

## What is the Quality Mark?

The Quality Mark for Elder-Friendly Hospital Wards is a subscription-based quality-improvement programme.

It is designed to focus on how older patients experience care. At the heart of the Quality Mark is a short questionnaire for patients over the age of 65. Associated tools build a picture of care quality on the ward.

## What are the benefits?

- ★ Engage patients, ward staff, hospital management and governors in assessing the quality of care
- ★ Receive training in Person, Interaction and Environment observations of care.
- ★ Identify areas of achievement and improvement to enable action planning
- ★ Encourage team reflection
- ★ Get awarded and recognised for achievements
- ★ Achieve a continuous focus on improvement to quality of care for older people

## What is the process?

### *To complete Stage I:*

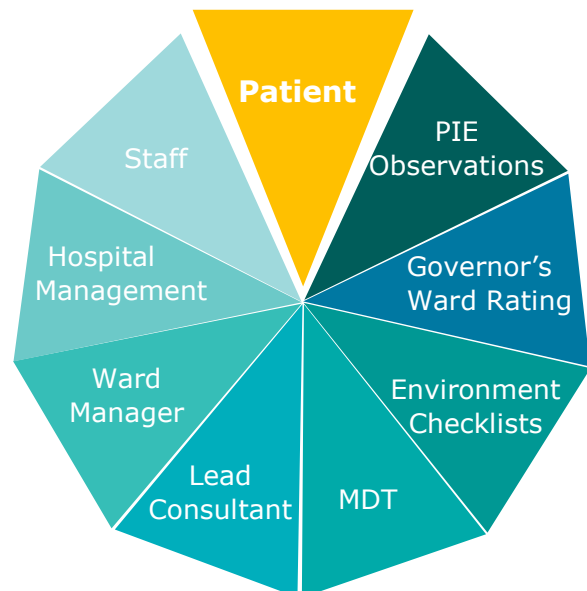
1. Submit a full set of assessment tools
2. Receive results in a detailed report: highlighting areas of achievement, areas for improvement and areas of concern
3. Submit an action plan
4. Wards repeat Stage I or progress to Stage II, depending on the results



### *To complete Stage II:*

1. Submit a further set of assessment tools
2. Receive results in detailed report: comparing with Stage I
3. The results are presented to the Quality Mark's Award Committee, who decide on the Award
4. If unsuccessful: repeat Stage II
5. If successful: achieves **Quality Mark award** for three years, subject to an Interim Review

The Quality Mark involves your ward returning the following assessment tools over a four month period (at each stage):



The Quality Mark costs £1,200 per ward per year. There are discounted fees for trusts who sign up multiple wards.

To sign up now, please complete our [Joining Form](#)

For more information about the Quality Mark, please email [qualitymark@rcpsych.ac.uk](mailto:qualitymark@rcpsych.ac.uk)