

Person Specification and support information for Healthcare Professional Representative Members of the Award Advisory Committee for the Quality Mark for Elder-Friendly Hospital Wards

This document should be read in conjunction with the overall Role Description and Terms of Reference

Healthcare Professional Representative

Healthcare Professional representatives will be nurses, physicians and allied healthcare professionals with relevant knowledge and experience of essential care provision for older people and service evaluation. The AC is made up of healthcare professionals as well as service user or carer representatives. The role of the committee collectively is:

- To review reports completed by wards aiming for award of the Quality Mark. Ward reports are presented to the AC when the ward achieves a pre determined level at Stage II of the Assessment and Award process.
- To attend meetings to make recommendations on award of the Quality Mark in collaboration with other members of the committee, based on the relevant criteria specified in the Assessment and Award Process.
- To consider as necessary any feedback received indicating areas of concern regarding the quality of care delivered in a ward which holds the Quality Mark.

Essential criteria for Healthcare Professional representative

- Expertise in essential care provision for older people.
- Knowledge and experience of service evaluation, audit or other assessment processes
- Understanding of patient and Service User empowerment and involvement.
- Experience of committee work and decision making frameworks.
- Confidence in communicating with a range of people including Service Users, health professionals, medical staff, carers and service managers.
- Available to devote 5 to 7 days to the project annually, including meetings held during the day.

Desirable

- Experience as a local Champion for older people or similar role.
- Experience of research or evidence based quality improvement initiatives in hospital wards.

Please contact the Project Team on 020 3701 2682 or email Qualitymark@rcpsych.ac.uk for more details.

The role of the Project Team and terms and conditions (summary)

Introduction

The Quality Mark for Elder-Friendly Wards has been established to help improve the quality of care received by older people (over 65) admitted to general hospital wards. It is a voluntary subscription based quality-improvement programme for hospital wards. Participation in this process shows a commitment by the hospital, ward and staff to continual improvement of the care provided to patients over 65.

The Quality Mark process aims to support wards to focus on delivery of good-quality, essential care for older people by:

- awarding and recognising the achievement of elder-friendly wards
- supporting and encouraging wards to improve the quality of care provided
- encouraging focus on a continuous improvement cycle through publicising both membership of the scheme and feedback from patients and staff

The central Project Team is based within the Royal College of Psychiatrists' Centre for Quality Improvement (CCQI). Its role is to:

- Ensure that the work programme is implemented and quality assured.
- Manage the budget.
- Oversee and coordinate all aspects of the project plan.

Joining and leaving the AC

New members of the AC will be recruited for one year in the first instance. After the first year, the central project team and the chair will review the membership of the group to ensure that the balance, size and knowledge mix is appropriate, and to consider whether or not members will be invited to continue on the group. After that, membership will then be reviewed every 2 years. Membership is voluntary and individuals can leave the AC at any time. When new members are required (either because original members stand down or because it is felt there is a 'gap'), new members will be recruited.

Time and place of meetings

The meetings will take place 4-5 times per year. Some meetings will be held as teleconferences to save travel time and expenses. Face to face meetings will normally take place at the Royal College of Psychiatrists, which is located at 21 Prescot Street, London E1 8BB.

Expenses

AC members will be reimbursed for travel expenses according to the College policy (advance standard class travel).