**Quality Network for Community CAMHS Joining Form**

**Service Information**

|  |  |
| --- | --- |
| Organisation (Trust) |  |
| Service/Team Name |  |
| Age Range |  |
| MDT Size |  |
| Service Type *(Please tick*  *as appropriate)* | * General CAMHS * All Age Eating Disorders * Eating Disorders * Learning Disability * Neurodevelopmental * Other:   Please state: ­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Invoice details**   * For the attention of: |  |
| * Job title/Designation: |  |
| * Address: |  |
| * Telephone: |  |
| * Email: |  |

**Subscription**

Self-review - £1,800 + VAT

Peer review - £3,220 + VAT

Accreditation - £3,220 + VAT, for three years

***Sign up for 3 years - 5% discount (£9,180 + VAT)***

Please attach a Purchase Order Form or enter a Purchase Order Number below, detailing the type of membership chosen (please see explanations in the form’s appendices):

If your team is currently within a 3-year membership, please indicate this in the box below as no new Purchase Order will need to be requested.

**How did you hear about the network?**

Please be as detailed as possible as this helps us to promote the network in the future. If you are a longstanding QNCC member, please let us know how you first heard about the network.

|  |
| --- |
| **How did you hear about QNCC?** |
|  |

**Dates for your QNCC review visit**

Please provide three convenient dates for your service to receive a peer review. Although you will only receive one visit, we ask you to provide us with three dates to allow for flexibility in organising the reviews. You should aim to choose a day when all key members of staff will be available for discussion.

|  |  |  |
| --- | --- | --- |
| Please choose 3 convenient dates (September 2023 – May 2024) | | |
| Date 1: | Date 2: | Date 3: |

Please be specific, (e.g. Thursday 10th March) and please choose dates that are on at least two different week days. We will contact you to let you know the date of your review in due course.

|  |  |
| --- | --- |
| Please indicate which type of review that that your service would like to have:  Choose from **a Self-Review, a Comprehensive/Focused  Peer Review** (developmental)or **Accreditation**),  *(See appendices for explanations of each review type)* |  |
| Preference for review location:  (\*The CCQI is aiming to have all reviews return to being  held face-to-face for the 2023/24 cycle. Accreditation reviews  must be held in person but if you are hosting a peer review,  please state here if you would prefer for your peer review to be  held virtually, via MS Teams, or in person). |  |

**Finding your service**

|  |  |
| --- | --- |
| Address for your service |  |
| Nearest Station(s) |  |
| Nearest Hotel (please list 3 if possible) |  |
| Local Taxi Service |  |
| Is parking available on site? |  |
| How to find your service if it’s on a large site? |  |

**Local Information**

**QNCC Champion Information**

**The Responsibilities of the QNCC Champion**

*The lead contact for your service will be known as your QNCC Champion and will be the main point of contact for* ***all*** *correspondence relating to your QNCC membership and review. QNCC Champions* ***do not*** *need to be service leads but they need to have a thorough understanding of the service. Being a QNCC Champion for your service involves:*

* *Organising the completion of your self-review booklet*
* *Arranging the logistics of your review day*
* *Ensuring members of your team attend at least three reviews per year*
* *Informing the QNCC project team of any staffing changes so we can update our records (e.g. if the QNCC Champion changes, or a member of staff leaves your service who may be signed up for a review)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QNCC Champion** | | | | |
| Title: | First name: | | Surname: | |
| Job Title/Designation: | | | | |
| Address: | | | | |
| Tel: | | | | |
| Email: | | | | |
| **Secondary Contact Details (please give Service Manager contact details, or a second suitable link person)** | | | | |
| Title: | | First name: | | Surname: |
| Job Title/Designation: | | | | |
| Address: | | | | |
| Tel: | | | | |
| Email: | | | | |

**Reviewer Details - Visiting other services**

**Please read this carefully:**

*Please supply the names and contact details of* ***at least three*** *people from your team who will act as QNCC reviewers of other Community CAMH Services during the upcoming QNCC cycle. We will use mobile phone numbers to contact reviewers prior to, or on the day of, the review only. Reviewers can be any member of the team’s MDT, from, for example medical, nursing, operational and psychology backgrounds.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Peer-Reviewers**  **Please list any reviewers from your service that will be able to visit another service this year** | | | | |
| **Name** | **Role** | **Email** | **Mobile phone number** | **Convenient locations to visit** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

*N.B: It is your QNCC Champion’s responsibility to ensure that at least three of your reviewers sign up to attend a review. Once signed up, if the reviewer can no longer attend the review then it will be their responsibility to find a replacement.* ***If towards the end of the cycle your team has not signed up at least three reviewers for review attendance, we will be in touch, as this is what is required to uphold the peer review process.***

