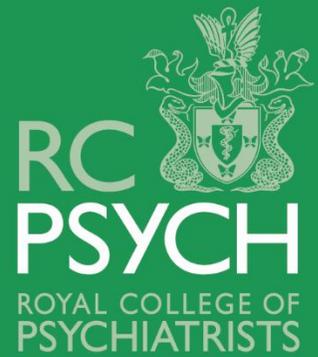


AIMS
ACCREDITATION FOR INPATIENT
MENTAL HEALTH SERVICES



Guidance for completing the self- review tools

AIMS-WA/AIMS-AT

Completing the self-review:

- Complete and return the starter form to the AIMS-WA Team
- Read the AIMS-WA standards document to familiarise yourself with the quality standards and guidelines set out nationally
- Read this guidance on completing the self-review and data collection tools

- Use the login details to sign in to CARS. These would have been sent to the Primary Contact as outlined on the starter form that were sent to you when you were registered on CARS
- Make staff aware that they need to give out service user and carer questionnaires along with the pre-paid envelopes. Please make staff aware that patients and carers questionnaires must be completed without staff present and sent directly back to the team in the post
- Decide amongst your team who will take responsibility for the other aspects of the audit e.g. completing health care audits
- Ensure that all staff are aware that they must complete the staff questionnaire online and inform them of the peer review using the adhesive AIMS-WA poster
- Respondents will have a 3 month period to submit all of the data to the AIMS-WA project team

This booklet

Preparing for your team's peer review visit:

- The project team will communicate with the Ward Manager/Primary contact regarding potential peer-review dates
- Final confirmation of the actual date will be confirmed between the Ward

Manager/Primary contact

Once a date has been confirmed

- **Plan your review day according to the timetable and guidance we send you via email and in the post**
- ***Advertise the peer-review using the AIMS-WA peer-review posters.***
- ***Send out the carer invitation letter to encourage carers to attend.***
- **Identify a group of service users and carers to be interviewed by the review team during the peer review visit**
- **Have examples of key policies/protocols/training matrix etc available to show the review team**
- **Ensure that staff members of your team are available attend peer review training**

AIMS-WA's "Guidance for Host Teams"

Reviewing another service:

- **Attend the AIMS-WA training for peer reviewers**
- **will receive information on upcoming reviews closest to your trust.**
- **Choose your preferred team to visit**
We expect all trained reviewers to attend at least two peer-review visits per year
- **Once we have confirmed which team you are visiting, you should make travel and accommodation arrangements if necessary**
- **Read the necessary paperwork and guidance sent to you prior to the visit**

AIMS-WA's "Guidance for Review Teams"

Making improvements to your service:

- ***You will receive a draft report following the visit and can use this report to make changes and improvements***
- ***Your final report will describe your team's achievements and suggested areas for improvement***
- ***Disseminate your report to senior managers within your trust/organisation***
- ***Notify the service users and carers who attended the review day of the decision***
- ***You may of course make improvements at any stage of the cycle!***

Overview

Accreditation for Inpatient Mental Health Services (AIMS-WA) standards and associated criteria have been used to generate the self review data collection tools, i.e.:

- questionnaires – for staff, service users, carers and;
- health record audit of case notes;
- a senior clinician checklist to rate your service against the standards;
- it works OK for the ward manager to complete against standards

