

Quality Accreditation, Monitoring and Assurance in Health and Social Care

10% card payments discount*
15% group booking discount**

Friday 12th May 2023

Virtual Conference

Chair and Speakers include:

Emma Challans-Rasool
Director of OD, Culture and Improvement
NHS Nottingham and Nottinghamshire ICB

Vicky Dunne
Assistant Chief Nurse Exemplar and Transformation
University College London Hospitals NHS Trust

Jono Broad
Patient Leader
South West Integrated Personalised Care Strategy and Transformation Directorate
NHS England South West

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CONFERENCE & EVENTS AWARDS 2022

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Supporting Organisations:



Quality Accreditation, Monitoring and Assurance in Health and Social Care

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“Local accreditation programmes can drive continuous improvement in patient outcomes, as well as increase patient satisfaction and staff experience... Successfully implemented accreditation programmes identify several key benefits including reduction in unwarranted variation in practice, development of a culture of pride and accomplishment and increased quality improvement engagement and practice.”

NHS England

“Trusts that have implemented successful accreditation programmes report several key benefits from doing so. These are:

- *Reduces unwarranted variation by providing an evidence-based, standardised approach to supporting the delivery of care and improving quality. It standardises practice in key processes: for example, patient discharge, patient observations, staffing, risk assessments for patients, audits*
 - *Increases staff engagement, encourages team working and improves staff morale, leading to reduced turnover, sickness and reliance on temporary staff*
- *Helps doctors, nurses, midwives and care staff understand what the expected standards are at Trust, ward and unit level by providing a clear set of standards and a measure of how well quality care is being delivered*
 - *Provides ward-to-board assurance on the quality of care and demonstrates compliance with fundamental standards which enables preparedness for external inspections*
 - *Creates a platform for continuous improvement in patient safety and patient experience, and encourages staff engagement in local quality improvement projects*
 - *Improves accountability and encourages shared governance by enabling a focus on the key risks associated with the delivery of care as well as by identifying excellent practice*
- *Provides a platform for shared learning so that wards and units can learn from each other and disseminate excellent practice*
- *Creates a culture of pride and accomplishment and supports collective leadership, personal and professional development.”*

NHS Improvement

“Your organization will only make meaningful and sustainable quality improvements when people at every level feel a shared desire to make processes and outcomes better every day, in bold and even imperceptible ways.”

Institute for Healthcare Improvement

This conference focuses quality accreditation, monitoring and assurance. The conference will support you to develop systems and processes for local accreditation for quality. Accreditation can be used as a tool to encouraging ownership of continuous quality improvement, reduce variation and increase staff pride and team working.

There will be an extended focus on meeting the CQC Quality Statements in line with the new assessment framework

“Towards the end of 2023 we'll gradually start to carry out assessments in the new way. This means using our new assessment framework.”

Care Quality Commission 2023

This conference will enable you to:

- Network with colleagues who are working to improve quality through local monitoring and accreditation
- Learn from outstanding practice in quality improvement and accreditation
- Reflect on a patient perspective on the role of people with lived experience in quality monitoring and improvement
- Improve the selection and use of quality metrics and indicators
- Develop your quality leadership skills and empower and support staff to meet standards
- Identify key strategies for aligning Quality Accreditation with updated CQC Quality Statements
- Understand how to embed a Quality Culture and translate the CQC Quality Statements into Frontline Service Delivery: Examples of practice
- Develop and use quality dashboards
- Practical advice for undertaking CQC Self Assessment
- Learn from examples at ward, directorate and organisational level
- Embedding a culture of quality improvement
- Self assess and reflect on your own practice
- Supports CPD professional development and acts as revalidation evidence. This course provides 5 Hrs training for CPD subject to peer group approval for revalidation purposes

10.00 Chair's Welcome & Introduction

Emma Challans-Rasool

Director of OD, Culture and Improvement NHS Nottingham and Nottinghamshire ICB

10.10 Putting the patient at the heart of quality improvement and monitoring

Jono Broad

Patient Leader

South West Integrated Personalised Care
Strategy and Transformation Directorate NHS England South West
Quality Improvement Facilitator Primary Care Transformation Team
NHS England

