

# **Memory Services National Accreditation Programme**

An Introduction

# WHO WE ARE AND WHAT WE DO

The Memory Services National Accreditation Programme (MSNAP) was established in 2009 to support local service improvement of memory services in the UK and is one of over 20 networks within the College Centre for Quality Improvement (CCQI) within the Royal College of Psychiatrists.

MSNAP is a quality improvement and accreditation network for services that assess, diagnose and treat dementia in the UK.

## MEASURING PERFORMANCE AGAINST STANDARDS

Our standards are used to review memory services across the UK and Ireland. The purpose of our standards is to improve the quality of care provided by memory services.

You can access a copy of our standards [here](#):

## MEMBERSHIP OPTIONS

### Developmental

For teams who are new to MSNAP or are not quite reaching the threshold for accreditation. The developmental membership includes an annual peer review and is offered as a

stepping stone to reaching accreditation.

### Accreditation

For teams that would like to receive MSNAP accreditation and can evidence that they meet the standard thresholds. Includes an accreditation peer review visit and accreditation (if awarded)

lasts for three years, subject to a satisfactory interim check.

## THE REVIEW PROCESS

There are three stages to the review process:

### 1. Self-review

The self-review stage is a 8 week period of data collection where your team will:

- Rate yourselves against each standard, stating whether you think you meet it or not
- Complete a brief audit of case notes
- Each complete a staff questionnaire
- Ask your referrers, patients and their carers to complete a questionnaire

### 2. Peer Review

You'll be given 6-8 weeks between the self- and peer review stages so that you can look through your data and begin to implement any changes.

A review team made up of at least 2 memory service professionals from other MSNAP member services, a service user or carer representative and a member of the central MSNAP team, will then visit your service virtually to discuss the self-review data.

The data collected from both the self- and peer review will then be used to write a report. The report will highlight your achievements, and outline any changes you'll need to make to meet standards that are not met or partly met. You'll then be given a consultation period to provide comments and further evidence before your report is finalised.

### 3. Annual forum

Following each review cycle, MSNAP holds an annual forum for national memory services to capture overall areas of good practice and key areas for improvement that have been derived from the peer reviews that year.

It is also an excellent opportunity for member organisations to present workshops on areas of innovation and good practice within their services.

# MEMBERSHIP BENEFITS



## Quality improvement

The key strength of MSNAP is to share good practice, challenges and learning. services are supported to identify and address areas for improvement.



## Events and online sessions

Free attendance to all our events, annual forums and open discussion forums



## Publications

Receive two newsletters per year. Staff, patients and carers have the opportunity to submit newsletter articles to share good practice.



## Personal development

Free peer reviewer training for staff, currently delivered online. Enabling staff members to improve their professional practice.



## Learning from others

Attend peer review visits to other memory services to learn about different practices. Currently taking place virtually.



## Online resources

Free access to our webinars and online resources.



## Patient and carer involvement

Working with representatives that have lived experience. Involving patients and carers in initiatives such as artwork competitions.



## Ongoing networking support

Access to [knowledge hub](#), our online discussion forum for networking and shared learning.



## Benchmarking and trend analysis

Annual aggregated report to share good practice and benchmark against other services nationally. View our [previous reports here](#).



## Stakeholder involvement

Our processes seek involvement from staff of all professional backgrounds, patients and their carers.

# HOW TO JOIN MSNAP

New teams can join and start the accreditation process at any time.

If you'd like to join the network, please email [MSNAP@rcpsych.ac.uk](mailto:MSNAP@rcpsych.ac.uk) with details of the team (s) you'd like to sign up, including the name of the team and what Trust you fall under. We'll then arrange together a convenient time for the team to start the review process.

## How much does it cost?

The accreditation programme is funded on a subscription basis. The annual fee is £2,070 + VAT per team which includes access to all our materials and events.

