AIMS Rehab
QUALITY NETWORK FOR MENTAL HEALTH REHABILITATION SERVICES

CCQI

RC PSYCH
ROYAL COLLEGE OF PSYCHIATRISTS

Quality Network for Mental Health Rehabilitation Services

CARS User Guide

Contents

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

The AIMS Rehab Project Team

    T: 0203 701 2631

    E: rehab@rcpsych.ac.uk

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.

Each service will have their own dashboard, enabling them to complete their self-review and access their reports and information. Should a service complete multiple peer reviews, they will also be able to directly compare their performance and reflect on the quality improvement made within their service.

Registration

Service Registration

1. To register, please first visit the CARS homepage: https://cars.rcpsych.ac.uk/

2. Click the 'Join Us' icon on the homepage.

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

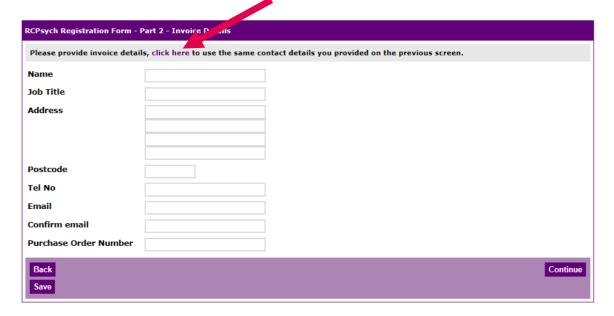4. You will be asked to select a project you wish to participate in, please choose "AIMS Rehab" and click continue.

5. Choose your trust/provider from the drop-down box and then select your ward/unit in the "service" box. This information is automatically populated by the system and will be updated regularly.

6. You will then need to select a primary contact (also called project lead) for the service. The primary contact will receive important emails from CARS about the service's registration and the peer review process. Please read the project lead pack for a full list of the primary contact's responsibilities.

7. Then you will need to create a password for the service's CARS account, containing at least 8 characters with one lower case letter, one upper case letter and one digit.

Please select your organisation

Start typing to find your organisation/service in the lists or click the arrow to view the whole list.

Organisation [▼]
If your Organisation is not listed, please contact your **Project Team** to get it added to CARS.

Service [▼]
If your Service is not listed, please contact your **Project Team** to get it added to CARS.

Address [   ]
[   ]
[   ]
[   ]

Postcode [   ]

Website [   ]

Add Additional Service

Service
No Services have been added

Please provide the following information for the primary contact

Title [-- Select Title -- ▼]

First name [   ]

Surname [   ]

Email [   ]

Confirm email [   ]

Tel No [   ]

To maintain the security of the site your password must obey the following format

- Be at least 8 characters
- Contain at least one one lower case letter, one upper case letter, one digit

Password [•••••••••]

Confirm password [   ]

Save   **Continue**

8. Part 2 asks you to enter your invoice contact details. You can choose this to be the same contact information entered on the previous page, or a new contact.

9. You will then need to enter the purchase order number used to pay for your membership. You should be able to get this from your finance department, but you can also contact the project team to receive this. Entering this on the registration form will not raise an invoice or process a payment, it is just so the project team know a purchase order has previously been raised for membership.

10. Then need to select the AIMS Rehab membership your ward/unit has chosen. You can choose either accreditation membership or focused (developmental) membership.

11. Please review your registration information to ensure it is accurate. If you need to make any corrections, you can do so 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

12. 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. 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.
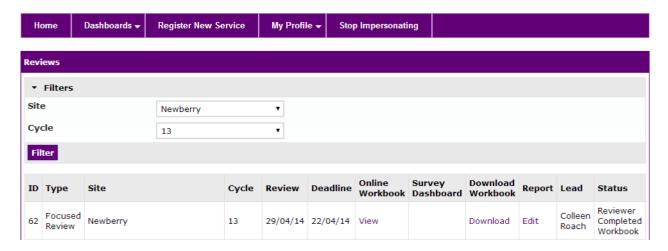
Your Review Dashboard

Review Dashboard

From your home screen you will be able to access your review dashboard. This details your upcoming review.