*Please note: your trust/organisation will be expected to cover any travel expenses incurred from attending reviews.*

**Confirmation**

*By choosing three dates: I confirm that the team has discussed and agreed that staff will be available to receive a peer-review on one of the dates below. We will keep these dates blocked in our diaries until we hear from QNCC which one has been chosen. We understand that QNCC will choose one of these dates and get back to us. We realise that once agreed, the dates are non-negotiable.*

*We accept that if we choose to cancel the review on the date agreed, QNCC cannot guarantee being able to rearrange the visit (with the exception of a genuine emergency), and teams will still be required to pay the full membership fees.****If you do cancel your review and it is re-arranged for another date, there will be an £750 + VAT administration fee to cover this*.**

* **QNCC are now offering an opt-out service. Upon signing this form, we will continue to invoice your service annually for a peer review membership until you inform us otherwise.**
* **I confirm that all members of the staff team have been informed of the service’s membership to QNCC, and all reviewers are aware of what is required from them.**

|  |  |
| --- | --- |
| **Signed Name (to be signed by the QNCC Champion):** | **Date:** |

**Appendices**

**Appendix A: Self Review**

* Peer Reviews run on an annual cycle and within this have two phases:
  + Services must complete the standards workbook using a three-point rating scale (met, partly met, not met). This should be completed as a team so that a range of disciplines are represented. Services are encouraged to add in comments which evidence their rating, where possible.

**Appendix B: Peer Review**

* Peer Reviews run on an annual cycle and within this have two phases:

1. The **self-review** phase:
   * Services must complete the standards workbook using a three-point rating scale (met, partly met, not met). This should be completed as a team so that a range of disciplines are represented.
2. The **Peer review** phase:
   * The self-review is followed by a one day visit by 3-4 professionals who work within Community CAMHS. This is a non-judgemental, supportive process looking at areas of practice self-rated as either partly or not met. Much of the day will focus around information sharing with peers.

* From this a report is produced which should be shared amongst the team and with senior management, hospital directors etc. Before the report is finalised, there is a chance for the service to provide feedback on the draft report and add a foreword in which the service can reflect on their peer review experience and what they have learnt during this process. This report is the property of the service, and QNCC will not publish it in the public domain.

**Appendix C: Accreditation**

* The Accreditation process runs on a three-year cycle. Unlike the peer review phase, standards workbooks are completed using a two-point rating scale. This means that standards can only be marked as met or not met.
* A service must have undergone at least one peer review in a previous cycle in order to begin the Accreditation process. This means that the service will have appropriate knowledge of the QNCC process and will have identified standards for improvement before their Accreditation review.
* The Accreditation review year has three phases:

1. The first is the **self-review** phase of the accreditation review is more comprehensive and includes questionnaires from a variety of perspectives, policy and case note audits, and the standards workbook.
2. This is followed by the **peer review** phase which is a longer day with 4 – 5 reviewers attending, assessing evidence that your service is meeting the standards.
3. The data collated in the previous two stages is then assessed by the **Accreditation Committee** who decide whether a service is ready for accreditation. The outcome of this committee meeting can be one of the following:
   1. The service is accredited.
   2. The service may be deferred to another upcoming Accreditation Committee meeting due to a need to provide further evidence demonstrating that a particular standard or standards are being met.
   3. The service may not be accredited.

* When a service is accredited, this status will last for 3 years, at which point a service can apply for re-accreditation in the following cycle. Whilst your service’s report will be confidential as above, your service’s accreditation status will be published on the QNCC website.
* Once accredited your team will need to continue to provide data to show that you are maintaining the quality of your service for another two years. To do this, in the third year of the accreditation, services complete a self-review workbook and there is an informal peer review visit, similar to that in a peer review cycle (see appendix B).

**COLLEGE CENTRE FOR QUALITY IMPROVEMENT**

**QUALITY NETWORK TERMS AND CONDITIONS:**

These Terms and Conditions form part of the Agreement between the College and the Member Organisation relating to the Member Organisation’s participation in the College's Quality Network, to the exclusion of any terms and conditions issued by the Member Organisation.

In this instance, the terms and condition relate to the Quality Network for Community CAMHS.

These Terms and Conditions may be updated by College and the most recent version will be available on the Quality Network webpage.

**Fees and Expenses:**

The College's fees for the Quality Network are those referred to in this document entitled ‘Quality Network for Community CAMHS Joining Form 2023-24’. All payments will be made in cleared funds in Sterling (£), free of any set-off or counter-claim of any kind.

