

College Accreditation and Review System Handbook (Services)

(June 2014)

Contents

About CARS	Page 3
Registration	Page 5
Review Dashboard	Page 10
Completing the Self Review Workbook	Page 13
Your Surveys	Page 19

If you need help at any point during your review process, please contact either:

Francesca Brightey-Gibbons (CARS Admin)

T: 0203 701 2649

E: ccqi@rcpsych.ac.uk / fgibbons@rcpsych.ac.uk

Or your project team:

QNIC

T: 0203 701 2663

E: qnic@rcpsych.ac.uk / hclarke@rcpsych.ac.uk

Section 1: About CARS

About CARS

The Royal College of Psychiatrists College Centre for Quality Improvement collects data from hundreds of health and social care organisations to support its accreditation and peer review processes.

The accuracy and availability of this confidential information is paramount and as a result the CCQI has spent the last 2 years developing a centre wide information management system to support our work.

The College Accreditation and Review System (CARS) will eventually manage the information from all of the CCQI's 16 accreditation and peer review projects.

Services will have their own dashboards, enabling them to access their current as well as previous cycle's reports. They will be able to directly compare their performance and the CCQI will be able to collate information for services.



The screenshot shows the top navigation bar of the CCQI website. It includes the text 'COLLEGE CENTRE FOR QUALITY IMPROVEMENT' and the 'CCQI' logo. Navigation links are provided for 'HOME', 'ABOUT', 'LOG-IN', and 'CONTACT'. Below the navigation bar is a large image of diverse children smiling. Underneath the image are four main content buttons: 'LOG-IN' (with a key icon), 'OVERVIEW' (with a speedometer icon), 'JOIN US' (with a puzzle piece icon), and 'ABOUT CARS' (with an information icon). Each button includes a brief description of its function.

Welcome to the College Accreditation and Review System (CARS) run by the Royal College of Psychiatrists.

This portal allows members of the College's Centre for Quality Improvement to submit, upload and edit data online as part of their peer review and accreditation process.

If you are not already a member of one of our quality improvement projects then you can also use this site to register your interest in joining.

If you already have a username and password, please login to CARS to access your home page.



Section 2: Registration

Service Registration

You can register on CARS by clicking on the 'Join Us' icon on the homepage.

*If you need to manually add your service, **you can also complete the following steps.**

If you have never used the system before, you must follow the link to '**Start New Registration**'.

If you have already begun a registration, you can resume by entering your email and password. This will take you to the section of the registration form that you are yet to complete.

COLLEGE CENTRE FOR QUALITY IMPROVEMENT **CCQI** HOME ABOUT LOG-IN CONTACT

Home Registration Login

RCPsych Registration

Information
Generic information on the registration process

Resume an existing registration
Email: Password: **Resume**

Start New Registration **Forgotten Password?**

COLLEGE CENTRE FOR QUALITY IMPROVEMENT **CCQI**
Centre for Quality Improvement Royal College of Psychiatrists
21 Prescott Street London E1 8BB
Email fgibbons@cru.rcpsych.ac.uk Tel 020 3701 2649

RC PSYCH
ROYAL COLLEGE OF PSYCHIATRISTS

The first page, asks you to select the project you wish to participate in (e.g. QED, QNIC etc).

**if you need to register for part of a project (e.g. Forensic Medium Secure Units/Community Perinatal Services etc) they need to select the programme name (e.g. Forensic/Perinatal).*

COLLEGE CENTRE FOR QUALITY IMPROVEMENT **CCQI** HOME ABOUT LOG-IN CONTACT

Home Registration Login

RCPsych Registration Form - Part 1 - Contact Details

Please select the project you are registering for

If you have already started a registration and have a username and password, please [click here](#) to resume the registration.

-- Select Project --

Save **Continue**

You must choose your organisation from the drop down box (e.g. St Andrews Health-care) and your service team or ward (e.g. CAMHS Mole Valley/ Oak Ward). This information is automatically populated by the system and will be updated regularly.

If your service is not shown, you can manually enter the service/team using 'Service not listed'. You can then enter the name of your service and you will need to complete the address fields in order to continue. The system will automatically search for a similar service/team to check it is not already listed.

