access our latest news; details of enforcement action; guidance on complaints and whistleblowing; and information and guidelines from GAIN.



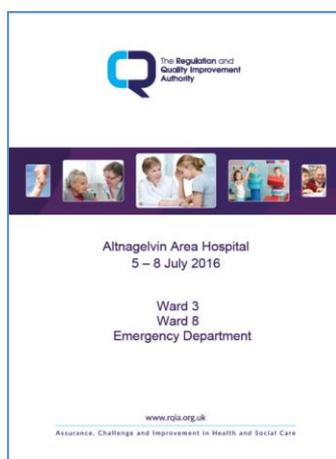
To ensure our website is fully accessible to those with sensory issues, dyslexia or low literacy, or English as a second language our website continues to be [browsealoud](#) enabled. This allows visitors to avail of speech, reading, and translation services in a wide range of languages.

Health Minister, Michelle O’Neill, Visits RQIA

This week we were delighted to welcome Health Minister, Michelle O’Neill, MLA, to our Belfast office. During the visit, the Minister had an opportunity to meet with staff from across the organisation and hear first-hand about our work in regulation, mental health and learning disability, healthcare, reviews and corporate services.



Hospital Inspections



RQIA has published the findings of the first phase of its acute hospital inspection programme. Unannounced inspections took place at [Antrim](#), [Royal Victoria](#), [Ulster](#), [Craigavon](#) and [Altnagelvin](#) hospitals. Reports for each hospitals are now available on our website, highlighting examples of good practice and areas for improvement. The second phase of inspections started earlier this month at Daisy Hill Hospital in Newry, and our findings will be available early in the new year.

RQIA Board Meetings

RQIA holds [six public Board Meetings](#) each year. The next meeting will take place on 19 January 2017. If you wish to attend a board meeting, or wish to request speaking rights, please email: info@rqia.org.uk, or telephone (028) 9051 7500. You can access our [board papers](#) one week in advance of meetings, while [previous board papers](#) and [minutes](#) are also available online.

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Contact Us

For further information, please visit our [website](#). If you wish to provide feedback, or need further information or wish to discuss any aspect of our work, please email: info@rqia.org.uk.

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