



## SAVE THE DATE...



**We will be hosting training for CQC@ELFT Reviewers on the 12th Jan 2022.**

This is a separate programme from SU led Accreditation so please let us know if you are interested!

### IN THIS ISSUE:

**VISITS ARE ALL FULL... FOR NOW...**

**THE HEART FAILURE CLINIC GETS THE GOLD!**

**OTHER WAYS TO GET INVOLVED WITH QA**

## ACCREDITATION VISITS...

**We are now fully booked for all upcoming confirmed visits.**

Thank you to all our keen Assessors who have signed up to visits this year. We have managed to fill every visit and in most cases even have a reserve or two!

We have ten services in the new year who have not yet confirmed their visit date. Keep your eyes peeled for emails to avoid missing out once the dates go live!!!

As always if you need any help or info contact us on [elft.qa@nhs.net](mailto:elft.qa@nhs.net)



# UPDATES AND OPPORTUNITIES

## A GOLD FOR THE HEART FAILURE CLINIC

In October, we completed our first visit to the Community Heart Failure Team, based in Bedford. We are delighted to say they strolled through the accreditation, securing gold for their service.

The accreditation panel had no hesitation in recommending the gold award to reflect the care and commitment the Heart Failure Team dedicate towards their Service Users and Carers.

We wish a hearty well done to the Heart Failure Team, congratulations on your achievement!

Lets hope we get a few more results like this one at the next panel in March!



"Coming together is a beginning.

Keeping together is progress.

Working together is success."

-Henry Ford

## ASSESSOR CHARTER

We will be starting a new co-production project in the new year to create an Assessor Charter and Mission Statement.

This project will outline a set of working principles, which will govern the way the SU Led Accreditation Programme operates in 2022 and beyond.

It is important to have your voice heard here so please let us know if you would like to take part. Dates TBC, look out for the email!!!

## THANK YOU FOR A WONDERFUL YEAR

With 2021 drawing to a close, we would like to thank you all for giving up your time to make the restart of SU Led Accreditation a success.

Without your work in steering groups, visits and panels, we would never have got such an ambitious project off the ground.

We have a lot of exciting new ideas and projects for 2022 and we hope to see you all there!

# Contacts



Quality Assurance Team [elft.qa@nhs.net](mailto:elft.qa@nhs.net)

QA Micro-site [qa.elft.nhs.uk](http://qa.elft.nhs.uk)

Twitter [twitter.com/ElftQA](https://twitter.com/ElftQA)

Service User QA Lead [matt.preston1@nhs.net](mailto:matt.preston1@nhs.net)

PP inquiries [elft.peopleparticipation@nhs.net](mailto:elft.peopleparticipation@nhs.net)

ELFT Services [www.elft.nhs.uk](http://www.elft.nhs.uk)

## Mental Health Crisis Lines

Newham 020 7771 5888

Tower Hamlets 0207 771 5807

Hackney 020 8432 8020

Luton 01582 556 971

Bedford and Mid-Bedfordshire 01234 315 691

Information on Covid-19 [www.nhs.uk](http://www.nhs.uk)  
[www.who.int](http://www.who.int)

NHS 111 Call 111 (24 hours)

Sane Line 0845 767 8000 (6pm - 11pm)  
[www.sane.org.uk](http://www.sane.org.uk)

Samaritans 08457 90 90 90 (24 hours)  
020 7771 5807  
[www.samaritans.org](http://www.samaritans.org)