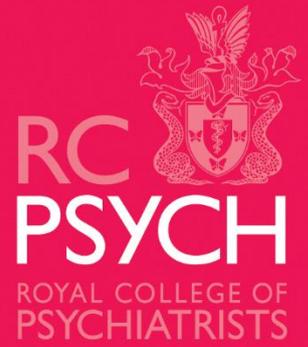


AIMS Rehab
QUALITY NETWORK FOR MENTAL
HEALTH REHABILITATION SERVICES



**Quality Network for Mental Health
Rehabilitation Services**

CARS User Guide

Contents

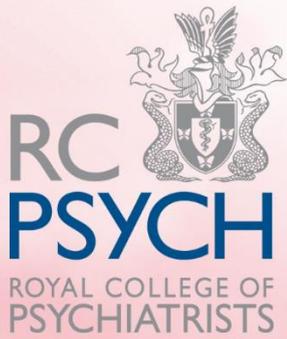
| | |
|--|----------------|
| About CARS | Page 3 |
| Registration | Page 5 |
| Review Dashboard | Page 10 |
| Completing the Self Review Workbook | Page 13 |

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.



COLLEGE CENTRE FOR QUALITY IMPROVEMENT **CCQI**

HOME ABOUT LOG-IN CONTACT

LOG-IN
Log into your CARS DASHBOARD

OVERVIEW
Get to know your way around the CARS DASHBOARD

JOIN US
Details on how to Join us and register your interest.

ABOUT CARS
All you need to know about the CARS System including FAQ's

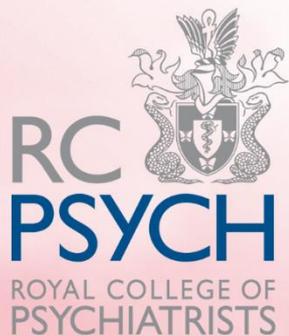
Welcome to the College Accreditation and Review System (CARS) run by the Royal College of Psychiatrists.

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.





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'**.

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

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

-- Select Project --

- ACOMHS (Accreditation for Community Mental Health Services)
- AIMS Rehab (A Quality Network for Mental Health Rehabilitation Services)
- AIMS-AT (AIMS-AT: Assessment Triage)
- AIMS-WA (AIMS-WA: a Quality Network for Working-age Adult Wards)
- APPTS (Accreditation Programme for Psychological Therapies Services)
- C o C (C o C: Community of Communities)
- C of C TCC (Community of Communities Therapeutic Child Care)
- Community Rehab (Community Rehab: a Quality Network for Mental Health Rehabilitation Services)
- ECTAS (Electroconvulsive Therapy Accreditation Service)
- EIPN (Early Intervention in Psychosis Network)
- HTAS (Home Treatment Accreditation Scheme)

AIMS Rehab (A Quality Network for Mental Health Rehabilitation Services)

RCPsych

Welcome to the AIMS Rehab registration page. Please complete the information below to allow us to process your registration. If you have any questions while you are completing your registration, please contact the AIMS Rehab team on

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

Please provide the following information for the primary contact

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.

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](#) [Continue](#)
[Save](#)

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.

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 --

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](#) [Continue](#)
[Save](#)

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 CAR5Training@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 CAR5Training@outlook.com

Purchase Order Number

Membership Details [Edit](#)

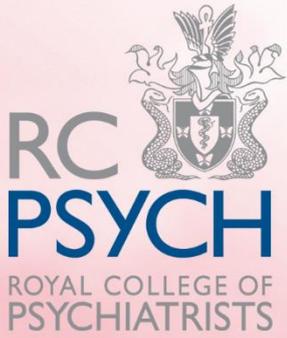
Membership Type

| 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](#)



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".

COLLEGE CENTRE FOR QUALITY IMPROVEMENT **CCQI**

HOME ABOUT LOG-OUT CONTACT

Home Admin Dashboards My Profile Log out

Welcome to CA... Review Visits Proof Reader Committee Review

to the CCQI's College Accreditation and Review System (CARS).
College of Psychiatrists College Centre for Quality Improvement
collects data from hundreds of health and social care organisations to support
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.

If you have any questions, please contact Francesca Brightey-Gibbons (email:
ccqi@rcpsych.ac.uk)

Edit Page

Resources

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.

