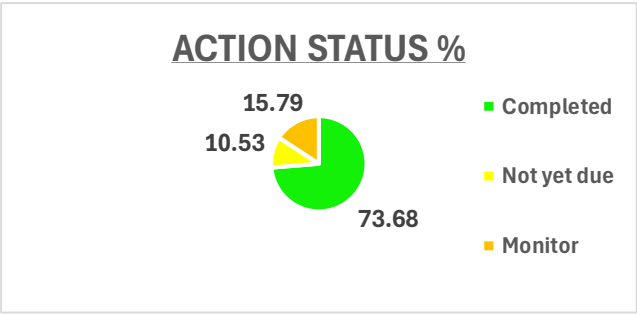


NOHC Quality Improvement Plan in Response to the Nov 2024 HIQA Inspection against the Safer Better Healthcare Standards

Today's date:

10/09/2026

Reviewed: 07/09/2026



ACTION STATUS		
	%	No.
Completed	73.68	14
Not yet due	10.53	2
Monitor	15.79	3
Total	100	19

QIP No.	Std.	Issue Identified as outstanding	Area	Action	Resp. Person(s) / Dept	Due Date	Completed Date	Action Status	
1	5.5 - Effective Mgt Arrangements	Out of Hours consultant arrangement was informal	NOHC	Rename NCHD On-Call Policy to Surgical & Medical On-Call Out of Hours policy (PP-HR-80) and update to reflect the arrangement/ process in place for each of the out of hours scenarios and to outline the on-call arrangements for consultants including when consultant escalation or advice is required for a patient during out of hours, the consultant is called. If the consultant is uncontactable or is on leave, the consultant on call in the admitting consultant's base hospital will be telephoned. The policy will list each Consultant and their base Hospital.	Head of HR/ Clinical Directors/ Chair of Medical Board	03/03/2025	03/03/2025	Complete	
2			NOHC	The policy has been brought to the attention of medical, nursing and the Site Nurse Management Team	Head of HR/ Clinical Directors/ Chair of Medical Board	10/04/2025	10/04/2025	Complete	
3			NOHC	Include Surgical & Medical On-Call Out of Hours policy in the NCHD induction training program and included on their mandatory list of policies for reading.	Clinical Directors of Paediatric & Adult Services	01/07/2025	01/07/2025	Complete	
4		There were no paediatric medical consultants or non-consultant hospital doctors at or available to NOHC however the Clinical Director for paediatrics was liaising with Children's Health Ireland in an effort to advance the action required to mitigate the risk of harm to paediatrics patients from clinical	Paed	Two consultant paediatricians to be recruited to provide a paediatric service to NOHC and to support the existing arrangement of surgical paediatric consultants/ NCHDs availability/ on-call	Clinical Director of Paediatric Services	30/06/2025	24/06/2025	Complete	
5		The on-call arrangement for children under 18 undergoing spinal fusion surgery was not outlined in the recently issued 'NCHD On-Call' procedure	Paed	Policy to be updated to reflect a new permanent on-call arrangement when consultant paediatricians are formally recruited and appointed.	Head of HR/ Clinical Director for Paediatric Services	01/08/2025	29/07/2025	Complete	
6	6.1 - Workforce	Poor compliance rates for NCHDs for BLS, ACLS and PALS, especially for NCHDs covering paediatric patients	NCHDs	Introduction of additional Induction days for CHI NCHDs	Head of HR	03/03/2025	08/01/2025	Complete	
7			NCHDs	BLS – NOHC is arranging additional BLS dates for NCHD's. HR introducing an onboarding process for NCHDs whereby they would be required to complete certain mandatory training in prior to their attendance at NOHC. ID reaching out to NCHD's individually and liaising with LK on same.	Head of HR/ Clinical Directors/ Chair of Medical Board	01/12/2025	01/12/2025	Monitor	