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

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

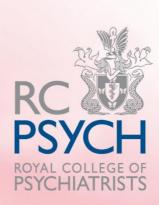**Type:** The type of review visit booked in

Cycle: The amount of times the service has gone through the peer review process

Review: Agreed review visit date

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

Status: Where your service is within the peer review process e.g. Review Booked/Workbook Submitted.

Completing Your Self-Review Workbook

The Self Review Workbook
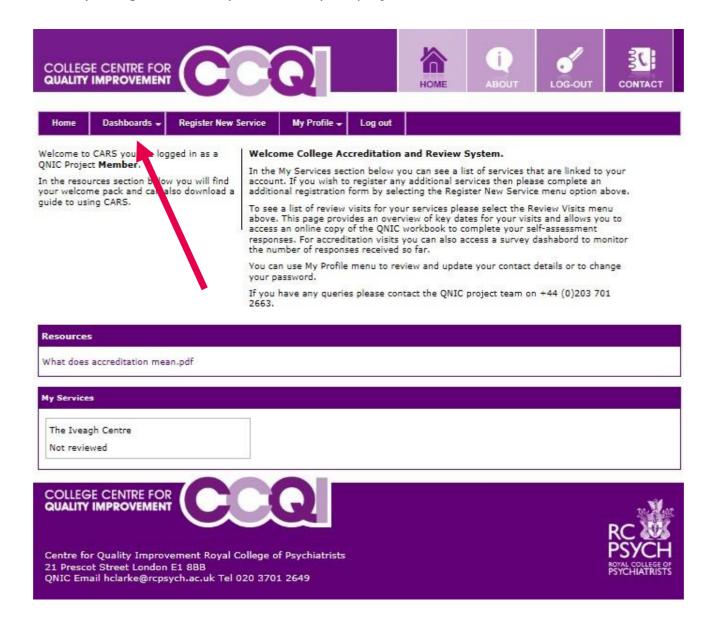
After you have successfully registered on the CARS system, you will be sent an email the day your workbook opens. This will allow you begin working on your self-review workbook and complete your questionnaires.

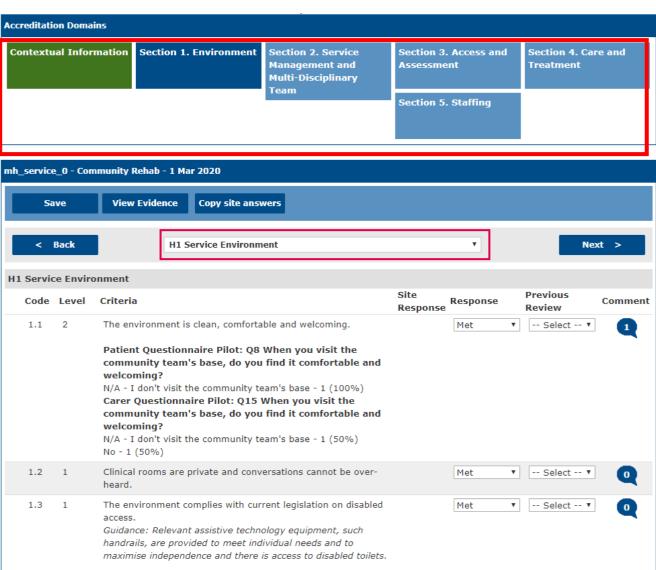When you log onto CARS you will see your project's home screen:

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

Please ensure your self-review is completed online and do not submit by paper or as an e-mail attachment

ID	Type	Site	Cycle	Review	Deadline	Options	Lead	Status
1331	AIMS Rehab Accreditation Review	X	1	27/02/19	12/02/19	View Checklist Survey Dashboard	None assigned	Review Booked

To complete your workbook, select "View Checklist". This will take you to the first page of the workbook.

