

The Inspection Process

**Information for providers and persons participating
in the management of centres**

Health Information and Quality Authority

Regulation

Regulation consists of three interrelated functions:

1. Registration
2. Monitoring and Inspection
3. Enforcement



Purpose of Inspection

Outcome for Residents: What is it like to live in this centre

Gather evidence to:

- Indicate the fitness of the provider
- Compliance with the Regulations
- Compliance with the Standards

Inspection: Legal Framework

The Health Act 2007:

S.43 Appointment of Inspectors with the same powers and duties as Chief Inspector

Inspection: Legal Framework

S.73 Right of Entry

- For purposes of monitoring or investigation, may enter any designated centre at any time
- Have access to all records including computer records, may remove copies or extracts of records from the premises
- Inspect or remove any item from the premises
- Interview in private anyone working in the centre or by consent, anyone receiving a service
- Require provision of information

Inspection: Legal Framework

S.77 A person shall not

- Refuse or prevent entry to a designated centre
- Obstruct or impede an inspection
- Provide false or misleading information

S.79 Contravention of S.77 is an offence

The Inspection Process

Different types of inspection:

- Announced or unannounced
- A monitoring inspection
- A registration inspection
- A themed inspection
- A triggered inspection

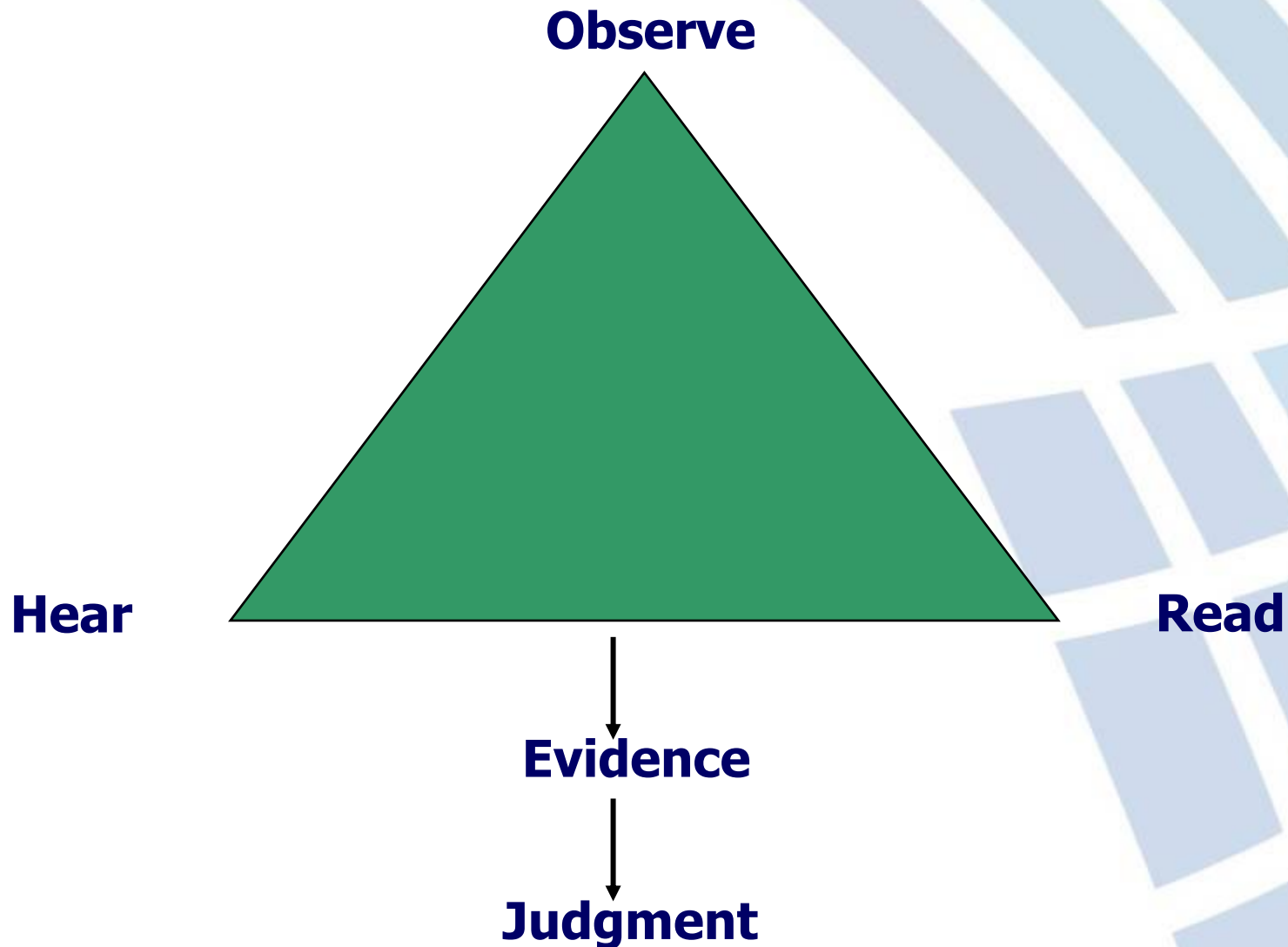
The Inspection Process

- Arrival, present Certificate of Appointment which contains photo identification
- Introductory Meeting
- Inspection Process
- Feedback Meeting
- Report and Action Plan

What will inspectors do ?

- ✓ Assess information prior to the inspection, (solicited and unsolicited)
- ✓ Meet with residents, family members, owner, management and staff
- ✓ Review policies and procedures, rosters, records, brochures, staffing issues, incident reports
- ✓ Inspect quality of life issues – activities, privacy and dignity, care practices, choices, routines, meals
- ✓ Review the physical environment
- ✓ Assess the evidence objectively
- ✓ Act decisively on issues of safety

How do Inspectors reach judgments?



The Inspection Process

- Assessment based on compliance with the Regulations and the *National Standards for Residential Services for Children and Adults with Disabilities*
- Where non compliance is identified, use a Judgment Framework to identify the level of non compliance

Communicating results of inspection

- Discussions during the inspection
- Feedback meeting
- Draft Report and Action Plan
- Factual Accuracy Form
- Finalise Report
- Publish on Authority's Website, www.hiqa.ie

Questions & Answers