

NHS
East London
NHS Foundation Trust



Service User-Led Accreditation

Sally Wilkin, Service User Lead for QA Team

Simona Shaygan, QA Manager and Project Lead





Service User-Led Accreditation

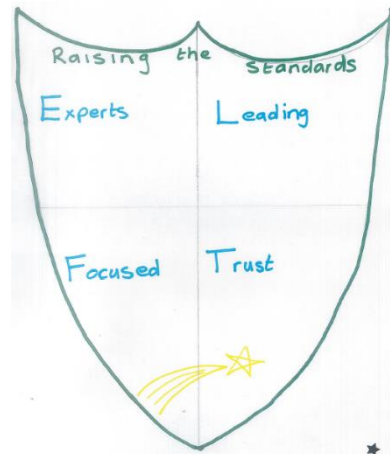
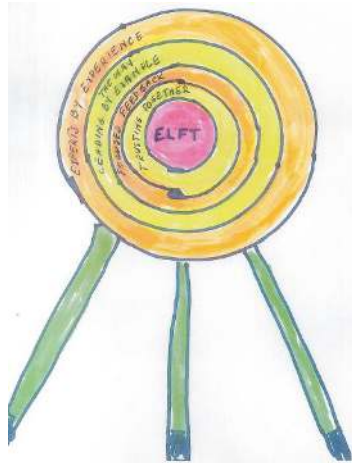
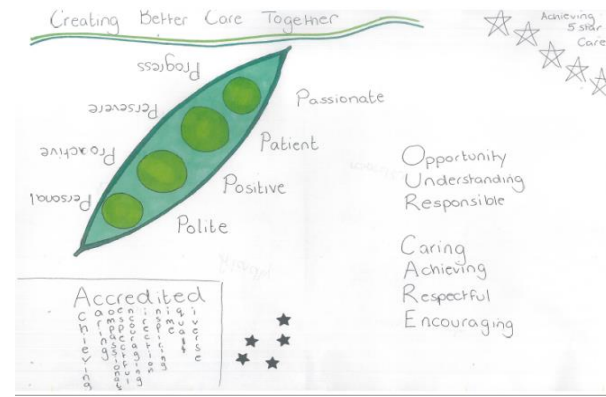
The journey and process



Project brief

- Collaborative Service User led project, placing Service User feedback at the heart of what we do in ELFT
- Understand what matters most to service users and how they could measure this
- Recognise excellence & support improvement in quality across services

It all starts from an idea



How does it work?



START HERE



Over 50 service users and clinicians have worked together to develop this unique service user led system, in which service users will measure standards of care provision that matter most to them. Based on the 'OUR CARE IS' framework, when measured together these standards will provided a meaningful and rounded picture of the quality of services from the service user perspective.

TEAM SELF-ASSESSMENT

Services are asked to make an initial self-assessment against the standards, then arrangements will be made for team of fully trained accreditation assessors to visit the service and look at the evidence that each of the standards is being met.

PHASE 02



ACCREDITATION COMMITTEE & OUTCOME REPORT

PHASE 04



STANDARDS DEVELOPMENT / REVIEW

This new accreditation process is driven by, and uses standards designed by, our service users which are applicable to all services across the trust including specialist services such as older adults, forensic settings, people with learning disabilities, addictions.

PHASE 01



ASSESSORS VISIT

This visit will also provide an opportunity for discussion, and for the assessing team to share ideas, suggestions, offer advice and give support, and potentially collaborate in identifying priorities for improvement.

PHASE 03



REFLECT & SUSTAIN/CORRECT

We hope this programme will deliver a whole range of benefits:

- Improve our overall understanding of service user experience
- Strengthen the involvement of Service User and Carers in helping us improve our services
- Help in understanding how well services are meeting the standards that matter most to our service users and identify areas for improvement
- Provide a stretch goal for our services to aspire to attain
- Recognise and celebrate the meeting of accreditation standards

REPEAT



Developing our assessors



Experienced Peer Support Worker Naheen Ali is an assessor and lead assessor for the Trust's pioneering Service User-Led Accreditation Programme.

The programme is the Trust's first internal accreditation programme and has been shaped in partnership by service users, carers and staff who formulated a set of standards by which all services within ELFT can be evaluated and awarded the appropriate level of achievement.

Naheen is from Bedfordshire and her personal experience of care from Trust services includes support from CMHTs, the crisis team, psychology and occupational therapy (OT).

She has discussed why the programme is important for her, service users, carers and staff.

What is your role with the programme?

I am a service user assessor and lead assessor for the programme and support assessments of services in Bedfordshire, Luton and in London. My experience of care and services had previously been in Bedfordshire and Luton only, and the programme has given me the chance to branch out and understand the similarities and differences across ELFT services and locations.

What does it involve?

We ask qualitative questions to service users, carers and staff in three different focus groups.

The groups review all of the programme standards, and I am proud to have been involved in creating those standards, which focus on themes including 'how are your service users involved in their care?'

Each assessment asks the same set of standard questions, but is also unique to the individual service, and needs to be because teams perform such different roles and their service users all ask for such different forms of help and support.

I have had the privilege of visiting various teams including the Recovery College, Forensics, Telehealth, and the teams has been engaging and interested in adopting the service user standards.



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The outcome



RAISING STANDARDS



Service User-Led Accreditation Programme

BETWEEN APRIL 2019 AND FEBRUARY

56 TRAINED ASSESSORS **2020**

Service users were welcomed and trained as assessors from across the trust including mental health, community physical health services, CAMHS and forensic services.



ASSESSMENT VISITS **60**



Teams would have had their assessor visit between April 2019 - February 2020

34 CERTIFICATES

19 teams received Gold Certificate
8 teams received Silver Certificate
7 teams received Bronze Certificate



What have we achieved so far?

34 CERTIFICATES

19 teams received Gold Certificate
8 teams received Silver Certificate
7 teams received Bronze Certificate



Celebrating success in services





Service User-Led Accreditation

The impact



Feedback received

Trained Service User:

" The training process was easy; the trainers were well informed and spoke calmly and nicely and on point. The atmosphere was very relaxed, and everyone seemed happy to contribute. Well done trainers! It was a great experience. I'm happy to join the team"

Trained Service User:

"You did not put the limit of how much we can do, and how good we can become"

Feedback received

CAMHS Service:

"As a service that actively promotes and encourages service user participation at every level, it was fantastic to be the very first ELFT service to welcome the Service User Led Accreditation Team"

"We were especially proud that the team included an ex service user and they had the opportunity to undergo training to participate in this exciting project"

Continence Team:

"It worked well and generated discussion, even if doing well we can do better"

Assessor Comment:

"I had a wonderful and empowering day with the rest of the team at Mile End Hospital today, and left feeling that my small contribution has made a difference"



Service User-Led Accreditation

Learning



Key learning points



Never underestimate your Service Users. They are all capable of achieving great things and may have the best, simplest improvement ideas.



Service Users know what **matters to them the most**, it may be only a simple change idea, but this can make a significant positive impact to the Service Users on the ground.



Learn from your mistakes, listen to your Service Users and services and be prepared to try something new.



Be **flexible and approachable**, especially within focus groups wherever opinion matters.



Multidisciplinary collaboration and co-production with putting Service Users at the heart of what we do can transform our practice for good.



Thank you for listening

For more information:



elft.qa@nhs.net



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