The College reserves the right to charge interest on all overdue payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

All payments are required within 30 days of the invoice being received. The Quality Network will not provide a service to those that have not paid subscription fees.

The Quality Network reserves the right to postpone the peer review, withhold accreditation decisions or suspend accreditation if subscription payment has not been received.

In instances where membership is terminated by the Member Organisation prior to subscription fees being paid, administrative and demobilisation costs will be incurred. The cost of any membership benefits received up to the point of termination will also be required.

**Membership Term:**

The membership term will last the duration of the dates specified on the subscription invoice unless terminated in line with the ‘Suspension and Termination’ section of the membership terms and conditions.

**Obligations of the Member Organisation:**

**The Member Organisation will (and on behalf of all relevant staff and/or other agents):-**

(a) ensure that all Member Organisation staff are informed of and agree to the provision by the College of the Quality Network for Community CAMHS;

(b) provide the QNCC Team, in good faith, with all assistance and information, including without limitation, relevant papers and protocols, which the QNCC Team may require in relation to the Network. This would include anonymised documentation relating to compliance with quality standards and regulator reports;

(c) cooperate fully with the QNCC Team to ensure that they are able to provide the Quality Network in an open and informal manner;

(d) ensure that all information provided by the Member Organisation Staff to the QNCC Team is provided in good faith, and is complete, accurate and not misleading in any respect;

(e) support a minimum of three clinical staff members to attend peer reviews at other services taking part in the Quality Network and cover any reasonable travel expenses relating to the review. Where a member of staff is no longer able to attend a peer review, it is the Member Organisation’s responsibility to find a suitable replacement to attend. A charge may be incurred if a replacement cannot be found;

(f) make the final draft report, available to all Member Organisation Staff whose practice is referred to or considered in such report, and forward any comments or observations made by such persons on the report to the lead member of the QNCC Team;

(g) promptly provide potential peer review dates to the QNCC Team, ensure that the date remains available once confirmed by the Quality Network and make all necessary arrangements for the peer review including dissemination of questionnaires. The Member Organisation will be required to comply with the specified peer review timelines to avoid unnecessary delays to the review process;

(h) the service agrees to promptly alert the QNCC Team to:

• any reports from regulatory or professional bodies (for example the Care Quality Commission, Healthcare Inspectorate Wales, the Northern Ireland Regulation and Quality Improvement Authority and Healthcare Improvement Scotland) that include any mention of the service;

• any current investigations, serious untoward incidents, serious complaints or any other information that might indicate potential safety concerns within the service.

• any matters or events that may impact the accreditation status of the Member Organisation.

**Intellectual Property:**

All intellectual property rights in the materials produced by the College in the provision of the Quality Network, will remain the property of or vest in the College.

The data contained within self or peer review workbooks are confidential and not to be disseminated to anyone outside the Member Organisation or named peer review team without the permission of the College. Any copies, electronic or paper, of the self or peer review workbook retained by members of the review team after the service has received accreditation, should be destroyed.

All local reports provided for the Member Organisation by the Quality Network should not be disclosed outside of the organisation unless they are obliged for legal or regulatory reasons. If the Member Organisation intends to share the local report more widely, permission must be requested from the College.

The College or Quality Network logo cannot be used by the Member Organisation without written permission.

**Data Protection:**

All activity related to the Quality Network is subject to the [CCQI quality improvement and accreditation networks privacy notice](https://www.rcpsych.ac.uk/about-us/legal/data-protection/ccqi-privacy-notice)

The College shall be entitled to use the data from Quality Network in its contributions to reports and research papers from time to time provided that the identities of the Member Organisation, the relevant clinic, the Member Organisation Staff and service users will not be disclosed.

**Warranties:**

The College warrants to the Member Organisation that the Quality Network will be provided by the QNCC Team using all reasonable care and skill. Except as provided above and so far as permitted by law, the College gives no other warranties of any kind whether express or implied in relation to the Quality Network.

**Accreditation:**

Any accreditation status remains within the limitations of the accreditation terms. The Quality Network reserves the right to withdraw or suspend accreditation if we reasonably believe that the required standards are not being upheld. The Member Organisation has an obligation to inform the Quality Network of any situation that has impacted on their ability to comply with the required quality standards. There may be an additional fee required if additional work is required to reinstate accreditation.