Accreditation Domains

Contextual Information	Section 1. Environment	Section 2. Service Management and Multi-Disciplinary Team	Section 3. Access and Assessment	Section 4. Care and Treatment
			Section 5. Staffing	

mh_service_0 - Community Rehab - 1 Mar 2020

Save	View Evidence	Copy site answers

< Back	H1 Service Environment ▼	Next >

H1 Service Environment

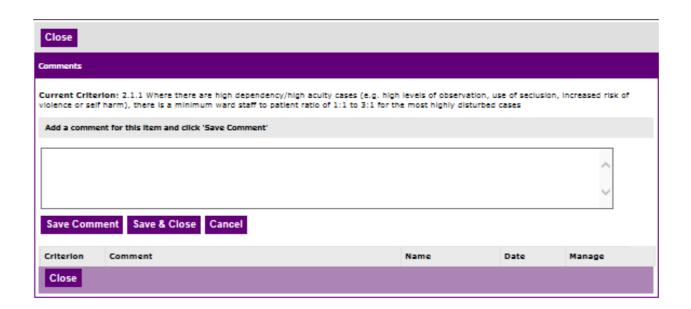| Code	Level	Criteria	Site Response	Response	Previous Review	Comment
1.1	2	The environment is clean, comfortable and welcoming. **Patient Questionnaire Pilot: Q8 When you visit the community team's base, do you find it comfortable and welcoming?** N/A - I don't visit the community team's base - 1 (100%) **Carer Questionnaire Pilot: Q15 When you visit the community team's base, do you find it comfortable and welcoming?** N/A - I don't visit the community team's base - 1 (50%) No - 1 (50%)		Met ▼	-- Select -- ▼	1
1.2	1	Clinical rooms are private and conversations cannot be over-heard.		Met ▼	-- Select -- ▼	0
1.3	1	The environment complies with current legislation on disabled access. *Guidance: Relevant assistive technology equipment, such handrails, are provided to meet individual needs and to maximise independence and there is access to disabled toilets.*		Met ▼	-- Select -- ▼	0

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

Within each domain will be different sub-sections e.g. "Service Environment" You can also move to sub sections of standards by clicking the drop-down box.

You need to provide a 'Response' for each standard by clicking the drop down box determining whether a standard is Met, Partly Met, Not Met or Not Applicable.
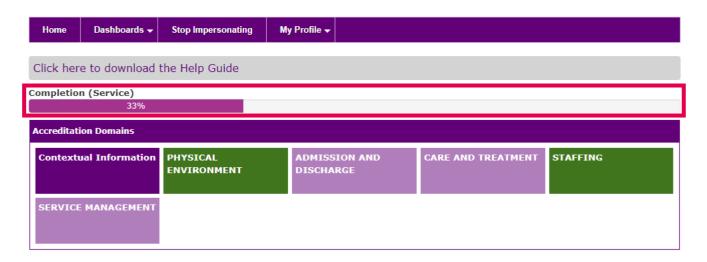

You will also need to add a comment to each standard explaining your score. In order to add a comment, click on the speech bubble next to the standard. **Please note for remote reviews a comment will need to be provided for every standard.**

When you click the speech bubble the above box will appear, please enter your comments explaining your score into the box and click 'Save & Close'.

Checking your Self-Review Progress

CARS will inform you how much you have left to complete for your self-review workbook.

Home	Dashboards ▼	Stop Impersonating	My Profile ▼	

Click here to download the Help Guide

Completion (Service)

33%

Accreditation Domains

Contextual Information	PHYSICAL ENVIRONMENT	ADMISSION AND DISCHARGE	CARE AND TREATMENT	STAFFING
SERVICE MANAGEMENT				

At the top of your review dashboard will be a completion bar, stating how much of your self-review workbook has been completed.

Completed sections will also change colour to green once all the responses in that section are completed.

Please be aware that all boxes in the contextual information section require a response. For instance, if you have no psychology assistants as part of your team, please enter "0" rather than leaving the response box blank, otherwise CARS will not register this as a completed answer.

