

CASE STUDY

CALDERDALE AND HUDDERSFIELD FOUNDATION TRUST

Accreditation: How the benefits of accreditation have spread throughout an organisation and helped to improve standards and processes

SUMMARY Calderdale and Huddersfield NHS Foundation Trust (CHFT) is a District General Hospital in West Yorkshire providing services at two hospital sites. Its Children's Directorate was the first paediatric service in the UK to be awarded CHKS accreditation and ISO 9001. The accreditation shows the way services are delivered meets internationally-recognised best practice requirements for delivering outstanding services for children, young people and their families. CHKS Surveyors praised the good practice of the service and highlighted several excellent areas. The accreditation process has encouraged the Trust to think more broadly about policies and procedures and at the same time helped it meet safe staffing guidelines. Not only has the CHKS Accreditation process been part of the journey to an improved CQC rating, it has also helped to strengthen the child's voice within the Trust.



“ CHKS Accreditation was a real achievement for us and we are incredibly proud, particularly as at the time we were inspected, we were the first Children’s service to participate in this quality assurance programme. The accreditation is solid recognition of how we are achieving our aim in making a real difference to both the children in our care and their families. ”

Anne Marie Henshaw, Assistant Director of Quality and Safety

TAILORING ACCREDITATION TO CHILDREN’S SERVICES

Julie Mellor is Matron/Lead Directorate Nurse Children’s Services at Calderdale and Huddersfield Foundation Trust. She explains that following a CQC inspection in 2016 this led the Trust to look at what other organisations were doing to ensure systems and process were supporting high quality care. It decided that CHKS Accreditation could be a catalyst for further improvement and the Children’s service was chosen to start the accreditation process.

Julie says: “We wanted to make sure the programme would be tailored for children’s services which are in many ways unique. Once we were happy that it would work for us, we appointed two people to share the work of project lead, our General Manager Gill Harries and myself as Matron. Having two people sharing the project role further helped us to get buy-in from the rest of the trust. We also had great support from our governance team Terry Matthews and Laura Bailey to keep us on track.”

“We wanted to encourage involvement in the CHKS process across the directorate and wider organisation and everyone from Board Level, Divisional Management, front line clinical staff, pharmacy and estates teams such as catering and waste management were involved and we truly succeeded in getting good buy-in by embracing a collaborative process with face-to-face meetings and workshops. For example, when it came to the standards, we assigned different clinical managers within Children’s Services to work with key leads across

the organisation. So, for example, one of them worked with the fire officer on safety rather than a single project manager doing all the work.”



SPREADING BEST PRACTICE AND LISTENING TO THE PATIENT VOICE

Julie believes that although the Children’s Services was the only directorate working towards accreditation, it encouraged best practice to be shared throughout the Trust. A good example of this was the volunteer policy. The project leads had to start from scratch, but once in place this was shared across the organisation as a direct result of accreditation and now means we have robust guidelines with clarity of purpose.

“It was important to us to have the children and young people we care for involved in the process, so we

explained the process and asked for their feedback. This encouraged us to think more broadly about our policies and procedures,” says Julie. The CHKS Inspectors received identity badges designed by the children accessing our services as part of the accreditation process.

SEEING THE BENEFITS OF ACCREDITATION

One area which the Children’s Services has been focusing on is the Royal College of Nursing’s safe staffing guidance and Julie says that CHKS has added momentum to its progress and as a direct outcome the directorate is meeting the guidelines in full. This means there is now a band 6/7 senior nurse always on duty on the acute ward area.

The accreditation process also helped when it came to further developing good examples of patient experience and recognising the importance of involving service users in any change. This in turn helps to ensure the voices of children and young people are heard and that the Trust listens and acts on their feedback. This was picked up by the CQC Inspectors who praised the good practice of the service and highlighted several excellent areas including 10 steps to theatre, which supports the child and their family by demystifying the different steps in a child’s journey to theatre for an operation, creating a new teenage room and creating a You Tube video with young actors looking at what happens when you are admitted to the Children’s Ward through the eyes of children.



Julie says: “At the time the accreditation process involved a lot of hard work and commitment for the Children’s team but having the support from the wider organisation within CHFT was a real help. When the CHKS surveyors came in to visit they recognised the hard work of all our staff and the whole process was a positive experience for all involved.”

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ABOUT CHKS

CHKS is a leading provider of healthcare intelligence and quality improvement products and services. Over the last 27 years our team of NHS data experts, clinicians and quality managers have worked with more than 400 healthcare organisations around the world to improve population health.

We enable providers and commissioners to make better decisions at patient, service, organisation and population level and deliver sustainable improvements in care quality, patient outcomes and service efficiency along the entire patient pathway.

Our services include:

- **Healthcare benchmarking and analytics** – we identify what to improve and model the impact of change at patient, organisation and population level
- **Clinical coding, data quality and costing services** – we ensure data used for payment and decision making accurately reflects the care delivered
- **Care quality, assurance and accreditation** – we work to the latest international standards of best practice within a proven framework of continuous improvement.