**Limitations:**

Except in respect of death or personal injury caused by the College's negligence, the College will not be liable to the Member Organisation (or the Member Organisation Staff or any other organisation/person) by reason of any representation or any implied warranty or condition, or any duty at common law or under the express terms of the Agreement, for any consequential loss or damage which arise out of the Quality Network, and without prejudice to the generality of the foregoing, will have no liability to the Member Organisation Staff or service users. The aggregate liability (if any) of the College in respect of any single claim brought against it in respect of the Quality Network shall in no circumstances be greater than the amount of the annual fee paid in that year of the Quality Network membership.

**Indemnity:**

The Member Organisation will indemnify the College and respectively keep them fully and effectively indemnified in respect of all or any costs, claims, liabilities, damages and expenses suffered or incurred by the College as a direct or indirect consequence of any breach by the Member Organisation of any term of this Agreement and/or claim made by any third party in connection with the Quality Network. To include without limitation, any claim by any service user alleging damage as a result of any course of action taken by the Member Organisation on the basis of advice given by College pursuant to the Quality Network, and any claim for defamation brought by any Member Organisation Staff.

**Cancellations:**

Cancellation of membership to the Quality Network will only be accepted by the College if received by the College in writing prior to it having commenced provision of membership. No refund will be given for services that withdraw during a subscription year.

If a Member Organisation decides to cancel their scheduled peer review, the Quality Network will try to arrange a review on another day but cannot guarantee that this will be possible. The Member Organisation will still be required to pay the full membership fee. It is the responsibility of the Member Organisation to complete the self-review (and questionnaires for an accreditation review) within a required timeframe ahead of the peer review. If the Member Organisation has not completed these, the Quality Network may be required to cancel the peer review. They will try to arrange the review on another day but cannot guarantee that this will be possible. The Member Organisation will still be required to pay the full membership fee. There may be a charge for any additional costs incurred by the review cancellation.

The Quality Network will make every effort to recruit sufficient peer reviewers to attend the peer review. Where insufficient reviewers are recruited, or where reviewers are unable to attend at short notice, the Quality Network may be required to cancel the peer review. The Quality Network will try to arrange a review on another day.

**Appeals Procedure:**

This is as set out in the document entitled "CCQI Appeals Process".

**Force Majeure:**

The College will not in any event be liable to the Member Organisation or be deemed to be in breach of the Agreement by reason of any failure to perform the Quality Network, if the failure was due to any cause beyond the College's reasonable control.

**Confidentiality:**

Neither the College nor the Member Organisation (and on behalf of the Member Organisation Staff) will disclose to any third party any confidential information belonging to the other or arising out of the provision by the College of the Quality Network, except as otherwise expressly provided in the Agreement or as required by law.

**Suspension and Termination:**

If the Member Organisation commits any material or persistent breach of any term of the Agreement, at its sole option, the College will be entitled to suspend or terminate the provision of the Quality Network. In addition, if the Member Organisation becomes insolvent, makes an arrangement with its creditors or has a receiver, administrative receiver or administrator appointed over all or any of its assets or enters into liquidation, then the College will be entitled to terminate the Agreement with immediate effect without prejudice to any other right or remedy of the College.

Upon termination of the Agreement at any time and without prejudice to any other right arising, any sums payable by the Member Organisation to the College will become immediately payable and the Member Organisation will return to the College all property, in whatever form, belonging to the College.

**Entire Agreement:**

The Agreement comprises the entire agreement between the College and the Member Organisation in relation to the Quality Network and cannot be varied except by prior written agreement between the parties.

**Assignment:**

The Member Organisation will not be entitled to assign, transfer or sublicence the benefit of or any obligations under the Agreement.

**Insurance:**

The Member Organisation will effect and maintain an insurance policy with a reputable insurer in respect of its liabilities under the heading "Indemnity" in these Terms and Conditions, and at the request of the College from time to time, will make a copy of such policy available to the College.

**Miscellaneous:**

Proper Law, Jurisdiction and Third Party Rights: The Agreement will be governed by and construed in accordance with the provisions of English law and the parties irrevocably submit to the exclusive jurisdiction of the English Courts in relation to the Agreement and its subject matter.

The Agreement does not intend nor does confer on any third party any enforceable rights and the Contracts (Rights of Third Parties) Act 1999 will not apply.

**I hereby confirm I have read and understood the above terms and conditions of QNCC membership as provided in this document and I agree to all of the terms.**

**Name of QNCC Champion/Ward Manager:**

**Designation:**

**Signature (electronic signatures are accepted):**

**Date:**

**Please complete and return this form no later and email it to** [**QNCC@rcpsych.ac.uk**](mailto:QNIC@rcpsych.ac.uk)