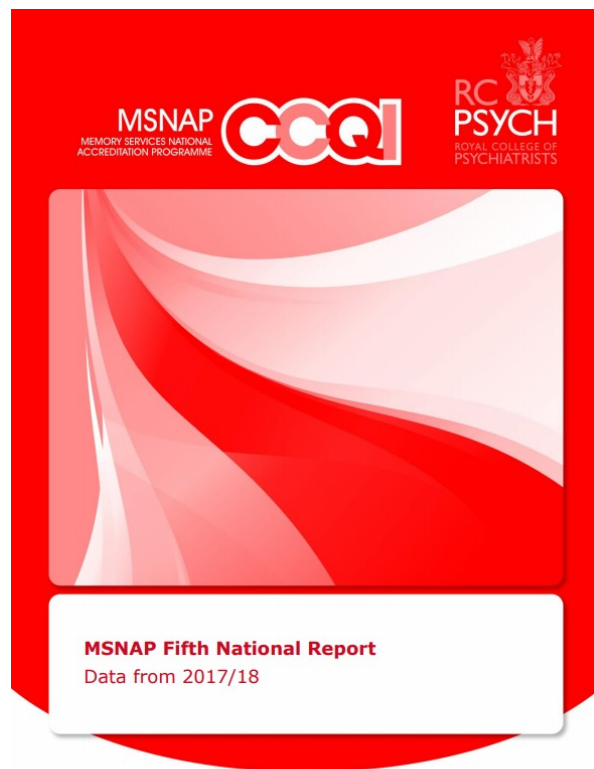
A 10% discount is available for services that purchase a three-year membership, total cost £5,589 + VAT.

If you'd like further information about joining MSNAP, please contact us!

# PUBLICATIONS AND RESOURCES

To support memory clinics, the MSNAP team keep the website updated with the latest resources for clinicians, people with dementia and their carers. There are also resources with examples of best practice. Access the MSNAP website [here](#).

## MSNAP NATIONAL REPORT (2019)



In 2019, we published our fifth national report, highlighting key findings from the data collected throughout 2017 and 2018.

This report also celebrates 10 years of MSNAP and celebrates quality improvement across memory services during this time, as well as the contribution from people with dementia and families and carers.

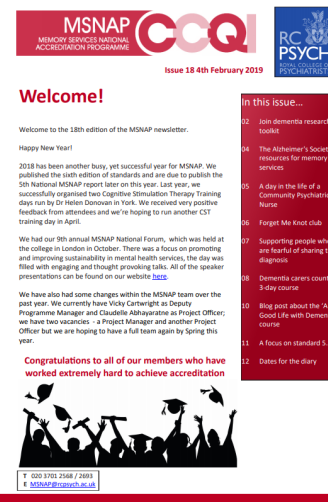
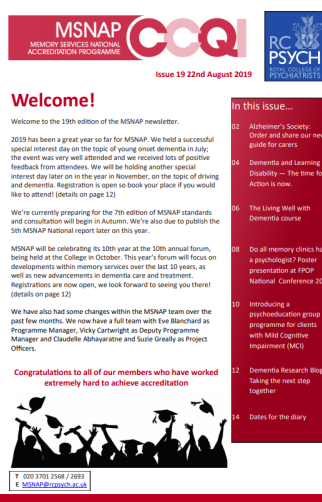
This report is a good resource for memory services to assess what are the key areas of good practice nationally, and the main areas of challenge. Teams can also benchmark their services against other participating memory service members.

To access the report, please click the image on the left.

**Editors:** Claudelle Abhayaratne, Eve Blanchard, Vicky Cartwright, Suzanna Greally  
**December 2019**

## MSNAP NEWSLETTERS

We publish newsletters twice a year to demonstrate areas of good practice from our member services. Click on the images below to access some of our past newsletters.



## Useful links

### Discussion group:

[Memory-CHAT@rcpsych.ac.uk](mailto:Memory-CHAT@rcpsych.ac.uk)

### General queries:

[MSNAP@rcpsych.ac.uk](mailto:MSNAP@rcpsych.ac.uk)

### The Royal College of Psychiatrists:

[www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

### MSNAP page:

[www.rcpsych.ac.uk/msnap](http://www.rcpsych.ac.uk/msnap)

### MSNAP standards—7th edition

[Access the standards here](#)

### Resources for people with dementia and carers

[Access information here](#)

### Twitter

Follow us: **@rcpsych** **@ccqi\_**  
And use **#MSNAP** for up-to-date information

### Royal College of Psychiatrists' Centre for Quality for Improvement

21 Prescot Street, London, E1 8BB



## Contact the Network

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[www.rcpsych.co.uk/MSNAP](http://www.rcpsych.co.uk/MSNAP)