

## Covid-19 and Enabling Environments FAQs

*Q: When will EE Assessments start happening again?*

A: The Royal College of Psychiatrists has cancelled all face-to-face assessments and reviews at least until the end of the year.

*Q: Could assessment visits be done remotely?*

A: Over the next few months, we will be considering whether any parts of the assessment could be done remotely. If we are able to establish an adequate way of conducting parts of the assessment remotely this might mean that we can start to offer assessments again. We will let you know if this becomes a possibility, but at the moment we are not able to undertake assessments remotely. **We are currently not taking assessment bookings and will be in touch when we are able to do so.**

*Q: Our award is due to expire soon, what should I do?*

A: If your award is due to expire soon and your assessment is affected by COVID-19 restrictions, we will extend your award by 6 months as long as you are still a paid EE Member. We will check your most recent regulator's report (CQC, HMI Prison, HMI Probation etc.) for any concerns before we extend your award.

*Q: I currently have a Certificate of Achievement and I need to send further evidence. Can I have an extension?*

A: You will still need to send further evidence to achieve the EE Award but if due to COVID-19 restrictions, we can extend your original deadline by 6 months. Please just let us know if you would like an extension and to keep us updated.

*Q: Will my EE membership run out?*

A: If your membership is due to expire in the next few months, please contact us to renew your membership. EE membership gives you access to our online tools, discussion forums, EE telephone clinics and the training sessions. Whilst Covid-19 restrictions are in place we will be delivering these trainings online where possible.

*Q: What about the work we've already done?*

A: Don't worry – the work you've already done will still count. We are able to extend the expiry date of your evidence. Usually we accept evidence less than 12 months old. For services who had their portfolio ready and have had their

visit cancelled or postponed because of Covid-19 restrictions your portfolio will be valid for an additional 9 months.

*Q: Will my Portfolio go out of date?*

A: For services who have had their visits cancelled or postponed due to Covid-19 we will accept evidence up to 21 months old. This is an extension of 9 months on top of the usual 12 months for evidence already in your portfolio.

*Q: What about the training we wanted to attend?*

A: The Royal College of Psychiatrists has also cancelled all trainings and events until 31<sup>st</sup> Aug 2020. The EE team will be holding online trainings to replace the trainings we had scheduled. Details will be on the website and you can sign up to these in the usual way by emailing [eeadmin@rcpsych.ac.uk](mailto:eeadmin@rcpsych.ac.uk)

*Q: Can I still access the EE Telephone Clinics?*

A: Yes, the EE Telephone clinics are happening regularly as usual and details can be found on the website [www.enablingenvironments.com](http://www.enablingenvironments.com) under Training and Events.

*Q: Can I still contact my EE Lead?*

A: Yes, Roland, Caroline and Drew are still working as usual. Although they will not be able to visit you, they will be able to provide advice and assistance by phone or email.

*Q: Are the EE project team still at work?*

A: Yes, we are lucky to be able to work from home and so the team is still working hard behind the scenes for you, delivering as much of our service online as possible. The best way to contact us is by emailing [eeadmin@rcpsych.ac.uk](mailto:eeadmin@rcpsych.ac.uk).

*Q: I was training to be an Assessor; can I still do this?*

A: Yes, you can. We are still training assessors ready for when we are able to reopen the assessment process. We anticipate that when we are finally able to start doing assessments again, we will be very busy and so will need your help! Assessor training will be run online soon.

*Q: Is the Award panel still meeting? We had our assessment recently but have not had our award yet.*

A: The award panel are meeting remotely via skype and will be ratifying all assessments already undertaken. Award Panel meetings are quarterly, and your report will be presented at the next available panel meeting.

## Interim Reports

The Interim Reports are two check points during your award. They allow you (and us) to check that everything is still on track and help you to maintain your environment. You will still need to complete your interim reports, but we realise that there are parts of completing an interim report which may be difficult under the current Covid-19 lockdown and social-distancing measures and this guidance explains how we have adapted the Interim reporting requirements during this time.

*Q: Who completes the Interim Reports?*

A: All services who receive the Enabling Environments Award are expected to complete the Interim Reports as part of maintaining their award.

*Q: How many Interim Reports are there?*

A: There are two Interim Reports:

- 12 Month Interim Report

This is completed 12 months after your award date and includes notification of any major changes, an updated service data sheet and information on activity you have undertaken, or have planned, to meet the development suggestions in your Award Report.

- 24 Month Interim Report

This is completed 24 months after your award date and includes notification of any major changes to your service, an updated service data sheet and a self-assessment review of your service against the standards. You can then use this self-assessment to plan the next stage of your quality improvement in preparation for renewing your Award.

**\*We are able to extend your 12- or 24-month deadline by two months during the Covid-19 lock-down and social distancing restrictions. If you need this extension, please simply tell us by emailing the address at the bottom of this sheet. \***

*Q: How do we complete an Interim Report during the Covid-19 restrictions?*

- 1) Templates for the Interim Report are sent out to you by email a few months before your report is due. (If you need another copy or have not been sent the report please contact the Enabling Environments Project team who will be able to help)
- 2) Nominate someone to complete the interim report, usually a manager or the EE or Portfolio Lead in your service. Since working in groups and collaboration is not possible at this time, we suggest that you nominate one person to complete the report. They should speak individually to as many

people as they can whilst doing this, but we do not expect services to complete the report collaboratively in the current circumstances.

3) Questionnaires

For the 12-month Interim report you are usually asked to complete a set of EE questionnaires. The current circumstances make this difficult, both for you to do and for our team to administer. **You will not be asked to complete questionnaires as part of an Interim report during the Covid-19 lock-down restrictions.** If your service was due to complete a set of questionnaires these will now be delayed until your 24-month Interim report.

4) Testimonies

Instead of completing a full set of questionnaires you will need to gather a few individual testimonies. Please supply two recipient testimonies and two provider testimonies about life in the service. This will give our assessors a view of life in the service which they would normally get from the questionnaires. Testimonies do not need to be long - around one side of A4 - and should be written from a personal point of view.

5) Send the completed report and testimonies back to the Enabling Environments Project Team by email

*Q: What happens after the Interim Report?*

A: Your report will be viewed by the Evidence Review Team and you will receive helpful advice on how to further improve your environment.

There are three possible outcomes of submitting an Interim Report:

- 1) The Evidence Review team are satisfied with your report and you receive your report back with supportive, helpful comments.
- 2) The Evidence Review Team contacts you for further information or to clarify some of your information before making a decision.
- 3) The Evidence Review Team raise some concerns which you cannot satisfy, and they refer your report to the Award Panel for consideration. The Award Panel will then ask you for an action plan to resolve the issues, start the Pause Button process for you or, in extreme circumstances (e.g. safeguarding or health and safety concerns etc.), they can choose to remove your award.

*Q: I have other questions which are not answered here. Who can I get in touch with?*

A: Email us on [eeadmin@rcpsych.ac.uk](mailto:eeadmin@rcpsych.ac.uk) and we will be pleased to help.