



Accreditation for Inspection of Adult Social Care Providers

JLAC Technical Information Seminar 2015

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Confidence*



Introduction to UKAS

- UKAS established in 1995 as a non-profit distributing private company limited by guarantee
- Originated in 1966; 49 years of accreditation experience
- The UK's national accreditation body; European Union Regulation gives a legal framework and requirement for accreditation throughout Europe
- The performance of UKAS is monitored by the UK Government and peer-assessed internationally



What is accreditation?

“Procedure by which an authoritative body gives formal recognition that an organisation is **competent** to carry out specific tasks”

- Independent & impartial assessment by competent authoritative third party – an accreditation body
- Demonstration of technical competence, integrity & impartiality
- Gives confidence to all users and reduces risk



UKAS and Healthcare accreditation

- The first accreditation scheme for medical (pathology) laboratories in the UK, was launched in 1992 by Clinical Pathology Accreditation (“CPA”).
- CPA was established by the medical and clinical professionals in the UK who developed the CPA standard.
- The CPA standard provided much of the basis for ISO 15189.
- CPA merged with UKAS in 2009.



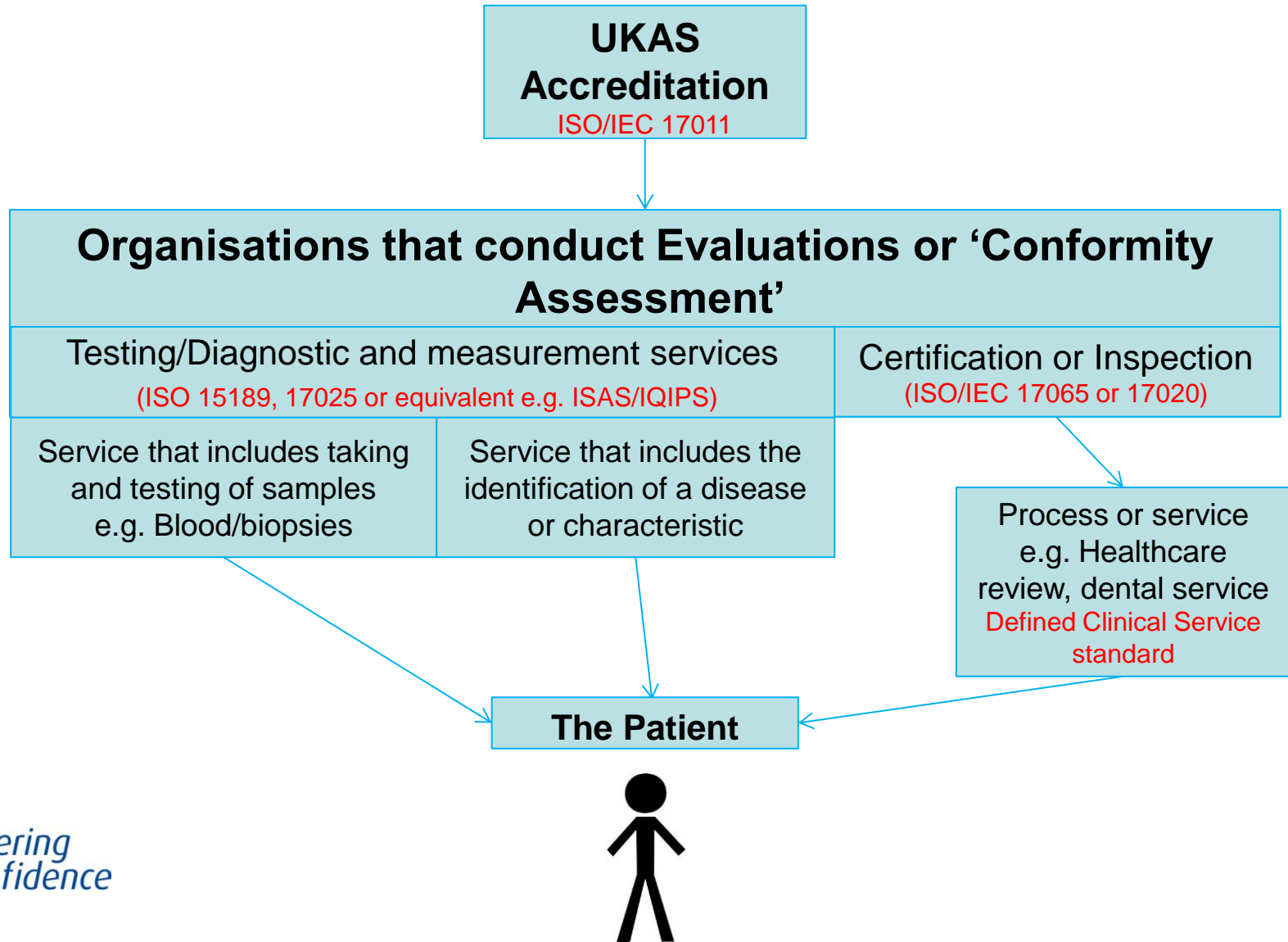
UKAS accreditation for Diagnostics and Scientific Services

