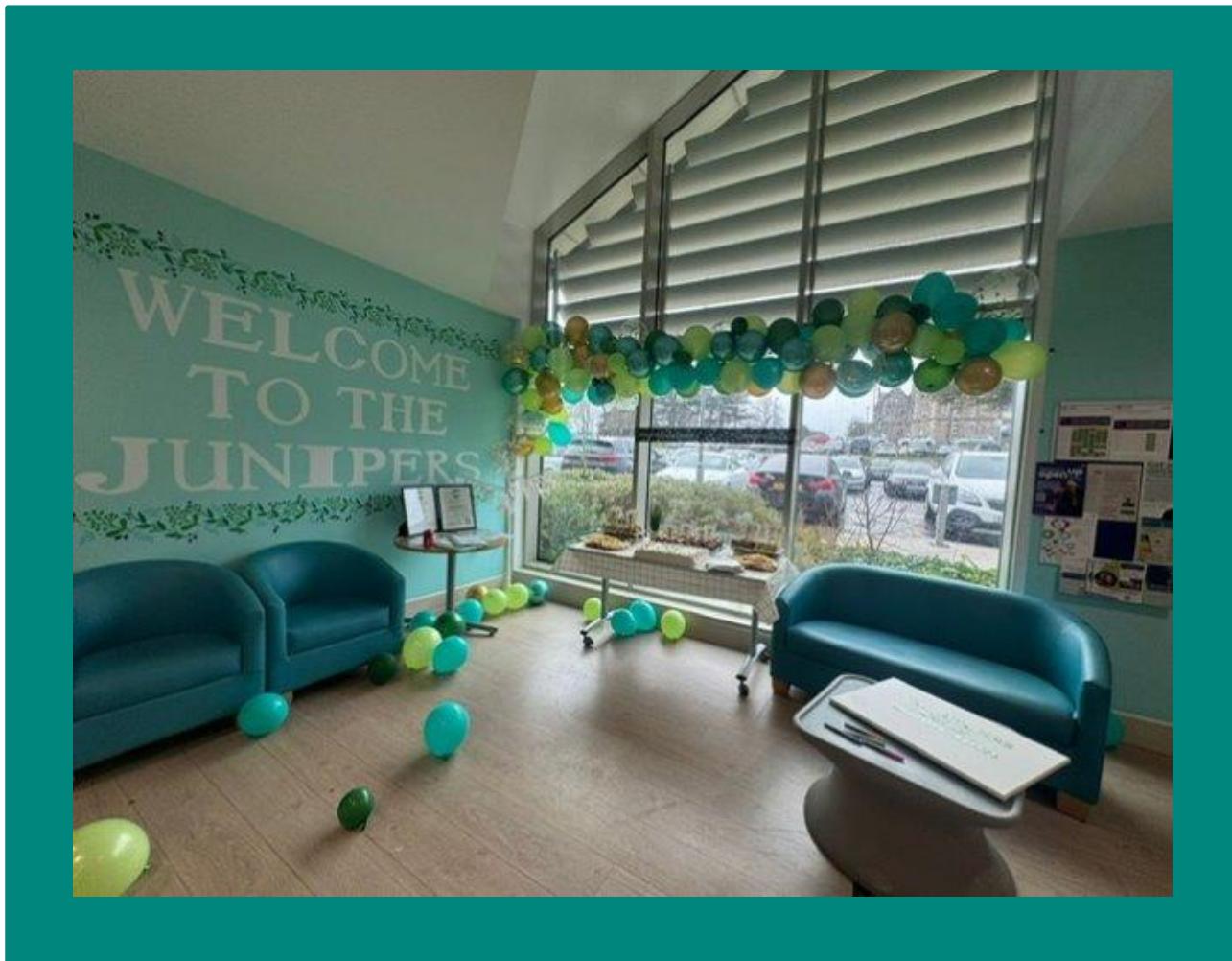


QNPICU Bulletin: Celebrating Accredited Services



An Introduction to the QNPICU Bulletin

The Quality Network for Psychiatric Intensive Care Units (QNPICU) is pleased to release our first network bulletin. The bulletin will serve in place of the newsletter, with the aim of highlighting good practice across member services, updates from the Network, events and other news. Look out for the next issue.

Previous Newsletters:



QNPICU Accreditation

The Quality Network's accreditation process involves a period of self and peer-review. The self-review process begins three months before the service's peer-review date.