The screenshot shows the 'RCPsych Registration Form - Part 1 - Contact Details'. At the top, there is a navigation bar with 'HOME', 'ABOUT', 'LOG-IN', and 'CONTACT'. Below this is a sub-navigation bar with 'Home', 'Registration', and 'Login'. The main content area is titled 'RCPsych Registration Form - Part 1 - Contact Details'. It contains several sections: 'Please select the project you are registering for' with a 'QNIC' dropdown; a welcome message; 'Please select your organisation' with an 'Organisation' dropdown (showing 'Organisation not listed') and a 'Service' dropdown (showing 'Service not listed'); an 'Address' section with multiple text input fields; a 'Postcode' field; an 'Add Service' button; a 'Service' field showing 'No Services have been added'; and a 'Please provide the following information for the primary contact' section with fields for 'Title' (dropdown), 'First name', 'Surname', 'Email', 'Confirm email', 'Tel No', 'Password', and 'Confirm password'. A 'Save' button is at the bottom left and a 'Continue' button is at the bottom right. Annotations include: 'Click 'Add Service'' pointing to the 'Add Service' button; and 'The primary contact will be used for all correspondence and alerts.' pointing to the 'Title' dropdown.

Please complete the information required, checking your service address, contact details etc are correct. Once you are happy click **Continue**.

Part 2 asks you to enter your invoice details. This can either be the same address as the service, or can be sent to your finance department, service manager etc.

They can copy the information from the previous page by **clicking here**, otherwise they need to complete the fields needed

RCPsych Registration Form - Part 2 - Invoice Details

Please provide invoice details, [click here](#) to use the same contact details you provided on the previous screen.

Name

Job Title

Address

Postcode

Tel No

Email

Confirm email

Purchase Order Number

Back Save Continue

The form includes a purchase number field, please ensure this is included if your finance department requires it to process the invoice

Home Registration Login

RCPsych Registration Form - Part 3 - Membership Options

Please pick which type of membership you would like for The Iveagh Centre:

-- Select Membership Type -- *i*

You can either be invoiced at the annual fee or for a three year period. By opting for the three year period you will receive a 10% discount.

-- Select Payment Option --

We are now offering an opt out service, so we will continue to invoice your service annually until you inform us otherwise.

Back Save Continue

RCPsych Registration Form - Part 3 -

Please pick which type of membership

-- Select Membership Type -- *i*

Peer review
Accreditation

-- Select Payment Option --

the ann

Please complete Part 3 to choose your membership options. The type of membership is unique to each project, for example; QNFMHS will only show Peer review, QNIC will also show an option for a focused review.

If you decide to change your membership type, you will need to contact the project team to amend this.

Payment information is displayed to include the cost and the option for 3 year membership or 1 year.

Please review your registration information to ensure it is accurate. If you need to make any corrections, you can do it by clicking the **Edit** at the top of each section.

RCPsych Registration Form - Part 4 - Summary

[Review your registration](#) [Print Registration](#)

Please check your responses below and click Submit to complete your registration or click the links to go back and make any changes.

Organisation(s) [Edit](#)

Project QNIC

Services

Organisation	Service	Address
Belfast Health and Social Care Trust	The Iveagh Centre	Belfast Trust 67 Broadway Belfast BT12 6HF

Primary Contact Details [Edit](#)

Name Miss Jane Smith

Existing Username

Email CARSTraining@outlook.com

Tel No 01234 123456

Invoice Details [Edit](#)

For the attention of Jane Smith

Job Title Ward Manager

Address Belfast Trust
67 Broadway
Belfast
BT12 6HF

Tel No 01234 123456

Email CARSTraining@outlook.com

Purchase Order Number

Membership Details [Edit](#)

Membership Type	Service	Membership Type	Payment Option
	The Iveagh Centre	Accreditation	3 Year £7006.50 + VAT
Total: £7006.50 + VAT			

Confirmation

I confirm that all members of the staff team have been informed of the unit's membership to QNIC and all reviewers are aware of what is required from them.

[Back](#) [Submit](#)

You must confirm you have understood all the details to submit your registration for approval. The tick box acts as an electronic signature to confirm your agreement. This information will also be included in your welcome pack.

You will receive a confirmation email once you have submitted your registration. Your registration will be reviewed by the project team who will contact you directly.

Section 3: Review Dashboard

Review Dashboard

From your home screen you will be able to access your review dashboard. This details your upcoming reviews and also give you access to previous review workbooks and reports in the coming cycles.

