



# Surveyor Update Day

## Review of 2017 and plans for 2018

Moyra Amess  
Director, Benchmarking, Assurance & Accreditation

# Welcome to New Surveyors



Greg Andrews  
Neeta Singh  
Susan Shaw  
Janes Beddows  
Cafer Bozdog  
Mhairi Furness  
Robert Lythgoe  
Isabel Ho  
Fiona McDowell  
Dersna Kuverji  
James Kinnane  
Sean Harty

# 2017





# Re-organisation in 2017

- **Capita Healthcare Decisions**
  - New Managing Director – Kevin Gordon



- New Divisional Executive Director, Digital Services – Chris Baker



# CAPITA

- **CAPITA**
  - **New Chief Executive Officer – Jon Lewis**
    - Organisational leadership and transformation experience
    - Commitment to values based leadership
    - Gender diversity commitment and Blue print for Business
    - Build stronger CAPITA with long term value growth for customers and shareholders.
  - **Key messages** – Simplify, Focus, Delight the customer and Value staff
    - Multi- year strategy and transformation programme – building blocks to a great business

# CAPITA

## Healthcare Decisions

powered by



# in 2017



# Welcome to....

## Helen Wood Client Manager

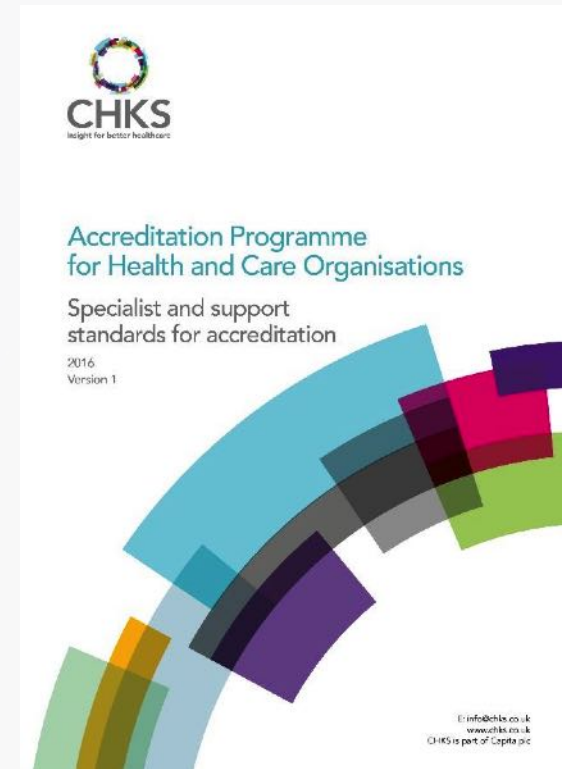
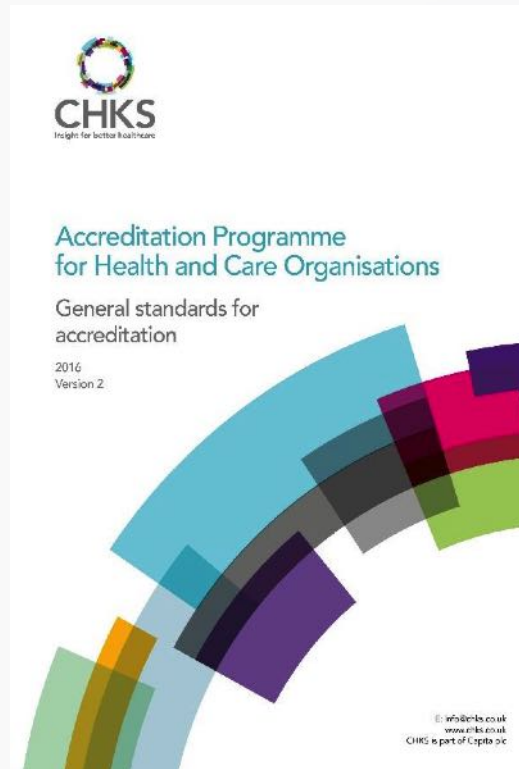