During the self-review period services will score every standard and provide commentary describing how they meet QNPICU standards. Additionally, surveys from patients, carers and staff are collected as well as case note audits. Lastly, there is a range of evidence is required to be submitted.

Following the self-review period, the service will be visited by a team of peers who will review the service against QNPICU standards. Following the visit, a local report is compiled and additional evidence requested for any not met standards. Evidence is reviewed and brought to the accreditation committee for review. There are three opportunities for this.

Services must meet **100%** of type 1 standards, **80%** of type 2 standards and **60%** of type 3 standards to be awarded accreditation.

Accreditation is valid for up to **three years**, subject to satisfactory completion of an interim self-review.

Type 1: Essential standards. Failure to meet these would result in a significant threat to patient safety, rights or dignity and/or would breach the law. These standards also include the fundamentals of care, including the provision of evidence-based care and treatment.

Type 2: Expected standards that all services should meet.

Type 3: Desirable standards that high performing services should meet.



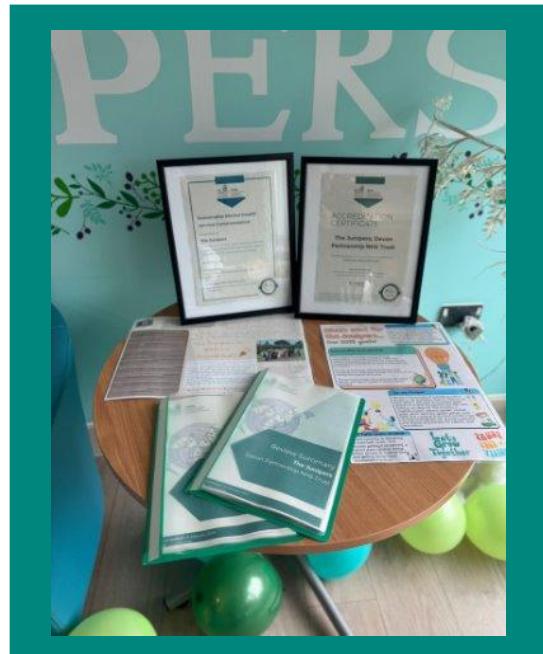
The Junipers

The Junipers, Devon Partnership NHS Trust, began with the developmental membership in 2019 before moving to the accreditation membership in 2023. The Junipers was then accredited in December 2024 after successfully completing their self and peer-review process as part of QNPICU. Becky Howells, Practice Lead and Molly Tancock, Clinical Team Leader from the Junipers presented at our recent Annual Forum on their experience of the process and the lessons learned.

There are currently only six QNPICU accredited services across the United Kingdom so this is a huge achievement for the service and the Network share this excitement with the team! To celebrate this achievement the team held an 'Accreditation Celebration'; they have kindly shared a few photographs from their celebration.



The Junipers also created a poster detailing what the accreditation means for the service and highlights from the team on what this means to them. The posters were placed around the ward to provide information to staff, patients and carers on what it means to be a QNPICU accredited service.





"This is great news well done- these things are never easy"- Joel Cutter, Associate Director of Nursing.

"Fantastic news! Well done everyone!"- Neil Lovell, Central Locality Manager.

"A fantastic achievement, well done and thank you to the whole team - Liz Perry, Chief People Officer

"Fantastic efforts & dedication of the clinical team and leadership team - congratulations & well done to everyone!"- Clare McAdam, Interim Chief Nursing Officer.

"Fantastic news, well done all."- Aideen Tucker, Chief Finance Officer.

"Excellent news!! Well done team"- Taps Mutakati, Executive Chief Operating Officer.

"Absolutely fantastic news and after such hard work! Well done team - a huge and well deserved accolade for all the PICU staff"- Laura Hobbs, Director of Corporate Affairs

"This is great news - thank you so much for sharing. Well done to you all for all the efforts that have gone into this!"- Sonja Manton, Director of Strategy and Partnership.

"Well done everyone, and thank you for your hard work to achieve this"- Sarah Krys, Interim Deputy Director of Nursing.

"Well done to everyone. It's an amazing achievement and a reflection on the hard work and dedication."- Matt Phillips, Senior Nurse Manager (PICU & POS).

WE HAVE MET 148 OUT OF THE 150 STANDARDS WHICH HAVE BEEN DEVELOPED IN CONSULTATION WITH INDIVIDUALS FROM MEMBER SERVICES OF THE QUALITY NETWORK FOR PSYCHIATRIC INTENSIVE CARE UNITS (QNPICU) PROGRAMME, PATIENT AND CARER REPRESENTATIVES AND OTHER EXPERTS.