- ensuring that the voice of the patient is always placed at the centre of every decision
- improving the human experience of healthcare
- the role of patients and people with lived experience in quality improvement and monitoring
- involving people with lived experience in improving and monitoring quality

10.45 Developing Quality Accreditation at Ward Level

Vicky Dunne

Assistant Chief Nurse - Exemplar and Transformation

Mary Burke

Ward Sister

Joan Logan

Clinical Practice Facilitator

University College London Hospitals NHS Trust

- devising and delivering a quality assurance accreditation scheme - our experience of the nursing assessment and accreditation system
- what does an accredited area look like?
- reducing variation across services and sharing learning & good practice
- celebrating Success and Supporting areas that are not meeting the standards
- can we use real time data for improvement?
- embedding the right culture – the 'how' is of critical importance

11.15 SUPPLIER SHOWCASE: How Genome QA software can improve your quality assurance accreditation?

Stacey Hatton

Co-Founder & CMO
Genome



- drive and sustain quality
- highlight areas of excellence
- identify and mitigate emerging risks
- increase situational awareness
- enhance decision making

11.30 Comfort Break and Genome Product Display

12.00 EXTENDED SESSION: Leading Quality Improvement

Mr Perbinder Grewal

Vascular Surgeon and Trainer in Human Factors and
Emotional Intelligence Practitioner

- developing a trust wide governance assurance system
- self-assessment of your leadership skills
- leading culture change and empowering others
- training and educating service users and carers in QI
- leading quality improvement: tips for success
- QI Leadership in East London NHS Foundation Trust
- leading through difficult times and assuring the board

12.55 Lunch Break and Virtual Networking

13.30 EXTENDED SESSION: Achieving CQC Outstanding Services through Quality Accreditation

Mr Perbinder Grewal

Vascular Surgeon and Trainer in Human Factors and
Emotional Intelligence Practitioner

- an update to the CQC regulatory approach for health and care providers
- revisiting the CQC Statements
- how to close the gap between the predominant management practices and culture of the NHS and the "microclimate" associated with local QI activities
- QI as the basis of management – starting small and scaling up helps to engage staff
- integrating management, leadership and QI
- examples of quality improvement and monitoring in practice
- advice for preparing for the new approach and meeting CQC Outstanding

14.30 Using CQC KLOE for local Self-Assessment in practice

Jenny Scott

Lead Nurse for Quality Assurance - Assessment & Accreditation
Northampton General Hospital

- making CQC domains and quality and safety assessments less daunting for staff and engaging teams in process
- using ward accreditation tool for assessment and quality improvement
- the development of team focused visual dashboards, making data accessible with clear improvement/action plans with evidence to support improvements
- sharing good practice to focus improvement efforts across the hospital

15.05 EXTENDED SESSION: Quality Dashboards & understanding Quality Metrics for Quality Assurance

Betty-Ann Russell

Lead Nurse for Ward Accreditation
North Middlesex Hospital NHS Foundation Trust

- devising and delivering a quality assurance accreditation scheme - our experience
- developing your quality metrics: how to choose, set up and monitor the metrics
- what does an accredited ward look like? – maintain standards and enhancing patient experience
- ward accreditation and shared governance
- keys themes from our experience

15.35 Comfort Break and Virtual Networking

15.50 Quality Monitoring – Improving Compliance

Ehsan Haqqani

Associate Director of Governance & Patient Safety
Wrightington Wigan and Leigh NHS Foundation Trust

- our approach to quality accreditation, monitoring and assurance
- working in an integrated way for patient centred improvement
- tools for effective compliance
- learning from our experience

16.30 Delivering a culture of quality monitoring and improvement

Emma Challans-Rasool

Director of OD, Culture and Improvement
NHS Nottingham and Nottinghamshire ICB

- current developments in QI
- how do we embed an improvement culture
- what are the barriers and difficulties in quality improvement

17.00 Question and Answers, followed by Close

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Virtual Online Conference

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Venue

This virtual conference will include a live stream on Zoom, interactive breakout sessions and a dedicated secure landing page with resources available for three months.

Date

Friday 12th May 2023

Conference Fee

- £295 + VAT (£354.00) for NHS, Social care, private healthcare organisations and universities.
- £250 + VAT (£300.00) for voluntary sector / charities.
- £495 + VAT (£594.00) for commercial organisations.

* Card Discount

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A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

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