Completing Questionnaires

Once the workbook if open, the primary contact should receive links to the questionnaires which need to be completed.

If you would like to review the number of questionnaire responses completed, and how many still need to be completed, this can be found in the Survey Dashboard.

Please ensure your self-review is completed online and do not submit by paper or as an e-mail attachment

ID	Type	Site	Cycle	Review	Deadline	Options	Lead	Status
1331	AIMS Rehab Accreditation Review	X	1	27/02/19	12/02/19	View Checklist Survey Dashboard	None assigned	Review Booked

The following screen will be shown:

Survey Status Dashboard -   **(04/06/2019) (AIMS Rehab)**

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.

ID	Name	Responses	URL (6-20 chars or leave blank)
188	AIMS Rehab Carer Survey 2016-17	7/8	http://cars.rcpsych.ac.uk/ [____] Save Copy
191	AIMS Rehab Health Record Audit Survey 2016-17	7/8	http://cars.rcpsych.ac.uk/ [____] Save Copy
192	AIMS Rehab Service User Audit Survey 2016-17	7/8	http://cars.rcpsych.ac.uk/ [____] Save Copy
194	AIMS Rehab Staff-Survey 2016-2017	18/26	http://cars.rcpsych.ac.uk/ [____] Save Copy

Resend Survey Links

To receive links to the online surveys, click "Copy" on the survey, which will copy a link you can then paste to an email to send to relevant people.
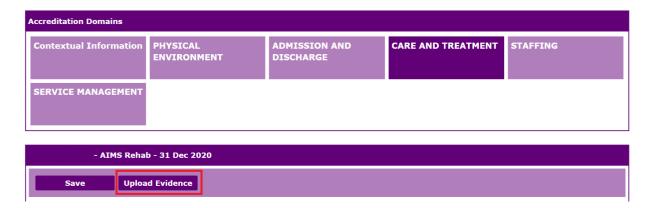
You can also ask for the survey links to be re-sent to your primary contact.

If you need paper service user or carer questionnaires, please contact the project team who can post these to you. Completed paper questionnaires will need to be returned to the project team, who will then input them on CARS for your self-review.

Submitting Evidence

For AIMS Rehab remote reviews, all services will be required to upload evidence to support their scoring of standards, please refer to your accreditation handbook for a list of standards which require evidence to be uploaded.
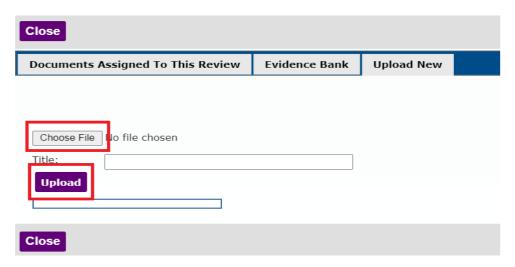To submit evidence, click the "Upload Evidence" box.

Accreditation Domains				
Contextual Information	PHYSICAL ENVIRONMENT	ADMISSION AND DISCHARGE	CARE AND TREATMENT	STAFFING
SERVICE MANAGEMENT				

- AIMS Rehab - 31 Dec 2020

Save	Upload Evidence

From the upload evidence box, click the "add new documents" box.

Close

Documents Assigned To This Review	Evidence Bank	Upload New

Click here to add new documents

Description	Filename	Date Uploaded

Then select "choose file" and select the piece of evidence from your local files that you wish to submit and title the file. Clearly title the file with the standard number it relates to.
Once you have chosen your file click "Upload" to submit the evidence as part of your self-review.

Close

Documents Assigned To This Review	Evidence Bank	Upload New

Choose File   No file chosen

Title: _____

Upload

Close

Evidence Labelling

It is essential that services uploading evidence label their evidence files correctly. Any files which have been labelled incorrectly will not be reviewed and can lead to standards being scored not met.

