



## Who regulates Mencap services?

Most Mencap services are regulated which means that an external body checks the quality and safety of the support that we provide. Regulation helps us to continually challenge ourselves to be better and to strive for excellence in our work.

Regulators vary across our regions with separate regulators for England, Wales and Northern Ireland.

### Services in Northern Ireland

Regulation and Quality Improvement Authority (RQIA)

#### **What is RQIA?**

RQIA is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

#### **What does RQIA do?**

When RQIA inspect Mencap services, they will aim to seek the views of the people we support and their families. They will also talk to the registered manager, other service managers, colleagues and professionals who are actively involved with the service.

The inspector will look at a range of records including policies, care records, incidents and complaints.

Services are inspected under four key areas: safe, effective, compassionate and well-led. Under each of these areas, RQIA will identify any areas for improvement. Inspection reports are published on RQIA's website: [www.rqia.org.uk](http://www.rqia.org.uk)

The inspector will provide feedback on the outcome of the inspection on the day of the inspection to the person in charge of the service. They will then provide a report of the inspection findings and outline any areas for improvement.

### **Inspection frequency**

Mencap services are inspected at least once a year. Most inspections will be unannounced so we won't know about them in advance.

### **How families are involved**

As part of the inspection process, RQIA will seek the views of the people we support and their families. RQIA will ask families to complete a questionnaire prior to the inspection taking place and will also speak with families directly during the inspection.

### **Contact details**

Should you wish to contact RQIA, you can do so by:

Telephone: 028 9051 7500

By post: The Regulation and Quality Improvement Authority  
9th Floor Riverside Tower  
5 Lanyon Place  
Belfast  
BT1 3BT

Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)

Website: [www.rqia.org.uk](http://www.rqia.org.uk)

