



**CHKS**  
Insight for better healthcare

# Care quality, assurance and accreditation

Health and care accreditation  
and certification services

## Overview

As a leading external assessment service in the UK and working across Europe and beyond, and being the only provider of both CHKS accreditation, and ISO certification, we have unrivalled experience in assisting healthcare organisations to apply quality standards to improve patient care, while addressing key challenges such as risk management and clinical effectiveness.

CHKS accreditation provides credible and independent recognition of your commitment to quality improvement for your patients, Board and external regulators. CHKS accreditation programmes are tailored to all aspects of healthcare provision from acute hospitals and care homes to specific services such as radiotherapy and maternity.

## How does it work?

1. We work with you to assess your organisation against our standards
2. Areas for improvement are identified
3. We work with you to support the change, providing advice, support and access to other healthcare organisations that have done it before
4. An external peer review team assesses your compliance against the standards
5. We provide a final action plan to meet outstanding requirements. Once implemented, a final report is submitted to our Panel for consideration of an accreditation award

## Programme features

- We are accredited by the UK Accreditation Service (UKAS) to award the internationally-recognised certificate of ISO 9001 for quality management systems to healthcare organisations
- We are the only organisation to have 'translated' the ISO 9001 standard, using healthcare-specific terms, to make it applicable to health and social care services
- Links to both UK healthcare initiatives such as Care Quality Commission Standards, National Service Frameworks and international healthcare guidance and best practice
- Incorporates assessment by a team of experienced healthcare professionals, an action plan identifying improvement areas, and ongoing support and guidance to achieve accreditation and certification
- Supported by CHKS client managers throughout the quality improvement journey to provide guidance, interpretation and advice on standards and the survey process

## Benefits

- Creates a framework for delivering high quality care consistently across the whole organisation
- Provides a mechanism for continuous improvement
- Ensures compliance with regulation and guidance
- Involves all members of staff on a quality improvement journey
- Offers independent recognition of your commitment to quality
- Provides assurance for the management team
- Provides an evidence-base of best practice for new policy development and implementation
- Improves communication and dissemination of information
- Formalises the audit and quality improvement process

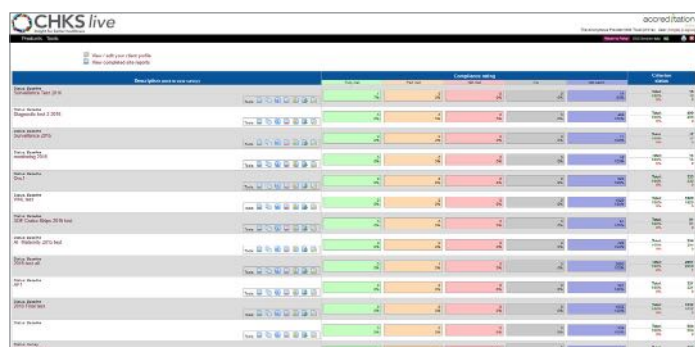
## Who is the programme for?

Having worked with clients in 15 countries, we understand the cultural differences and complexities of various healthcare systems and economies. Our standards bring together international guidance and best practice to ensure that your organisation is working towards the highest international quality standards.

We have programmes applicable to the following services; care homes, hospice care, maternity and specialist neonatal care, addiction treatment and psychosocial rehabilitation centres, oncology, short stay surgery, cruise ship medicine, primary health care, ambulance services.

## Accreditation Online - our web-based support system

- Helps to streamline the process and enable programme management and implementation across your organisation
- Improves staff involvement by allowing online access to the standards framework for any of your users
- Allows you to easily monitor progress towards completion and compliance and highlights areas for improvement
- Incorporates filters to identify national regulations and guidance including NHS Litigation Authority, Care Quality Commission, National Service Frameworks and NICE, allowing you to monitor your compliance at the click of a button
- Provides a central and accessible repository of information for all inspection and assessment organisations