To access the dashboard, click the drop down box and choose **Review Visits**.

The screenshot shows the CCQI website header with the logo and navigation icons for Home, About, Log-out, and Contact. Below the header is a navigation bar with links for Home, Admin, Dashboards, My Profile, and Log out. The 'Dashboards' dropdown menu is open, showing options for Review Visits, Proof Reader, and Committee Review. The main content area displays a 'Welcome to CA...' message and an 'Edit Page' button.

The dashboard will automatically show your service and the current cycle's review. Here you will be able to access your self review workbook, check how many survey responses that have been submitted and see the current status of your review.

The screenshot shows the 'Reviews' dashboard with a navigation bar containing Home, Dashboards, Register New Service, My Profile, and Stop Impersonating. Below the navigation bar is a 'Filters' section with dropdown menus for Site (Newberry) and Cycle (13). A 'Filter' button is present. The main content is a table with the following data:

ID	Type	Site	Cycle	Review	Deadline	Online Workbook	Survey Dashboard	Download Workbook	Report	Lead	Status
62	Focused Review	Newberry	13	29/04/14	22/04/14	View		Download	Edit	Colleen Roach	Reviewer Completed Workbook

Type: Focused/ Accreditation/Peer Review

Cycle: Cycle number

Review: Agreed review visit date

Deadline: The latest submission date for your surveys and workbook.

Status: e.g. Review Booked/Workbook Submitted/Reviewer Completed Workbook/ Awaiting Proof Reading

The link to the online workbook will take you to the first section of the workbook.

*The following information will only be applicable if you are undertaking an Accreditation Review.

If you would like to review the number of survey responses you have received, this can be found in the **Survey Dashboard**.

The following screen will be shown:

Survey Status Dashboard - QNIC (25/10/2014) (QNIC)

This lists the surveys available for this accreditation. The number of responses is updated in real time and clicking on 'Response Times' will list the dates and times of each.

Name	Responses	View Details
Case Note Audit	1/0	Response Times Survey
Parents and Carers	1/0	Response Times Survey
Policies	1/0	Response Times Survey
Referrers	1/0	Response Times Survey
Staff	1/0	Response Times Survey
Teachers	1/0	Response Times Survey
Young People	1/0	Response Times Survey
Commissioners	1/0	Response Times Survey
Ward Manager (Service Manager)	1/0	Response Times Survey
Young People - Short	1/0	Response Times Survey

[Resend Survey Links](#)

The number of responses for each survey are displayed along with your service's target number of responses. The Project team will also keep an eye on the number of responses that have been submitted.

Section 4: Completing the Self Review Workbook

The Self Review Workbook

Every project collects their self review information slightly differently, depending on your project, this section may or may not be relevant to you.

For projects that use a workbook to gather self review data, you will be sent an email the day your workbook opens. This will allow you to log onto CARS and begin to enter your self review scores.

When you log onto CARS you will see your project's home screen:

COLLEGE CENTRE FOR QUALITY IMPROVEMENT **CCQI**

HOME ABOUT LOG-OUT CONTACT

Home Dashboards Register New Service My Profile Log out

Welcome to CARS you are logged in as a QNIC Project **Member**.
In the resources section below you will find your welcome pack and can also download a guide to using CARS.

Welcome College Accreditation and Review System.
In the My Services section below you can see a list of services that are linked to your account. If you wish to register any additional services then please complete an additional registration form by selecting the Register New Service menu option above.
To see a list of review visits for your services please select the Review Visits menu above. This page provides an overview of key dates for your visits and allows you to access an online copy of the QNIC workbook to complete your self-assessment responses. For accreditation visits you can also access a survey dashboard to monitor the number of responses received so far.
You can use My Profile menu to review and update your contact details or to change your password.
If you have any queries please contact the QNIC project team on +44 (0)203 701 2663.

Resources

What does accreditation mean.pdf

My Services

The Iveagh Centre
Not reviewed

COLLEGE CENTRE FOR QUALITY IMPROVEMENT **CCQI**

Centre for Quality Improvement Royal College of Psychiatrists
21 Prescott Street London E1 8BB
QNIC Email hclarke@rcpsych.ac.uk Tel 020 3701 2649

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In order to complete your self review workbook you will need to go to **Dashboards** and select **Review Visits**

The link to your workbook will be displayed on your **Review Dashboard**

Reviews											
Filters											
Site	The Iveagh Centre										
Cycle	3										
Filter											
ID	Type	Site	Cycle	Review	Deadline	Online Workbook	Survey Dashboard	Download Workbook	Report	Lead	Status
104	Accreditation	The Iveagh Centre	3	30/11/14	16/11/14	View	Dashboard	Download		Peter Thompson	Review Booked

To complete your workbook you need to select **View**. This will take you to the first page of the workbook.

