

# **QNOAMHS: Quality Network for Older Adults Mental Health Services**

## **Remote Reviews FAQ Sheet**

### **How will the remote review be different to live review?**

Live peer reviews are carried out face to face within the services ward/unit. Whereas remote reviews, as the name suggests, will take place remotely using a video conferencing platform.

### **Will remote reviews take place over one day?**

We want to make sure that the review days are as stress free as possible for everyone involved. Therefore, in order to give members the best opportunity to demonstrate the quality of their service, remote reviews will take place over two days.

### **Will the same people need to be present throughout the review?**

Like site visits, not everybody in your team will need to be present for all parts of the review day. You will have the opportunity to discuss the timetable with the project team prior to your visit and plan which members of your team will be present for the different parts of the review.

### **What equipment will we need to host a remote review?**

Services will be required to have access to a device such as laptop or tablet, that will enable them to join a remote session. The laptop or tablet should have a microphone and camera enabled. It is strongly advised that the services test their equipment regularly before their review, and the project team will contact services prior to their review day to arrange a tech test. It is also advisable to inform your IT department of the remote review dates, so they can offer support where possible.

### **Will we need any computer software to host a remote review?**

You will need access to Microsoft Teams, which is a video conferencing software. If you do not have the app installed in your device, you can still access it through your web browser. If you encounter any issues with your Microsoft Teams account the project team will also be able to provide you a guest login you can use for the duration of your review.

### **Who will be part of a remote review team?**

Remote review teams will be identical to those used for site visits. They will consist of QNOAMHS professionals of different roles and trusts/providers, as well as a service user or carer representative. A member of the QNOAMHS project team will either be part of the team, or available to provide support.

## **How will the health record audit & documents check be completed?**

During the self-review process, services will need to provide a more extensive portfolio of evidence. You will be provided with clear instructions on how to submit evidence and work through the document checklist. This will help you to ensure that you submit the correct level of evidence per a standard ahead of your review. The designated peer reviewers will review the evidence and discuss your evidence with you during the review day.

You will also receive guidance to help you ensure that the documents you submit do not breach privacy and confidentiality of any patients, staff, or carers.

## **How will the tour of the unit take place?**

As the review team are unable to visit the service in person, in order to ensure the service is suitable and meeting the standards, the service will be asked to provide photo and video footage of the key points of the environment ahead of their review. Service will get a checklist of different elements they need to evidence, with a recommendation of whether it would be suitable as photo or a video.

## **How will carers and patient interview be conducted during a remote review?**

The project team will interview patients and carers prior to the review day. This will be done either via a phone interview or through Microsoft Teams, whichever is easiest for the patient/carer.

## **How will the staff interview take place during a remote review?**

As with a site visit, staff will be interviewed as a group via Microsoft Teams during your remote review

## **I am anxious we might no longer be meeting some of the QNOAMHS standards due to COVID-19**

We understand your concern and QNOAMHS have created separate guidance for standards that have become difficult to meet given the current circumstances. We have also developed extra guidance for standards that require extra care and attention due to health and safety concerns imposed by COVID-19. You will receive a copy of these standards along with the guidance in your information pack. You will be required to be extra mindful of these standards as you work through your self-review.

## **Will my potential accreditation be affected by a remote review?**

No, accreditation members can still be accredited for up to three years following a visit regardless of if they review was done remotely or in person.

### **Will the process of submitting evidence to the Accreditation Committee change?**

The process will remain the same, after your visit you will be informed of any standards you are not yet meeting and will have the chance to provide evidence/updates on your progress toward meeting these standards. The QNOAMHS project team will provide clear instructions and guidance to support you to do this.

The QNOAMHS Accreditation Committee continue to meet four times a year and will can accredit, or give services additional time to meet standards as usual.

### **Will the interim process change, for anyone accredited using the virtual review system?**

Services are accredited for up to 3 years, halfway through their accreditation they will be asked to submit an interim report to demonstrate that they continue to meet the required standards of an accredited service.

For services accredited via a remote review, this interim process may be expanded to include a site visit from a professional review.



