

## WHAT DO WE ASK FROM THE TEAMS?

- \* Invite service users and carers to the focus group
- \* Communicate effectively with us and their teams, informing that they are taking part in the programme
- \* Designate staff members to facilitate the various aspects of the assessment e.g. overview of the facilities
- \* Make sure refreshments (tea, coffee, snacks and light lunch) are available for the assessors visit day.

## WHO ARE OUR ASSESSORS

The assessing team, is composed of trained service users and carers who would be spending half a day visiting the service to review, challenge and validate the team's self-assessment. Our assessors undergo comprehensive training programme which involves half day classroom training, online safeguarding training and DBS check.

Meeting with assessors is an opportunity for discussion, and for the assessors' team to share ideas, suggestions, offer advice and give support. This would allow teams to identify priorities for improvement.



Award statuses will have three rating categories:  
Gold, Silver and Bronze

## WHY SHOULD YOUR TEAM JOIN?

The teams that take part in the programme are able to really self-assess against the standards are most important to our service users. Our standards look into wide range of elements of service provision, also seen in clinical audit as well as CQC. Therefore, by taking part in the programme, teams can compliment to their overall quality assurance and improvement activities.

Regardless of the status received after the process, teams benefit from building on the level of accreditation received, demonstrating a commitment to continuous improvement and excellence, and where relevant work towards the next level of accreditation.

Service User-Led Accreditation  
Programme  
Quality Assurance Team  
East London NHS Foundation Trust  
Robert Dolan House,  
9 Alie St,  
E1 8DE  
<https://www.eft.nhs.uk/>  
[elft.qa@nhs.net](mailto:elft.qa@nhs.net)



## Service User-Led Accreditation Programme

## Brief Overview

Quality Assurance Team  
&  
People Participation Team





## WHY ARE WE DOING IT?

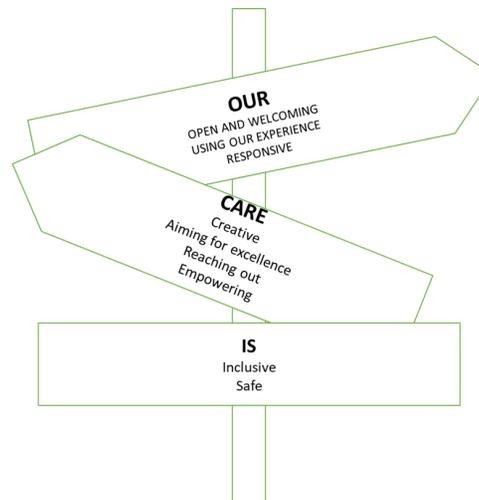
East London NHS Foundation Trust has a passion for listening to our service users and carers. It is this approach that has contributed to our 'Outstanding' CQC rating. We want to take this further. For nearly nine years we have utilised our service user led standards to drive up quality and experience. We are now taking the next natural step, as we have developed our new accreditation process, led by our service users and carers alongside our staff.

This programme 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 intellectual disabilities, addictions. Our standards are based on nine domains which form the framework 'Our Care Is' and endeavours to reflect exemplary practice in the health care we provide here at ELFT.

## HOW DOES THE PROGRAMME WORK?

This new accreditation programme is aimed at focusing on standards created by our service users that would be stretching for services to meet and become a marker of true excellence as defined by our service users.

Each of our clinical services is invited to go through a self-assessment stage followed by a visit from our assessors. The accreditation framework is composed of 24 standards that were developed by service users and staff within the "Our Care Is" framework.



## WHAT DOES THE PROCESS INVOLVE ?

### SELF-ASSESSMENT

This is the preliminary stage for the service to review its processes and practices against the standards and, where necessary, to make the improvements required to achieve accreditation.

A summary of the submitted results from the self-review, will inform the Assessors' review visit and initiate discussions.

### ASSESSORS' TEAM VISIT

The assessing team, composed of trained service users and carers, will spend half a day visiting the service to review, challenge and validate the team's self-assessment. It will also provide an opportunity for discussion, and for the assessors' team to share ideas, suggestions, offer advice and give support. This would allow teams to identify priorities for improvement.

### ACCREDITATION PANEL AND OUTCOME REPORT

The Accreditation Panel is a multidisciplinary group of Service Users and Carers, People participation Leads, senior clinicians and programme team. The Panel will meet at the end of each cycle to review the results of the self-assessment and assessors visit and decide on the accreditation status for each participating service.

### REFLECT AND SUSTAIN/CORRECT STAGE

Once teams have completed the accreditation cycle and have been awarded the relevant status, they will be encouraged to enter the 'Reflect and Sustain' or 'Reflect and Correct' phase.



Accreditation model