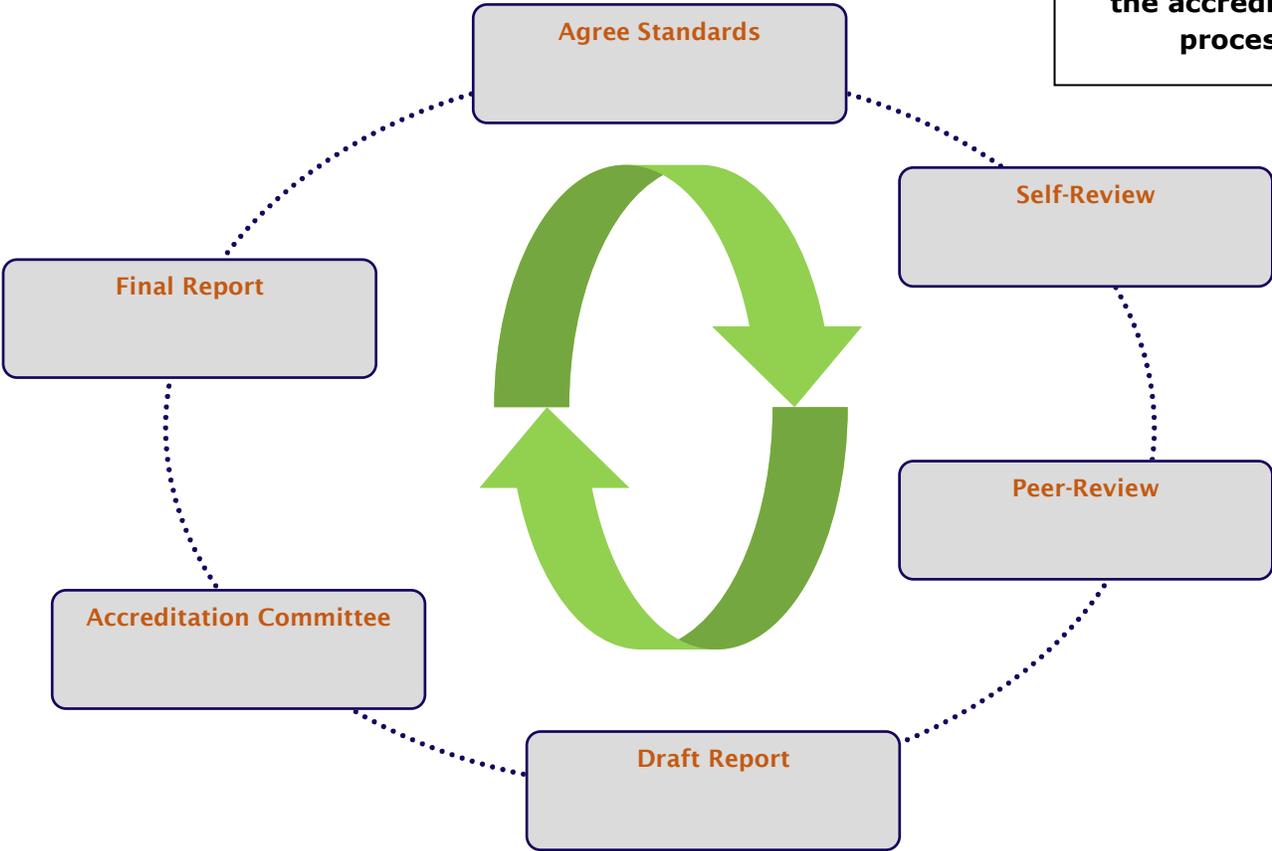
Most criteria are measured using one or more tool. This means that compliance with each standard can be evaluated robustly, using the most appropriate methods and sources of information.

The self review tools are designed to generate information that will allow your inpatient mental health service to examine your procedures and practices and to improve your service in line with the standards. If you identify areas where standards are currently not met, your inpatient mental health service can begin to implement improvements in time for the peer review visit.

Please bear in mind that it would be very unusual for an inpatient mental health service to meet all the standards and associated criteria.

The data from your self review will be compiled into a peer review booklet that will form the basis of discussions at your peer review visit which will take place in Approximately 4-5 months following the self-review start.

Diagram 1: Stages of the accreditation process



This diagram summarises the accreditation process. The self-review relates to Stage 2 of the cycle.

Support

The AIMS-WA Team is available to support inpatient mental health services going through the review process. Any concerns about any aspect of the process can be discussed in confidence with a member of the Team.

**Accreditation for Inpatient Mental Health Services (AIMS-WA)
Royal College of Psychiatrists' Centre for Quality Improvement
21 Prescott Street
London E1 8BB**

020 3701 2658/aims-wa@rcpsych.ac.uk



The Self Review Process

Three-month data collection period

Your inpatient mental health service is required to return service user and carers questionnaires to the AIMS-WA Team at the Royal College of Psychiatrists' Centre for Quality Improvement (CCQI) within the three-month time period that begins on (check your CARS account). It is very important that all data is received by this date, as a delay may result in the postponement of your peer review visit.

Survey Targets

Further information on the set **minimum targets** for the numbers of carer, service user, staff questionnaires that are required and the number of case notes you need to audit are contained in this document.

Fortnightly updates on data received

The AIMS-WA team will send regular updates on how many questionnaires and case note audits have been received. You may need to follow up one or more respondent group if numbers are low.