DURING THE REVIEW PROCESS..

CARERS SAID: THEY APPRECIATE THE DETAILED EXPLANATIONS GIVEN BY STAFF SURROUNDING THEIR LOVED ONE'S CARE, STATING THAT STAFF MAKE THEM FEEL 'WELL-INFORMED' AND 'SUPPORTED'. ONE CARER STATED THAT THEY ARE 'REALLY HAPPY' WITH THE LEVEL OF COMMUNICATION. ANOTHER NOTED THE POSITIVE RAPPORT BETWEEN CARERS AND WARD STAFF IN GENERAL. WHEN CARERS WERE ASKED IF THEY WOULD CHANGE ANYTHING ABOUT THE SERVICE, CARERS EXPLAINED THAT THEY 'COULD NOT FAULT' THE SERVICE.

PATIENTS REPORTED: FEELING TREATED WITH COMPASSION, DIGNITY AND RESPECT. PATIENTS SPOKEN TO ON THE DAY FELT ABLE TO APPROACH STAFF OUTSIDE OF THEIR DEDICATED ONE-TO-ONE TIMES TO DISCUSS THEIR CARE, HOW THEY ARE FEELING AND ANY CONCERN THEY MAY HAVE.

The Junipers Is QNPICU Accredited!!

DURING THE ACCREDITATION PROCESS THERE WERE 3 PHASES..

- **PHASE 1-** WE UNDERTOOK A SELF-REVIEW, INCLUDING A SERIES OF SURVEYS FOR STAFF, PATIENTS AND CARERS. AS WELL AS PROVIDING EVIDENCE AND WRITTEN REPORTS FOR OVER 100 STANDARDS.
- **PHASE 2-** WE HAD A PEER REVIEW FROM HOLFORD PICU(SOMERSET)
- **PHASE 3-** INFORMATION FROM THE SELF- AND PEER-REVIEW IS COMPILED INTO A SUMMARY REPORT AND SUBMITTED TO THE ACCREDITATION COMMITTEE (AC).

Quality Network For Psychiatric Intensive Care Units

THERE ARE OVER 56 MEMBERS OF QNPICU ACROSS THE UK, WALES AND SCOTLAND.

OUT OF THESE 56 WARDS ONLY 5 ARE ACCREDITED, WITH THE JUNIPERS NOW MAKING IT 6.



Top Tips for Accreditation

1. Be Prepared!

The self-review process will begin three months before your peer-review date. At this point you will be given details of your online workbook on CARS as well as surveys to distribute to patients, carers and staff. Within the workbook a number of standards will also require evidence such as care plans, discharge summaries, policies, procedures and more. It is recommended that you start as soon as possible to ensure that all the information has been collated in time for your deadline (one month before your peer-review). It is also recommended that you use the posters provided to you by your Quality Network representative to make patients, staff and carers aware of the review and what this involves.

2. Take a Team Approach

Accreditation takes a lot of work, make sure you spread the responsibility! Appoint a person to anonymise records, divide sections within the workbook, and allocate someone to collect surveys. We want to hear from a range of disciplines and encourage you to work as a team.

3. Regular Meetings

The Junipers shared that they had held regular meetings, dedicating time to reviewing progress on actions required for their accreditation, particularly in meeting standards that required additional evidence. They found that this was helpful in ensuring that the team stays on track through clear communication and accountability.

4. Stay Committed

The entire accreditation process takes several months starting from the workbook opening to the last accreditation committee meeting. For any not met standards you will be asked to submit additional evidence. There are three chances to be presented at the Accreditation Committee so make sure you use them wisely!

5. Ask Questions

You will be assigned a Quality Network representative, this is usually the person who emails you regarding the workbook and attends the peer-review. They are there to support you through the accreditation process so be sure to ask them questions! You can send them particular evidence to check over prior to your accreditation committee meeting, request a meeting to discuss standards you would like more clarity on.

Testimonials

"We were allocated a rep from the Network who was hugely helpful and really started guiding us through the process."

"The process has been hard work but incredibly rewarding."

"Time is of the essence; it takes a lot of time to go through the standards... you really need the whole team involved."

"Prior to the visit we increased the staffing, and we involved everyone. We made sure to call carers and make them aware of the review to ensure they had the opportunity to speak to the network and encouraged them to be transparent."

"The developmental visits and going to other services was hugely helpful. We had the opportunity to speak to people with similar challenges."