Home Dashboards Register New Service My Profile Stop Impersonating

Reviews

Filters

Site Newberry

Cycle 13

Filter

| 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 |

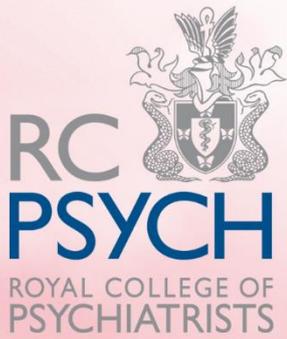
Type: The type of review visit booked in

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:

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 dashbord 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

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

< BackNext >

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 overheard. | | Met | -- Select -- | 0 |
| 1.3 | 1 | The environment complies with current legislation on disabled access. <i>Guidance: Relevant assistive technology equipment, such as handrails, are provided to meet individual needs and to maximise independence and there is access to disabled toilets.</i> | | 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.

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

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 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.**

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 | | | | |

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.

The screenshot shows a navigation bar with 'Home', 'Dashboards', 'Stop Impersonating', and 'My Profile'. Below it is a link to download the Help Guide. A red box highlights the 'Completion (Service)' bar, which is at 33%. Below this is the 'Accreditation Domains' section, which includes 'Contextual Information', 'PHYSICAL ENVIRONMENT', 'ADMISSION AND DISCHARGE', 'CARE AND TREATMENT', 'STAFFING', and 'SERVICE MANAGEMENT'. The 'PHYSICAL ENVIRONMENT', 'STAFFING', and 'ADMISSION AND DISCHARGE' boxes are green, while 'Contextual Information', 'CARE AND TREATMENT', and 'SERVICE MANAGEMENT' are purple.

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 is 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/ <input type="text"/> Save Copy |
| 191 | AIMS Rehab Health Record Audit Survey 2016-17 | 7/8 | http://cars.rcpsych.ac.uk/ <input type="text"/> Save Copy |
| 192 | AIMS Rehab Service User Audit Survey 2016-17 | 7/8 | http://cars.rcpsych.ac.uk/ <input type="text"/> Save Copy |
| 194 | AIMS Rehab Staff-Survey 2016-2017 | 18/26 | http://cars.rcpsych.ac.uk/ <input type="text"/> 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.

The screenshot shows a navigation menu titled "Accreditation Domains" with several categories: Contextual Information, PHYSICAL ENVIRONMENT, ADMISSION AND DISCHARGE, CARE AND TREATMENT, STAFFING, and SERVICE MANAGEMENT. Below this menu is a secondary bar with the text "- AIMS Rehab - 31 Dec 2020" and two buttons: "Save" and "Upload Evidence". The "Upload Evidence" button is highlighted with a red box.

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

The screenshot shows a window titled "Close" with a navigation bar containing "Documents Assigned To This Review", "Evidence Bank", and "Upload New". Below the navigation bar is a button labeled "Click here to add new documents" which is highlighted with a red box. Below the button is a table with the following headers: "Description", "Filename", and "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.

The screenshot shows the file upload form within the "Upload New" window. It includes a "Choose File" button (highlighted with a red box) and the text "No file chosen". Below this is a "Title:" label followed by an input field. An "Upload" button (also highlighted with a red box) is located below the title field. The window is titled "Close" at the top and bottom.

