



# College Centre for Quality Improvement

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# College Centre for Quality Improvement (CCQI)



- We support clinicians to improve mental health services
- We focus on two main areas of work:
  - Quality networks and accreditation programmes
  - National clinical audits

# CCQI at a glance



# How do we support services to improve?

- We set standards
- We measure how well services are performing
- We provide forums for sharing best practice and new ideas
- We support improvement



# Quality networks and accreditation programmes

- Child and adolescent mental health services
- Perinatal services
- Therapeutic communities
- Forensic services
- Adult inpatient wards
- Older people's inpatient wards
- Rehabilitation mental health services
- Learning disability services
- ECT clinics



# Quality improvement/ accreditation networks

- Memory clinics
- Psychiatric liaison services
- Psychiatric intensive care units
- Eating disorder services
- Adult community mental health teams
- Prison mental health services
- Early intervention in psychosis teams
- Home treatment teams
- Serious incident review teams



# The review process



# Being a reviewer



- Opportunity to visit another service
- One day commitment
- Supported by College staff
- Part of a multi-disciplinary review team
- Chance to share your own good practice and learn from others
- Opportunity to use for CPD and revalidation



# A review day

- Tour of the environment
- Meetings with staff (frontline and senior), patients and carers
- Action planning and sharing of ideas to support where there are unmet standards
- Documentation review
- Feedback



# How has COVID impacted?

- In March, 300 reviews cancelled
- All review activity has been moved online
- Positive feedback from services and reviewers
- Over 150 online reviews have already been completed
- Online conferences and webinars – nearly 100 events with over 13,000 people watching

# What are the benefits for a service?

- Self and peer-review against nationally agreed standards
- Opportunity to benchmark performance against other services
- Access to a network of professionals in similar services to sharing learning and innovative practice
- Accreditation to demonstrate the quality of your service
- Free access to member events and training

# The impact of our work: psychiatric liaison services

- Psychiatric Liaison Accreditation Network was established in 2009 with approximately 70 services participating
- NCEPOD report in 2017 – Treat As One looked at mental health in general hospitals
- Reviewers found higher levels of good practice in services with accredited liaison teams compared to non-accredited teams and services with no liaison teams



# Any questions?



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