To label evidence correctly, clearly state what the file is as well as the standard number it relates to, you will also need title the evidence this way when uploading it to CARS.
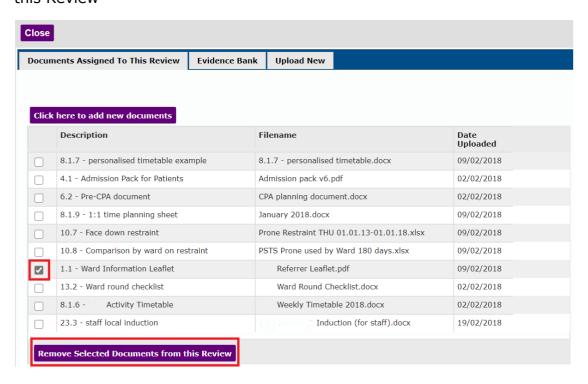
Example:

⊘ 8.2.7 Medicines Management Policy
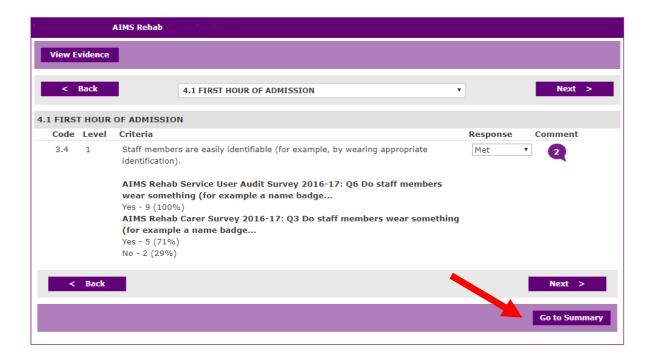
Removing Evidence

If you would like to remove a piece of evidence which you have uploaded. Simply select the piece of evidence from the list and select "Remove Selected Documents from this Review

Close			
Documents Assigned To This Review	**Evidence Bank**	**Upload New**	

Click here to add new documents

	Description	Filename	Date Uploaded
☐	8.1.7 - personalised timetable example	8.1.7 - personalised timetable.docx	09/02/2018
☐	4.1 - Admission Pack for Patients	Admission pack v6.pdf	02/02/2018
☐	6.2 - Pre-CPA document	CPA planning document.docx	02/02/2018
☐	8.1.9 - 1:1 time planning sheet	January 2018.docx	09/02/2018
☐	10.7 - Face down restraint	Prone Restraint THU 01.01.13-01.01.18.xlsx	09/02/2018
☐	10.8 - Comparison by ward on restraint	PSTS Prone used by Ward 180 days.xlsx	09/02/2018
☑	1.1 - Ward Information Leaflet	Referrer Leaflet.pdf	09/02/2018
☐	13.2 - Ward round checklist	Ward Round Checklist.docx	02/02/2018
☐	8.1.6 - Activity Timetable	Weekly Timetable 2018.docx	02/02/2018
☐	23.3 - staff local induction	Induction (for staff).docx	19/02/2018

Remove Selected Documents from this Review
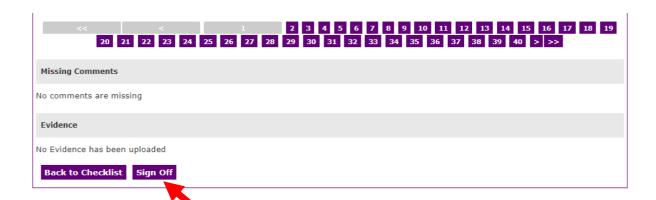
Signing off your Workbook

Once you are happy with your responses, have completed the needed questionnaires and uploaded all the required evidence, you can submit your workbook to the project team. **After this point you will no longer be able to amend your responses.**

To do this select "Go to Summary"

The summary pages will provide you an overview of the responses completed, and any missing responses if there are any.

At the bottom of the summary page you can sign off workbook once all questionnaires and responses have been completed. If you sign off your workbook but want to make amendments later, please contact the project team.

The system is set up to require an answer to each standard on the workbook. You cannot complete the workbook without providing responses to all the standards.

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.

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 as soon as possible.

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