

  
Update on 2014 and onwards in 2015

Thursday 12<sup>th</sup> March  
2015

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Review of 2014

- Staff changes
- Premises change
- Standards developed
- Business and activity in 2014
- Quality assessments

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Content

- Introduction
- Review of 2014
- Onwards in 2015



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Review of 2014  
Staff changes


Hello to....



Mark


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Kingsway Hall Hotel  
Previously The Kingsway Methodist Church



  
New office premises in London






## Review of 2014 Standards Development

**Standards published in 2014**

- Primary health care

**Preparatory work during 2014 for publishing 2015**

- Care homes
- Hospices
- Addiction Treatment Centres
- Risk and Safety



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## New clients in 2014


- Oncology service
- Addiction treatment centre in Ireland
- Care Home in Ireland
- Hospital in Slovenia
- Neurological diagnostics service
- Rehabilitation service
- NHS Assurance client

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## CQC Five domains

- ✓ Caring
- ✓ Effective
- ✓ Safe
- ✓ Well Led
- ✓ Responsive



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## Business/Activity in 2015

- Our relationship with our Croatian partner continues to build although the economy there is struggling
- Good conversations with a number of UK based private providers which we hope will bear fruit in 2015.
- New opportunity to partner with a Brazilian accreditation provider to offer 'international accreditation' to their 'national accreditation' clients.
- A model whereby we work with local authorities to get our programme mandated for care homes in their geographical area.


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## Business and activity in 2014

- 2014 was another strong year for the Assurance and Accreditation part of the business
- 90% re-sign rate and attracted seven new clients
- Maintained the majority of our Portuguese clients – despite the threat of economic problems
- Maintained our largest client HCA Ltd
- Continue to attract a lot of interest from national and international organisations looking for accreditation services.

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## Review of 2014 Surveys and Awards

	2012	2013	2014
Surveys	20	29	33
Focused resurveys	2	3	1
Monitoring /Surveillance visits	39	33	41
Accreditation awards	19	30	30

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**Review of 2014 / onward in 2015  
Quality within the Unit**

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**What else is ahead in 2015?**

- Nationally
- Locally within CHKS and Capita

**Timing of ISO 9001 revision / FIGURE 1**

**2013** → **2014** → **2015**

- June 2013: Committee draft
- May 2014: Draft international standard
- July 2015: Final draft international standard
- September 2015: Published international standard

**Note:** Original revision timing subject to change.

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**What's ahead for 2015 – on national agenda?**


- **Five Year Forward Plan** – document for all parties.
- Tackling pre-determinants of ill health e.g. obesity, smoking, alcohol and other major health risks.
- Promotes cross sector and innovative working
- Shared budgets and partnerships
- Consider multiple health conditions not just single complaint
- Radical new care delivery options e.g. multi specialty community providers to create integrated out of hospital care

**What is changing?**

<p><b>ISO 9001:2008</b></p> <ul style="list-style-type: none"> <li>• 1. Scope</li> <li>• 2. Normative References</li> <li>• 3. Terms and Definitions</li> <li>• 4. Quality Management System</li> <li>• 5. Management Responsibility</li> <li>• 6. Resource Management</li> <li>• 7. Product Realization</li> <li>• 8. Measurement, Analysis and Improvement</li> </ul>	<p><b>ISO 9001:2015</b></p> <ul style="list-style-type: none"> <li>• 1. Scope</li> <li>• 2. Normative References</li> <li>• 3. Terms and Definitions</li> <li>• 4. Context of the Organization</li> <li>• 5. Leadership</li> <li>• 6. Planning</li> <li>• 7. Support</li> <li>• 8. Operations</li> <li>• 9. Performance Evaluations</li> <li>• 10. Improvement</li> </ul>
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**Five Year Forward Plan – ambitions on quality**


- Definition of quality in healthcare enshrined in Law includes
  - Patient safety
  - Clinical effectiveness
  - Patient experience
- Caring culture, professional commitment and strong leadership to serve patients .
- Seven day working
- Measuring these through accreditation and other methods helps reduce variation.

 **What's ahead in 2015? Locally**

- Upgrading of Accreditation Online
  - Final success with our business case for build of standards database e.g. library of standards.
- NICE Quality Standards Committee
- New surveyor training in autumn
  - Any colleagues or friends you could recommend?

 **THANK YOU**



 **Providing you with access to standards**

 **CHKS Quality Improvement Award**

- 7 entries in total
- 3 shortlisted by Panel are:
  - Whitfield Clinic
  - Cuan Mhuire
  - The Beacon Centre
- Winner to be announced at the Top Hospital Award ceremony, in Draper's Hall, London, May 19<sup>th</sup>