Each project's workbook will look slightly different, but all will have the 'domains' at the top (this will be the sections of the standards)

The you can work through each section one after another, or jump to particular sections by clicking on the domain. You can also move to sub sections of standards by clicking this drop down box

Accreditation Domains				
Unit Information	Environment and Facilities	Staffing and Training	Access, Admission & Discharge	Care & Treatment
Information, Consent & Confidentiality	Young People's Rights and Safeguarding Children	Clinical Governance		

Selected Domain: Environment and Facilities

The Iveagh Centre - QNIC - 30 Nov 2014					1.1 The inpatient unit is well designed and has the necessary fa	
Back	Save				Upload Evidence	Next
Code	Level	Criteria	Response	Comment		
1.1.1	Type 2	The service entrance and key clinical areas are clearly signposted	-- Select --	0		
1.1.2	Type 3	There is sufficient car parking space for staff and visitors near the unit	-- Select --	0		
1.1.3	Type 3	Staff, young people and parents/carers may access the unit using public transport	-- Select --	0		
1.1.4	Type 2	The unit is maintained at a high level of cleanliness	-- Select --	0		
1.1.5	Type 2	The unit is in a good state of repair and maintenance is carried out in a timely manner	-- Select --	0		
1.1.6	Type 2	Staff members can regulate heating and ventilation through local controls	-- Select --	0		
1.1.7	Type 3	Young people can control the ventilation in their bedrooms	-- Select --	0		
1.1.8	Type 2	Waiting rooms/areas are provided	-- Select --	0		
1.1.9	Type 2	There is indoor space for recreation which can accommodate all young people	-- Select --	0		
1.1.10	Type 2	There is a designated outdoor space	-- Select --	0		
1.1.11	Type 2	Young people have access to designated outdoor space for 30 minutes a day (where weather and clinically appropriate)	-- Select --	0		

You need to complete the **Response** drop down box for each standard by determining whether a standard is Met/Not Met/Don't Know/N/A.

Selected Domain: Staffing and Training

The Iveagh Centre - QNIC - 30 Nov 2014 2.1 The number of nursing staff on the unit is sufficient to safely meet the needs of the young people at all times

Back Save Upload Evidence Next

2.1 The number of nursing staff on the unit is sufficient to safely meet the needs of the young people at all times

Code	Level	Criteria	Response	Comment
2.1.1	Type 1	Where there are high dependency/high acuity cases (e.g. high levels of observation, use of seclusion, increased risk of violence or self harm), there is a minimum ward staff to patient ratio of 1:1 to 3:1 for the most highly disturbed cases	-- Select --	0
2.1.2	Type 1	Where young people are on general observations there is a ward staff to patient ratio of 1:3	-- Select --	0
2.1.3	Type 1	At night-time in a 12 bedded unit with general observations there is a minimum of two staff on duty, including one qualified member of staff and access to additional support as appropriate	-- Select --	0
2.1.4	Type 1	Senior nursing staff have the authority to arrange for additional staff to cover shifts in an emergency	-- Select --	0
2.1.5	Type 1	The unit is staffed by permanent staff, and bank and agency staff are used only in exceptional circumstances e.g. in response to additional clinical need Guidance: A CAMHS inpatient unit is likely to have a problem with over-use of agency nurses if more than 15% of staff are agency staff during a week or if more than one member of staff on a shift are from an agency. Agency staff should not be used for more than two shifts in a day.	-- Select --	0
2.1.6	Type 2	Where bank and agency staff are used, they are familiar with the service and experienced in working with young people with mental health problems	-- Select --	0

Back Save Next View Summary & Signoff

You **can add a comment** to each standard outlining why you believe you have met a particular standard or not and providing details as to how you have achieved this. In order to add a comment click on the speech bubble

Close

Comments

Current Criterion: 2.1.1 Where there are high dependency/high acuity cases (e.g. high levels of observation, use of seclusion, increased risk of violence or self harm), there is a minimum ward staff to patient ratio of 1:1 to 3:1 for the most highly disturbed cases