"It really supports the care we provide to our patients."

"It feels reassuring that I am being cared for by a team that has been identified as working to a good standard."

"Becoming accredited makes me feel so proud, and also determined to keep our standards high."

"We have always really struggled to get a bit more decoration due to budget constraints, but after this was documented in the peer-review process as an area for improvement we were able to evidence the need for re-decoration and this was approved which it hadn't been previously!"

"We really enjoyed the peer-review process sharing our experiences with another ward and hearing their insights."

"It was helpful to get the patient and carer feedback as usually our surveys have quite poor uptake so having that really in-depth and meaningful information we have been able to utilise in different areas."

"The timetable from the network was hugely helpful and we allocated staff for different meetings."

"Before starting the process, we sat down as a team and discussed whether the improvements needed were achievable and created an action plan to start addressing these."

Other accredited services

Congratulations to all of our accredited services:

Ashurst Ward, Oxford Health NHS Foundation Trust

Holford Ward, Somerset Foundation Trust

IPCU Tayside, NHS Tayside

The Junipers, Devon Partnership NHS Trust

Jupiter Ward, Priory Group

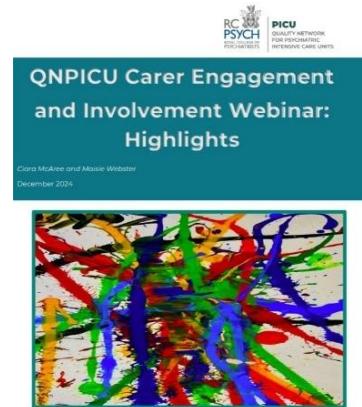
Pavilion Ward, Sussex Partnership NHS Foundation Trust

You can find more information about QNPICU membership on [our website](#) or by emailing us at picu@rcpsych.ac.uk.

Interested in working towards being an accredited member? You can sign up to be a member [here](#). Please note that signups will be closing soon on **14 March 2025**.

Network Updates

- We published the QNPICU [Carer Engagement and Involvement Guidance](#) following on from the Carers Working Group in August 2023. The guidance includes a range of good practice examples to support services to meet the current carers standards and guidance around involvement with the network.
- In November 2024, we held a Carer Engagement and Involvement Webinar to continue the conversation around carer engagement and to continue to share good practice and offer support to services to improve carer engagement. You can find a highlights document of the Webinar [here](#).
- We recently hosted our QNPICU Annual Forum on 19 February 2025. You can find a summary of the discussions from the day on our X (formerly Twitter) account ([@rcpsychQNPICU](#)). **Missed the event?** We will also have a recording of the event on [KnowledgeHub](#) shortly! If you are not a member of KnowledgeHub you can sign up by emailing picu@rcpsych.ac.uk.



- We have now successfully completed the developmental reviews for Cycle 6 having visited 19 services across the country (as shown in the map) alongside two open discussions. We are recruiting for Cycle 7 membership. You can sign up for membership using this [online form](#).
- We are recruiting for members of the Advisory Group and the Accreditation Committee! We are recruiting to the following positions:

Advisory Group:

- **Psychology**
- **Nursing**



Accreditation Committee:

- **Chair**
- **Psychology**
- **Nursing**
- **OT**

If you are interested in any of the above roles, please read the Terms of Reference for the [Advisory Group](#) and the [Accreditation Committee](#) and complete and return the [application form](#) to ciara.mcaree@rcpsych.ac.uk by **13 March 2025**.

- The network has been revising our standards in consultation with members, patient and carer representatives, the advisory group and other experts. We will be publishing the fourth edition of standards for psychiatric intensive care units in Spring 2025.
- We have been running a Staff Training Working Group to discuss necessary trainings for staff working in PICU services. The group are working towards publishing a guidance document for PICU services outlining desirable and essential training areas so look out for this in Summer 2025.
- We will be hosting a joint event with our sister services Quality Network for Prison Mental Health Services (QNPMHS) and Quality Network for Forensic Mental Health Services (QNFMHS) on 'Improving Transfer and Remission' on **21 October 2025**. You can sign up for the event using this [booking form](#) (please complete one form per person).



Get in touch with the Network!

- Email us at picu@rcpsych.ac.uk if you are interested in getting involved in reviews and to get in touch.
- Follow us on X (formerly Twitter) [@rcpsychQNPICU](https://twitter.com/rcpsychQNPICU) to get the latest updates on the network, events and more.
- Visit our website [here](#).