Please note: If your inpatient mental health service is experiencing problems collecting data and you think that the three-month deadline may not be met, please get in touch with the AIMS-WA Team as soon as possible.

Self Review Data

✓ Patient Questionnaire

This questionnaire is anonymous and the questions relate to various aspects of the person's experience of using your service – specifically their experience of being admitted and treated on the ward.

Please distribute the following:

- a patient questionnaire;
- an information sheet;
- a 'postage paid' envelope

Please note: Copies of the patient questionnaire, information sheet and envelopes are provided. If you require more, please contact the AIMS-WA Team.

Please ensure that people are informed that completing the questionnaire is entirely voluntary, entirely anonymous, and will not affect the care and treatment they receive.

The questionnaire should be completed by the person and posted straight back to the AIMS-WA Team in the postage paid envelope provided. You are advised to begin distributing these questionnaires as soon as you receive the self review pack.

Special considerations:

- We recognise that it may not be appropriate for some people to complete the questionnaire on the day that they have been seen by your inpatient mental health service. The postage paid envelope will allow them to return it to us in the days after their appointment.
- Some people may need help completing the questionnaire, which could mean you need to find someone independent from your service that they can approach. This might include an advocate, member of staff from a local voluntary organisation, or a member of staff from your local Patient Advice and Liaison Service (PALS) or from another department/service. Alternatively, patients may choose to seek help from a carer or relative. **The key issue is that this person is independent from your service.**
- People discharged in the last 2 months can also complete the questionnaire.

✓ Carer Questionnaire

This questionnaire is anonymous and the questions relate to various aspects of the carer's experience of your service – including their experiences of support as a carer, and involvement with their loved one's care. For this reason, they will be able to answer more questions if they have been involved with the service for a period of time.

Please distribute the following to the carer of any person:

- a carer questionnaire;
- an information sheet;
- a 'postage paid' envelope

Please note: Copies of the carer questionnaire, information sheet and envelopes are provided. If you require more, please contact the AIMS-WA Team.

Please ensure that carers are informed that completing the questionnaire is entirely voluntary, entirely anonymous, and will not affect the care and treatment that they, or the person they care for will receive.

Data submission

The questionnaire should be completed by the person and posted straight back to the AIMS-WA Team in the postage paid envelope provided. You are advised to begin distributing these questionnaires as soon as you receive the self review pack.

✓ Staff Questionnaire

Target: all inpatient mental health service staff

Please distribute a staff questionnaire information sheet to **all** members of the inpatient mental health service (including doctors, nurses, OT, psychology, administration and any other discipline working regularly in your inpatient mental health service). You are advised to begin doing this as soon as you receive the self review pack.

Data submission

The questionnaire should be completed by each member of staff independently via our easy-to-use web-based data collection system. You will be provided with a survey link to the staff survey. Please speak to the ward manager for the link details.

✓ Health Record Audit

Target/minimum: check CARS Dashboard

Collecting your sample

Please complete an audit of the Health Records of patients who are resident on your unit during the data collection period.

We understand that this may be time consuming, and so would suggest asking for the support of the local clinical audit department

Conducting the audit

The Health Record audit tool lists a number of criteria and asks whether each was met in relation to each specific set of notes.

Who should conduct the audit?

Ideally, choose someone who is very familiar with the processes and paperwork that your team uses for the purposes of assessment and diagnosis. This will mean that they will find it easier to establish whether each piece of information that is asked for has been recorded. They should also have the knowledge to allow them to write a brief explanation for the peer review team of why any criterion was not met for the specific set of case notes.

This component of the data collection will be time consuming. At least one member of staff will need to be able to dedicate sessions of their time to the task.

Data submission

We have sent a sample hard copy of the audit tool to use when you are carrying out the audit. Please submit your data using the web-based data collection tool.

✓ Senior Clinician Checklist

Target: one

The checklist asks you as a service to rate yourselves against each of the standards. It is recommended that this checklist is completed during a team meeting with all of the senior clinician's present. Again, remember it is not expected that any service will meet all standards.

Data submission

We have sent a sample hard copy of the audit tool in your packs to use when you are preparing for the audit. Please submit your data using the web-based data collection tool.

And finally,



**...if you have any questions or concerns,
please do get in touch!**

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