Helen Carter – Biography

May 2021



Helen Carter is the Associate Director for Quality and Assurance which includes the Nursing Assessment and Accreditation System (NAAS) at the Northern Care Alliance. NAAS measures the quality of nursing care delivered by both teams and individuals. This performance assessment framework can be applied and adapted to a wide variety of health care settings which Helen has delivered in several areas throughout the Northern Care Alliance initially as a ward manager, including being one of the first four ward managers at Salford to become ‘ward matrons’ since this system was introduced at Salford Royal Hospital NHS Foundation Trust in 2008. Helen also implemented the Community Assessment and Accreditation System throughout Salford Community Nursing and AHP teams as well as supporting other Organisations in the development of their own Nursing Accreditation systems.

Helen was transferred from her role as Corporate Matron at Salford Royal in September 2016 to implement the successful, proven NAAS model as part of Salford’s support of Pennine Acute Hospitals following their CQC report when they were rated as inadequate. NAAS was a key work stream that has supported the 4 hospitals in the North East Sector of the Northern Care Alliance in moving their CQC rating from inadequate to requires improvement in less than 18 months with many services now rated as good. NAAS is now undertaken in all adult inpatient areas as well as being developed and undertaken in the children’s inpatient areas as well. This has been achieved in a short time frame with limited resources but is now widely accepted by the Organisation as a key indicator of quality of care and where further focus is required.

The pandemic has had a significant impact on the NAAS team with Helen and her team redeployed to help with the Trust’s pandemic response. As we now try and return to ‘business as usual’, the assessment process is due to recommence imminently throughout the Northern Care Alliance.

Helen Carter has a wide range of experience of external inspections from her role as a specialist advisor for the Care Quality Commission which has seen her support several hospital and community inspections since their introduction in 2013 following her involvement in the Keogh Review of the same year.

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