



17th August 2018

## **The Children's Trust becomes the only children's charity accredited to ISO9001 by CHKS in the UK**

Following assessment by a team of external senior healthcare professionals, trained as peer review surveyors, [The Children's Trust](#) has been accredited ISO9001 by CHKS. The CHKS standards cover the core principles of healthcare delivery including patient safety, quality improvement, leadership, governance and effective management, developing staff and managing risk.

ISO9001 status provides a framework for quality assurance and quality improvement. Taking part in the process of accreditation gives an organisation credible and independent recognition of the organisation's commitment to quality improvement for the children and families who use our service, Board and external regulators.

In the CHKS report, the assessors highlighted the following for special commendation:

- How children and young people using the service have been consulted and involved in the review of written information for how to make a complaint or comment
- A poster presentation being accepted for an international conference, sharing results and seeking feedback from children and young people who had used the service
- The branding, design and language used on information, media and signage which reflects the passion displayed by the organisation's staff

- Child-friendly name badges as well as formal identification badges
- The great deal of work undertaken to obtain feedback from the children and young people using the service

**Moyra Amess, Associate Director, Assurance and Accreditation, CHKS said:**

“The accreditation process requires dedication and commitment. Every organisation we make this award to has proved to our external assessors that its standards and process meet international best practice standards. This is a significant achievement.”

**Maggie Clancy, Director of Clinical Services at The Children’s Trust, said:**

“The ISO9001 standard will demonstrate to families, commissioners, referrers, supporters, employees and volunteers that we are an organisation that is committed to continuous quality improvement which strives to offer the highest quality services and aspires to best practice in everything it does.”

**Dalton Leong, Chief Executive of The Children’s Trust, said:** “This is great news for The Children’s Trust. We are extremely proud to have been awarded ISO9001 certification, an internationally-recognised standard that ensures our services meet the needs of all of our stakeholders, partners and beneficiaries; through high quality, consistent processes and standards.

This accreditation is recognised worldwide as the international benchmark for quality within an organisation and demonstrates that we are a trusted organisation.”

**For media enquires please contact The Children’s Trust press office on 01737 365865 or email [pressoffice@thechildrenstrust.org.uk](mailto:pressoffice@thechildrenstrust.org.uk)**

For interviews with CHKS please contact Julian Tyndale-Biscoe, InHealth Communications, [julian.tb@inhealthcomms.com](mailto:julian.tb@inhealthcomms.com), 07882 985597

**Notes to editor:**

CHKS Ltd, part of Capita plc, is a provider of healthcare intelligence and quality improvement services to the NHS and independent healthcare sector. With over 25 years' experience and having worked with over 400 clients, CHKS has a portfolio of information products, internationally-recognised accreditation programmes and consultancy services which provide clinicians and managers with the information needed to drive improvements in patient care, financial efficiency, clinical effectiveness and quality.

**About The Children's Trust:**

Every year 40,000 children in the UK are left with a brain injury as a result of an accident or illness and many have to live with ongoing, long-term difficulties. The Children's Trust gives children and young people with brain injury and neurodisability opportunities to live the best life possible, by providing specialist rehabilitation, education and community services across the UK.

[www.thechildrenstrust.org.uk](http://www.thechildrenstrust.org.uk)

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