Standard	Compliance Status	Change Order
CHKS 1001	Compliant	None
CHKS 1002	Compliant	None
CHKS 1003	Compliant	None
CHKS 1004	Compliant	None
CHKS 1005	Compliant	None
CHKS 1006	Compliant	None
CHKS 1007	Compliant	None
CHKS 1008	Compliant	None
CHKS 1009	Compliant	None
CHKS 1010	Compliant	None
CHKS 1011	Compliant	None
CHKS 1012	Compliant	None
CHKS 1013	Compliant	None
CHKS 1014	Compliant	None
CHKS 1015	Compliant	None
CHKS 1016	Compliant	None
CHKS 1017	Compliant	None
CHKS 1018	Compliant	None
CHKS 1019	Compliant	None
CHKS 1020	Compliant	None
CHKS 1021	Compliant	None
CHKS 1022	Compliant	None
CHKS 1023	Compliant	None
CHKS 1024	Compliant	None
CHKS 1025	Compliant	None
CHKS 1026	Compliant	None
CHKS 1027	Compliant	None
CHKS 1028	Compliant	None
CHKS 1029	Compliant	None
CHKS 1030	Compliant	None
CHKS 1031	Compliant	None
CHKS 1032	Compliant	None
CHKS 1033	Compliant	None
CHKS 1034	Compliant	None
CHKS 1035	Compliant	None
CHKS 1036	Compliant	None
CHKS 1037	Compliant	None
CHKS 1038	Compliant	None
CHKS 1039	Compliant	None
CHKS 1040	Compliant	None
CHKS 1041	Compliant	None
CHKS 1042	Compliant	None
CHKS 1043	Compliant	None
CHKS 1044	Compliant	None
CHKS 1045	Compliant	None
CHKS 1046	Compliant	None
CHKS 1047	Compliant	None
CHKS 1048	Compliant	None
CHKS 1049	Compliant	None
CHKS 1050	Compliant	None

Example screenshot showing the online and real-time management system.

## CHKS Standards

We have been at the forefront of developing and implementing quality improvement systems for health and care facilities for over 25 years and our standards are mapped to the requirements of the Care Quality Commission, HIQA and ISO9001:2015.

The CHKS library of standards cover the core principles of healthcare delivery and include:

- Leadership and management
- Risk and safety
- Patient focused care
- Facilities and site services
- Service governance
- Specialist and clinical services
- Support and rehabilitation services

Clients have the opportunity to develop bespoke packages of standards that reflect the individual services provided by their organisation. We can also develop bespoke packages of standards that reflect the individual services provided by your organisation.



# Case Study: How CHKS accreditation is helping Centric Health demonstrate commitment to its values and give greater confidence to partners, clients and patients

## Background

Centric Health is a diversified international healthcare services company providing medical recruitment, primary care and diagnostic imaging services in Ireland, the UK and Australia. It aims to provide a range of innovative and accessible healthcare services in local communities and currently employs over 300 staff within Ireland. The management team started looking at accreditation in 2010, primarily to meet the requirements of tenders from the Health Service Executive (HSE) and also contracts for services from health insurance companies.

## The challenge

As a diversified business operating across primary care, many day-to-day processes did not have adequate documentation in place. While there were guidelines and instructions for mandatory/legislative requirements, little of this was formally documented or controlled.

## The solution

Centric Health decided to go for accreditation with CHKS and started working with a dedicated client services manager to look at the standards required, using guidance documents to establish what was needed.

## The benefits of CHKS accreditation

They found that becoming accredited started the company on an improvement journey which has seen it become an expert in standards. The company is now sharing this expertise with its GP practices and business partners. The senior management team has also seen the benefits. The Managing Director of Centric Health counsels new staff at induction that accreditation is not just about risk management and processes, but is also congruent with the company's five values, both enhancing the service to patients and improving the quality of working life for the staff.

*"Above all it demonstrates that we are a quality-focussed organisation and that we adhere to our values. We would definitely go for accreditation again and I'm convinced that it has been pivotal in keeping our company on track. Although there was a lot of work involved, there are absolutely no regrets."*

Centric Health

To find out more, please contact us:  
E: [info@chks.co.uk](mailto:info@chks.co.uk) or visit [chks.co.uk](http://chks.co.uk)