Add a comment for this item and click 'Save Comment'

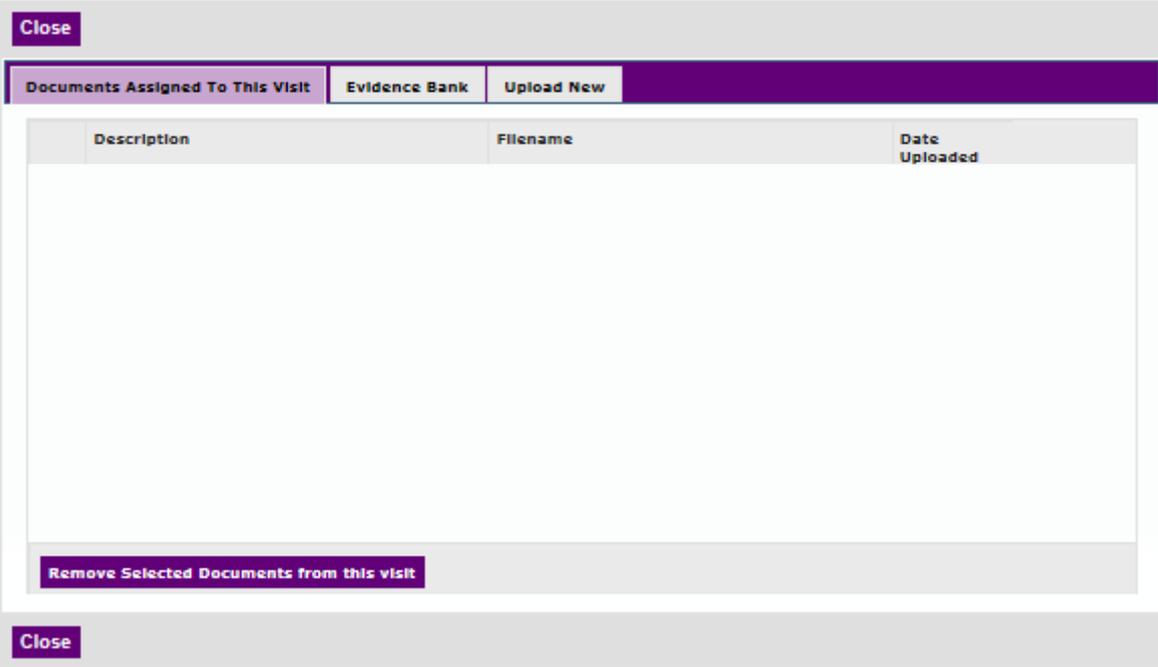
Save Comment Save & Close Cancel

Criterion	Comment	Name	Date	Manage
Close				

For each comment you wish to make, you need to enter your comments into the box and either **Save Comment** if you wish to continue to edit it, **Save & Close** if you have entered the information you need to and want to go back to the workbook.

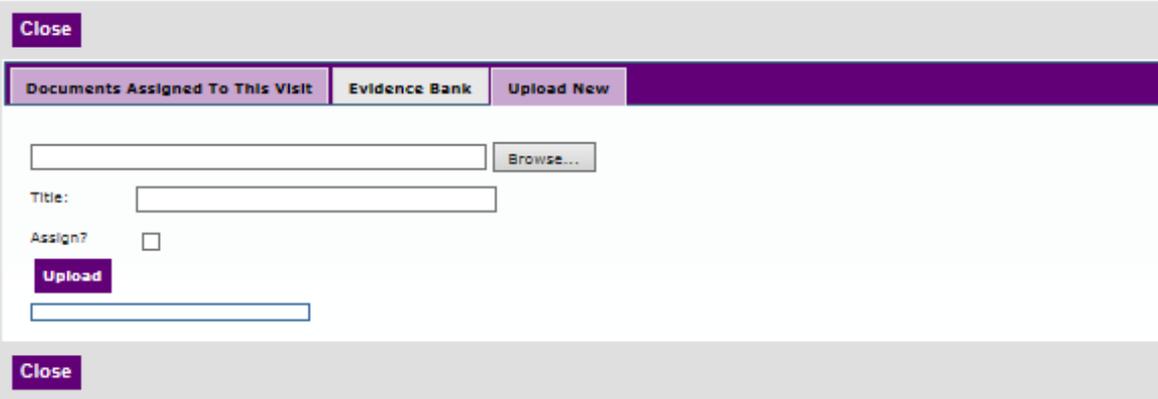
Documents can be uploaded to support the your service's response; this could be policies, training documents etc.

