Quality Network for Inpatient CAMHS (QNIC)

Cycle 20

Guidance for Virtual Reviews

July 2020

Context

Due to COVID-19 restrictions, teams have been unable to receive their planned peer review. QNIC have therefore adapted our processes to allow for teams to receive a virtual peer review and continue on their accreditation journey. The principles of peer review will remain the same, but we have adapted the peer review process to ensure that it continues to be robust and comprehensive. This guidance document outlines how a virtual peer review will work and provides all information needed to equip teams for a virtual peer review.

Prior to the Review Day

Self-Review

The first aspect of the review process is the self-review. The self-review workbook is completed on our online College Accreditation and Review System (CARS). This will be available to access 3 months before your peer review is due. The overall process for the self-review remains the same.

Your self-review document will need to be completed at least two weeks before the review itself. This documentation will then be reviewed in advance of the virtual peer-review day by the peer-review team. This will be to enable more discussion on the peer review day.

In order for a peer-review visit to proceed, the team must have a minimum of 4 members in the peer-review team which includes:

- at least 2 professionals with experience of working on an acute inpatient ward (1 of which should be a nurse);
- 1 lead reviewer (who has shadowed a lead reviewer on a minimum of 2 reviews and has been shadowed leading a review);
- A patient or carer representative who has experience of being a patient on an inpatient ward/unit or cared for someone who has).

The Tour of the Unit

On review days, we normally also complete a tour of the unit. In place of this, it would be great if you could provide a video tour of the unit. This could be developed with young people involved in recording or commenting on various areas of the unit. Alternatively, you can send us pictures of the unit pertaining to how environmental standards are being met with descriptions in a slideshow or album format, to which we encourage young people to also contribute creatively. This enables the review team to prepare in advance of the self-review discussion with useful questions and comments related to the environment and facilities.

Please note: photos can be uploaded to CARS in JPEG format but any videos should be uploaded to one cloud storage such as OneDrive or Dropbox before sending a link by email to the QNIC team at QNIC@rcpsych.ac.uk.

Conducting interviews

We'd like to be able to collect any interview feedback from young people, parents/carers and frontline staff before the day so that this can feed into any discussions and inform the workbook scores.

Depending on which approach you feel may be more successful, this could be achieved via:

- Group video call over Microsoft Teams
- Telephone conversations
- An email questionnaire via Microsoft Forms

We would like to have all feedback ready in time for your review, so we would be grateful if you could send us any contact details at least **two weeks** before your review.

We appreciate that it might be difficult to involve young people who are currently accessing the service. We could also speak to anyone recently discharged if they were happy to participate.

As with a face to face review, we would need to speak to a **minimum of two people** from each group in order for their responses to be included in your report (to preserve anonymity). For all three interview formats, all participants are initially asked to provide consent for their answers to be used in the final report and anyone under 16 must have written confirmation from a parent/carer before they submit their electronic responses or take part in an interview with the QNIC team.

There is the option that we hold a group interview with frontline staff on the review day, via Microsoft Teams. Otherwise, we will send out the electronic questionnaires for staff via Microsoft Forms before the review day and collate their feedback from this if a group interview cannot be facilitated.

The virtual review day
Peer Review Timetable

We will host the virtual review day through the Microsoft Teams platform. Altogether, we estimate the review will take roughly three hours. We can arrange these at a time of day that suits you and add/remove components to the review day as you wish.

Here is a rough outline of a virtual review timetable:

Session time	Session
09:45-10:00	Review Team Briefing
10:00-10:30	Morning Brief
10:30-11:20	Self-review Discussion
11:20-11:30	Break
11:30-12:20	Self-review Discussion (continued) **or** Open Discussion/Frontline Staff Interviews
12:20-12:30	Break
12:30-12:50	Review team meet to compile feedback
12:50-13:05	Feedback and close

The lead reviewer will be a member of the QNIC project team, and there will also be other reviewers present from our member services (who we will confirm with you closer to the time). Much like the structure of our site visits, peer reviewers initially meet with the lead reviewer before the host team join for introductions, give a brief overview of the service, and the review team give an overview of their services. The lead reviewer will then provide a walkthrough of the aims of the review and the structure of the day.

Once introductions have been made, we will start with the self-review discussion. During this section we go through your completed self-review workbook with you and discuss any action points/ideas around standards you have identified as not fully meeting. Anyone in your team who would like to take part in this session is very welcome.

In the event that we have finished going through your workbook earlier than expected we can devote some time to holding an open discussion about a section and topic of your choice. If you choose to facilitate frontline staff interviews on the day, these will take place alongside the self-review discussion after the first break and will conducted by the assistant lead reviewer.

After this discussion, the review team will separately meet to prepare feedback to give back to your team.

Finally, we can either meet back via Microsoft Teams meeting, or we can email you a summary of the feedback/debrief. After your review, we'll write your draft report and send it to you within four weeks for which you will be invited to add a foreword or any other contextual information.

Things to consider

- As you (the host team) may have to be in the same room whilst observing social distancing guidelines, multiple devices may cause participants in the call to experience high levels of audio feedback which can be disruptive. We recommend that all users' microphones are muted when they are not speaking to try to minimise interference and to share computers where possible.

- We recognise that Microsoft Teams does not necessarily facilitate conversation in the same way that being there in the room altogether does. To reduce the chance of any QI elements of the discussion being lost, please come to the discussion ready to contribute and offer your views, and make good use of the 'raise hand' feature to get involved.

Contacting the QNIC team
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