



NHS Quality Checkers

Visiting the Service Guidance

Gateway reference number: 08060

This document is one of four that makes up each of the draft NHS Quality Checker toolkits.

Each toolkit contains:

- An introduction
- A self-assessment questionnaire (specific to each service area)
- Guide to Visiting the service and
- A feedback and recommendation report template.

For the other documents in this series please go to NHS England's website at:

<https://www.england.nhs.uk/learning-disabilities/projects/>

Guide to Visiting the Service



This guide is to help the NHS Quality Checkers and those supporting them to carry out a visit to the service they are quality checking. It will take you through the process and provides a checklist (page 10) of things to look for and ask about when at the service.



Observing what happens in a service will give you as NHS Quality Checkers an opportunity to see and hear for yourselves how services are provided and collect evidence about the quality of that service.



It allows you to use all your senses, to think about what the service does well, and to make suggestions about how the service could improve. You will assess the service against the four standards of care described in the Introduction:



Standard 1:

I am involved with my care at all times.



Standard 2:

My care, treatment and support is planned to meet my needs.



Standard 3:

I get good care and feel safe.



Standard 4:

I get good care from staff that are trained, know how to do their job well and are always looking to improve.



The Feedback and Recommendation report you will write for the service will be informed by:

- the information you collect during your visit;
- the information given to you in the self-assessment the service completed for you;
- any feedback you collect from patients who use the service.

Visiting the service: What it involves

Gather your NHS Quality Checking team together: Who needs to be part of the team?



You will need to have a minimum of two Quality Checkers and one parent/carer of someone who has more profound disabilities. This is to ensure those with greater needs are also considered as the service is being assessed.

You will also need skilled support to assist the NHS Quality Checkers.

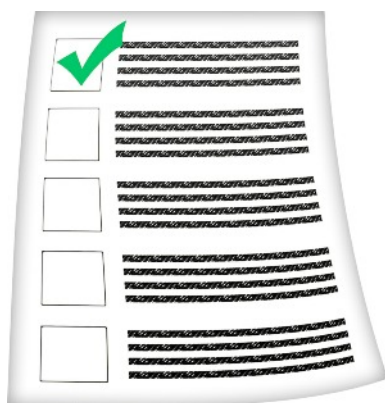


The team need to have completed training on how to undertake an NHS Quality Checkers assessment. For more information on training contact: The Association of Quality Checkers <http://qualitycheckers.org.uk/home>



You will need to meet together as a team to get to know each other and plan the visit.

This will include where you will meet and who will do what part of the quality check.



You will use the checklist in this guide to ask questions about the service. You can also use the self-assessment questionnaire or information provided by the commissioner to identify any areas you may want to ask extra questions about.



When will you carry out the visit?

Your organisation should have already met with the service and agreed when the visit will take place. You should also have agreed:

- The name of the person you will ask for when you first arrive at the service.
- What to do if there is an emergency while you are visiting the service.
- Any support any member of the team may require in carrying out the assessment.





- A room you can meet in after you have been round the service and talked to staff to write up some notes while it is fresh in your mind.



- Access to water or other refreshments while on the visit.



The NHS Quality Checker Team members will need to agree where you will meet before going to the service.

Visiting the service



As a team, look at the 'Visiting the Service checklist' (page 10) and think about the areas that you will need to visit in the service. You will need to use all your senses for example, what you might see, hear and smell, to assess the quality of the service.



Look at the self-assessment the service completed and agree if there are things you want to find out more about. Add these to the checklist so you do not forget.

Decide:

- who will be responsible for which areas
- who will write down what you see
- if you are going to take any photographs (this should be discussed and agreed with the service before the visit)
- what to do to if there are any concerns or there is an emergency while at the service.





When you have finished visiting the service, meet up and discuss what you have found out. The service may provide you with a room where you can write down your thoughts straight away while it is fresh in your mind.



This information will help you when you come to write your report for the service.

Specific service areas (patient journey)



There may be areas of the service you want to focus on, such as how the service works with someone with a particular condition such as heart disease, or in a certain situation such as if they have a broken arm or need to be screened or have a test. You may find it useful to talk through what the service would do in that situation.



If helpful, one of the NHS Quality Checkers in your team could pretend to be the patient while the rest of the team watch how the service talks to the 'patient', observing how they would explain medical terms and what they would do.



Choose an issue that is not extreme and that you know the service will be able to deal with – you are assessing the communication skills not the clinical skills of the staff.



Those who are observing are there to see and hear what is happening without being part of any interaction. Think of yourself as invisible and keep your attention on the staff who are being assessed so you can make notes and help with the checklist afterwards.



Visiting the Service Checklist

Take a note pad with you to write down your thoughts on each of the following:

	Tick when you have covered it
Finding the service: <ul style="list-style-type: none"> Was it well signposted, easy to find, accessible (including for anyone in a wheelchair?) 	
Welcome: <ul style="list-style-type: none"> Did you feel welcomed when you arrived? Did the staff introduce themselves? Were the staff friendly and helpful? 	
Standard 1: I am involved in my care at all time: <ul style="list-style-type: none"> Do staff speak clearly in a way you understand? Do the staff talk to you or to your support? Do you feel listened to? Do they use words you can understand and explain complicated words to you? Did you feel you could ask questions? Is it clear how to leave feedback – compliments and complaints? Are there easy read versions of friends and family test / complaints process? Do you feel staff would discuss and agree with a patient the options for their care and treatment? 	

	Tick when you have covered it
<p>Standard 2: My care, treatment and support is planned to meet my needs</p> <ul style="list-style-type: none"> • Does the service have information about the needs of patients with a learning disability (including reasonable adjustments) easily accessible to all the staff who would be caring for them (including non-clinical staff). • How is the information shared? • Do the staff work well together? • Is there a disabled toilet that will meet the needs of patients with a disability? 	
<p>Standard 3: I get good care and feel safe</p> <ul style="list-style-type: none"> • Does the service look tidy and clean? • Are there quiet areas to wait away from the main waiting area? • Are private rooms available for appointments? • Are non-patient areas such as medicine cupboards locked when not in use? • Do you feel you are treated with respect by the staff? • If someone needed tests how would the staff explain what the test is, what it is for and when they would get the results? • How would staff help someone who is frightened? • Would the service allow the person's family / carers to assist in calming a nervous patient? • How would the staff respond if a patient with a disability was getting abuse from another patient in the waiting area? 	

	Tick when you have covered it
<p>Standard 4: I get good care from staff that are trained, know how to do their job well and are always looking to improve.</p> <ul style="list-style-type: none"> • Do you know if all their staff (including any that work nights) are trained in care for people with a learning disability? • Are people with a learning disability involved in the training of staff? • Do you feel confident all the staff are well trained in how to support people with a learning disability? • Can they tell you about any improvements they have made in the last 12 months as a result of feedback from patients? 	
<p>Add things to discuss that came out of the self-assessment feedback or from information given to you by the commissioners.</p>	



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