# Standards development in 2017

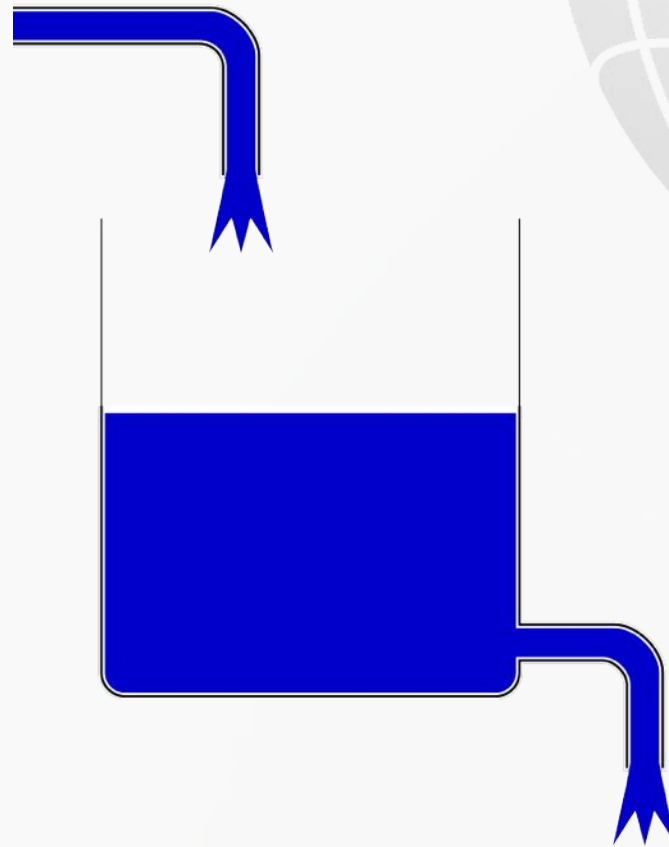
- Medicines management and pharmacy services
- Human resources
- Education, training and development
- End of life care
- Children and young people's hospice services
- Community palliative care
- Hospice at home
- Risk management
- Clinical risk management and patient safety
- Service governance
- Information governance
- Waste management
- Fire safety
- Portering
- Social support
- Supporting carers

One library of CHKS standards  
for health and  
care organisations

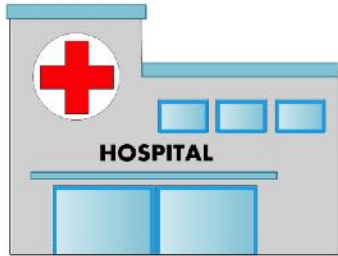


# Business in 2017

- 95% retain rate and attracted six new clients



# New clients in 2017



© HitToon \* www.ClipartOf.com/223261



© HitToon \* www.ClipartOf.com/223261



# Care Quality Commission



## Shaping the future

CQC's strategy for 2016 to 2021



### How CQC monitors, inspects and regulates NHS trusts

June 2017

#### How we take accreditation schemes into account

A trust may participate in certification schemes for some of its clinical services. These are more commonly known as accreditation schemes.

A trust's participation in accreditation schemes is reflected in the well-led key question at provider level as evidence of a commitment to quality improvement and assurance. Achieving accreditation under a specific scheme is reflected in the effective key question for the relevant core service.

We will only use an accreditation scheme in this way if it meets key quality standards that assure us of its quality and rigour.

#### Reducing CQC inspection activity

We will use accreditation schemes that relate to a particular core service to inform, and in some cases reduce, our inspection activity. We only do this if we are assured that a scheme meets quality standards and:

- there is adequate uptake among NHS trusts, to enable benchmarking
- the scheme's standards can be mapped to, and cover the breadth of, CQC's assessment framework.

The Health Quality Improvement Partnership (HQIP) helps to develop and support accreditation schemes that enable CQC to use them as part of our regulation. A list of approved accreditation schemes is available and updated regularly.

- CHKS are an Official Information Source
- CQC will ask about accreditation in your Provider Information Request (PIR)
- A trust's participation in accreditation schemes is reflected in the **well-led** key question at provider level as evidence of a commitment to quality improvement and assurance.
- Achieving accreditation under a specific scheme is reflected in the effective key question for the relevant core service.
- Demonstrates existing commitment to quality improvement



**CHKS**  
Insight for better healthcare

# Surveys and Awards

	2014	2015	2016	2017
Surveys	33	30	29	33
Focused resurveys	1	3	3	1
Monitoring /Surveillance visits	41	36	42	40
Accreditation awards	30	28	29	29

# Quality monitoring



# CHKS Quality Improvement Award

- Three shortlisted organisations will be announced after next Panel meeting
- Winner to be announced at the Top Hospital Award ceremony, in One George Place, London, May 15<sup>th</sup>





# 2018

- ISQua Accreditation Council
- Surveyor Management Strategy
- Surveyor training and selection
- ISQua conference in Kuala Lumpur
- Development of new opportunities
  - Large multi-site organisations
  - New accreditation programmes e.g. 111/Triage services
- Upgrading of Accreditation Online

# THANK YOU