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

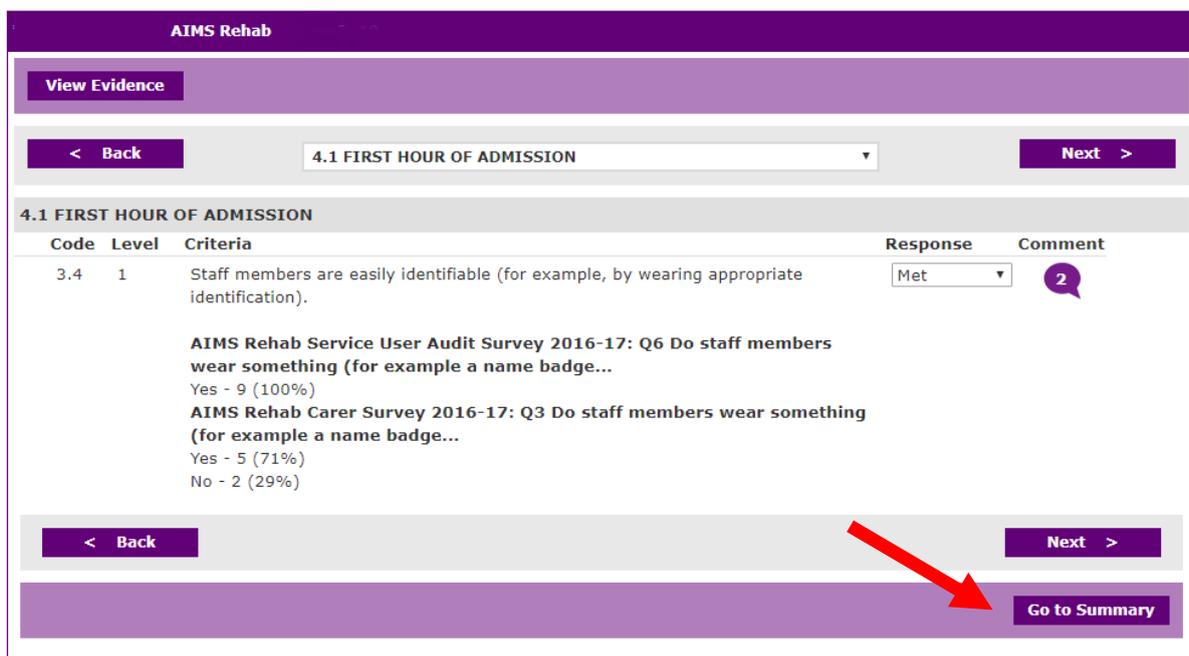
| | Description | Filename | Date Uploaded |
|-------------------------------------|--|---|---------------|
| <input type="checkbox"/> | 8.1.7 - personalised timetable example | 8.1.7 - personalised timetable.docx | 09/02/2018 |
| <input type="checkbox"/> | 4.1 - Admission Pack for Patients | Admission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

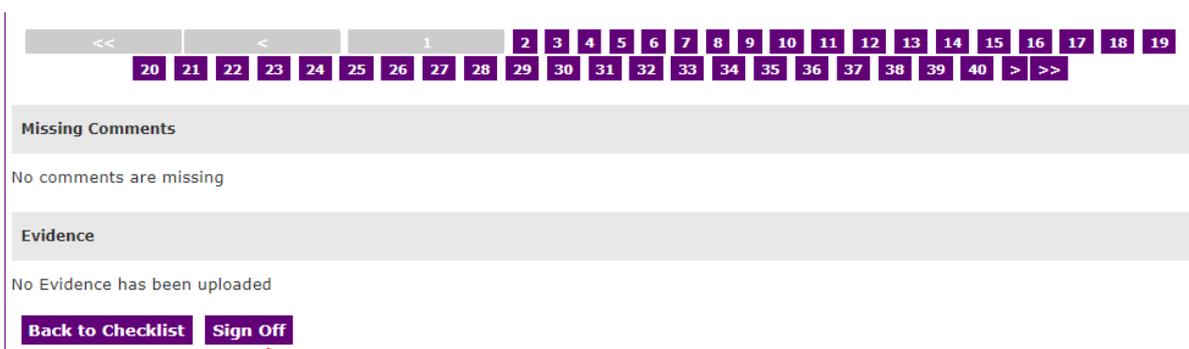
To do this select "Go to Summary"



The screenshot shows the AIMS Rehab interface. At the top, there is a purple header with 'AIMS Rehab'. Below it is a 'View Evidence' button. A navigation bar contains '< Back', a dropdown menu with '4.1 FIRST HOUR OF ADMISSION', and 'Next >'. The main content area is titled '4.1 FIRST HOUR OF ADMISSION' and contains a table with columns 'Code', 'Level', 'Criteria', 'Response', and 'Comment'. The table has one row with Code '3.4', Level '1', and Criteria 'Staff members are easily identifiable (for example, by wearing appropriate identification)'. The Response is 'Met' and the Comment is '2'. Below the table, there are two survey results: 'AIMS Rehab Service User Audit Survey 2016-17: Q6 Do staff members wear something (for example a name badge...)' with 'Yes - 9 (100%)' and 'AIMS Rehab Carer Survey 2016-17: Q3 Do staff members wear something (for example a name badge...)' with 'Yes - 5 (71%)' and 'No - 2 (29%)'. At the bottom, there is a navigation bar with '< Back', 'Next >', and a 'Go to Summary' button highlighted by a red arrow.

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 screenshot shows the summary page interface. At the top, there is a navigation bar with page numbers 1 through 19. Below it, there are two sections: 'Missing Comments' with the text 'No comments are missing' and 'Evidence' with the text 'No Evidence has been uploaded'. At the bottom, there are two buttons: 'Back to Checklist' and 'Sign Off', with a red arrow pointing to the 'Sign Off' button.

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.

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

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