8			NCHDs	ACLS & PALS – Additional dates for both ACLS and PALS were sought and provided to all relevant NCHD's. HR introducing an onboarding process for NCHDs whereby they would be required to complete certain mandatory training prior to their attendance at NOHC.	Head of HR/ Clinical Directors/ Chair of Medical Board	01/12/2025	01/12/2025	Monitor	
9			NCHDs	Review of all NCHD mandatory training by each Clinical Director with HR Business Partner on a monthly basis, agree actions and follow up with individuals as required.	Clinical Directors for Paediatric & Adult Services/ Head of HR	08/01/2025	08/01/2025	Complete	
10			NCHDs	Continue to monitor training compliance rates and presented at relevant committee e.g. deteriorating patient, IPC committee, Training committee etc.	Head of HR/ Clinical Director for Paediatric Services	Ongoing	Ongoing	Complete	
11	2.7 - Physical Environment	Aged, outdated infrastructure	St. Teresa's	NOHC is listed on HSE's Major Capital Development Plan. There is a plan (Phase 1) which proposes to build a new 76 bed ward block build which will replace 46 existing beds and provide additional capacity with 30 new beds. This project is currently at Preliminary Design Stage to provide the following: 76 Bed Ward Block including storage & support rooms/ space, 10 bed HDU including storage and support rooms/ space and 5 surgical theatres including storage and support rooms/ space. The Dept of Health carried out a review of the PBC and have asked for the demand model to be updated based on Monday to Saturday activity. This updated demand model has reduced the requirement for additional beds at NOHC. PBC update	Head of Engineering	2028/2029		Not due yet	
12			St. Teresa's	As an interim measure, minor upgrade works to be carried out in St. Teresa's ward including doors, flooring and wall replacement where there are IPC risks. Phase 1 - New entrance into DOSA followed by new dedicated entrance into St. Teresa's	Head of Engineering	31/03/2026	30/03/2026	Complete	
13		Hand hygiene sinks do not conform to recommended standards	St. Teresa's	Replace 2 sinks on St. Teresa's ward with IPC compliant sink units	Head of Engineering	03/03/2025	03/03/2025	Complete	
14			St. Teresa's	Upgrade Bathroom facilities - part of the AMRIC/ Minor Capital HSE Infrastructure upgrade funding	Head of Engineering	31/05/2026	18/06/2026	Complete	
15		A multi-occupancy room that was a throughfare for access to another room	St. Teresa's	St Teresas Ward will be repurposed as part of the NOHC Masterplan and the new Ward Block Development (Phase 1). Major infrastructural upgrade works required to St Teresas Ward for ongoing use. The objective for repurposing is yet to be confirmed. In the interim, the 9 bed ward in St. Teresa's to be upgraded and segregated from DOSA, with a separate entrance for visitors and non-ward staff. Access for ward staff to the 9 bed will remain via the 7 Bed room of the same ward.	Head of Engineering	30/04/2026	17/04/2026	Complete	
16		No en-suite toilet and shower facilities in the multi-occupancy rooms	St. Teresa's	St Teresas Ward will be moving into the new build which will have single occupancy rooms.	Head of Engineering	TBC pending HSE funding		Not due yet	

17	3.1 - protect service users from harm	There was no dedicated clinical pharmacy or antimicrobial pharmacy service for paediatric patients	Pharmacy	Review of Pharmacy risk register and escalate to Executive Management Team using the 'Proposed Risk for Inclusion to the Corporate Risk Register' form as per the hospital Risk Management process.	Pharmacy Executive Manager	31/03/2025	31/03/2025	Complete	
18		Senior Management were unaware of the lack of a dedicated clinical pharmacy service to the paediatric ward. The impact of this risk, existing controls in place to mitigate the risk, residual risk rating or additional actions required to mitigate the risk had not been reviewed or considered at senior management level to reduce or eliminate the risk.	Pharmacy	Recruitment of additional pharmacy staff to enable a clinical pharmacist with adequate paediatric training to provide a full clinical pharmacy service to the paediatric service i.e. review of patient's drug Kardex, MDT liaison, clinical medication development and review. This includes the provision of an antimicrobial pharmacy service. A business case was submitted by CEO to the Hospital Regional group Office in July 2025 however this was rejected on the basis of current paediatric service activity. Currently no approval for this position so existing mitigating measures on risk register continue. This business case will be revisiting if change in paediatric activity.	Pharmacy Executive Manager	31/05/2025		Monitor - Paused based on activity/funding	
20		The 'Provision of the Pharmacy Service' policy was overdue since 2016	Pharmacy	Policy to be updated to reflect current service provided by Pharmacy and to include the service provided to the paediatric ward	Pharmacy Executive Manager	31/03/2025	26/06/2025	Complete	