In order to do this, click on the icon **Upload Evidence** which will bring up the following box:



The screenshot shows a dialog box titled 'Upload Evidence'. At the top left is a 'Close' button. Below it is a navigation bar with three tabs: 'Documents Assigned To This Visit', 'Evidence Bank', and 'Upload New'. The 'Upload New' tab is selected. The main area contains a table with the following headers: 'Description', 'Filename', and 'Date Uploaded'. The table body is currently empty. At the bottom of the table area is a button labeled 'Remove Selected Documents from this visit'. Below the table area is another 'Close' button.

This box will show all the documents uploaded for your service. In order to upload a new document, you need to select the '**Upload New**' tab.



The screenshot shows the 'Upload Evidence' dialog box with the 'Upload New' tab selected. It features a 'Close' button at the top left. Below the navigation bar, there is a text input field followed by a 'Browse...' button. Underneath is a 'Title:' label followed by another text input field. Below that is an 'Assign?' label with an unchecked checkbox. A purple 'Upload' button is positioned below the checkbox. At the bottom of the dialog box is another 'Close' button.

The user needs to click **Browse** to search their computer for the document. Please include your service name at the beginning of the document name (e.g. SERVICE NAME Safeguarding Policy).

Click **Assign** and **Upload** to register the document, you can then close the box.

The system is set up to require an answer to each standard on the workbook. You therefore, cannot complete the workbook without responses to all the standards. The system can also be arranged so certain standards need a document uploaded or comments to support their answer. Guidance for answering a standard will be displayed in italics under the standard statement.

You can continue to work through the workbook, if you wish to come back to it at any point you just need to ensure you have saved everything you have currently entered and log out of the system.

The responses, evidence, comments etc can be amended as many times as you like before you submit the workbook to the project team.

Once you are happy with your responses, you can submit your workbook which will send it to the project team at CCQI. **After this point you will no longer be able to amend your responses.**

If you don't submit your workbook by the deadline, the workbook will automatically close and you will no longer be able to make any changes.

If you have any difficulties meeting your deadline, please inform the project team at your earliest opportunity.

Section 5: Your Surveys

Your Survey Responses

*This information is only applicable to those undertaking an Accreditation Review

Feedback is being collected in the same manner as before, and you are able to use both the online questionnaire as well as paper copies.

Dear Francesca Gibbons

Here are the links to all the surveys:

<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=55f38bca-c53e-4a13-b2f7-e18eedf6346> - Case Note Audit
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=be5e228e-0cfd-48b1-9818-f9416c2ec2d2> - Parents and Carers
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=4ee52362-37fb-41a9-9d35-b9672a85a664> - Policies
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=ee374de9-a2cc-46de-9953-be3ca7cd5849> - Referrers
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=e4de6201-13b5-473e-9663-41258a43e788> - Staff
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=200748d4-955e-43dc-988b-205d6ad5f94e> - Teachers
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=4c71c89f-94c3-4549-9627-471d741692e0> - Young People
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=afc1573c-cdd8-4f2b-8d14-97f6a61e61ce> - Commissioners
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=c1253149-8a49-42a0-8d68-de399c6f80d7> - Young People - Short
<http://uat.rcpsych.weblogik.co.uk/SurveyLink.aspx?id=81e7703e-e506-4058-9593-8c32a6d28295> - Ward Manager/Service Manager

Regards
RCPsych Admin

This is an automated email. Please do not reply to this address

On the date your workbook opens, you will receive the following email:

This provides unique links to your service's questionnaires. You can copy and paste these links into emails to send to staff, referrers, patients, carers etc.

The number of responses to your online questionnaires can be found on your **survey dashboard**.

You can also find paper copies of these questionnaires on the resources section of your homepage. If you use any paper questionnaires, these will only show once they have been received and entered by the project team.

Royal College of Psychiatrists Centre for Quality Improvement
21 Prescott Street • London • E1 8BB

The Royal College of Psychiatrists is a charity registered in England and Wales (228636)
and in Scotland (SC038369)
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