- Medical Laboratories ISO 15189
- Point of care testing ISO 15189 and 22870
- EQA Providers ISO 17043
- Physiological diagnostics
- Imaging Services Accreditation Scheme
- Medical Devices ISO 13485
- Hospital QM schemes (ISO 9000)
- Public Health laboratories (ISO 15189 & 17025)
- Medical Physics and engineering (ISO 15189)

Delivering (under development)
Confidence



Accreditation underpinning healthcare services





Accreditation for Inspection of Adult Social Care Providers

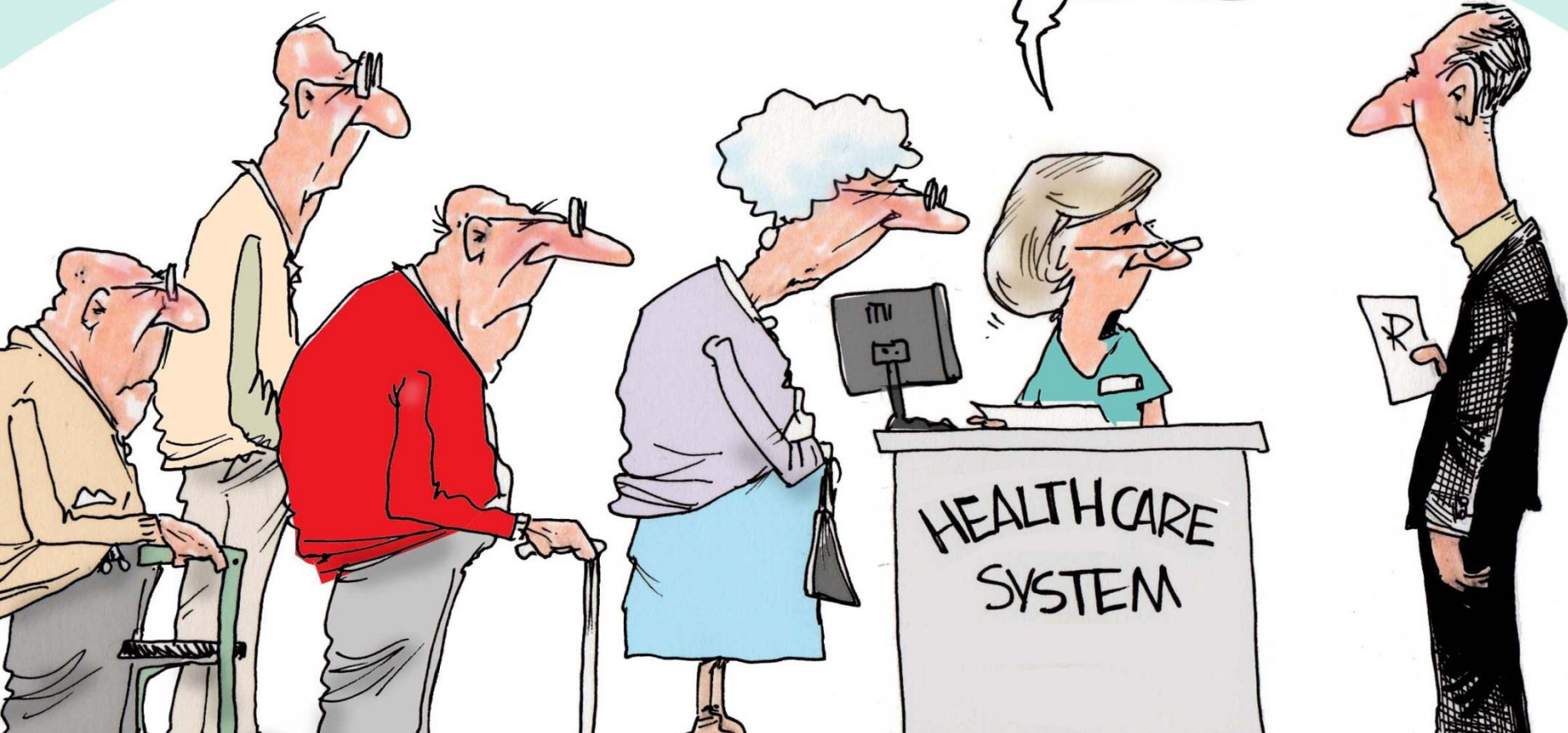
UKAS Pilot Programme

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... I'M SORRY,
WE'RE BOMBARDED
WITH AGING BOOMERS
... COME BACK IN
ABOUT 20 YEARS





The Kings Fund, an independent think tank which is involved in health and social care in England says *“Whole-system changes are needed to deliver the right care at the right time, and in the right place, to meet older people’s care preferences and goals. The nine main components of care covered by the report are as follows”*



- Healthy, active ageing and supporting independence
- Living well with simple or stable long-term conditions
- Living well with complex co-morbidities, dementia and frailty
- Rapid support close to home in times of crisis
- Good acute hospital care when needed
- Good discharge planning and post-discharge support
- Good rehabilitation and re-ablement after acute illness or injury
- High-quality nursing and residential care for those who need it
- Choice, control and support towards the end of life

UKAS eligibility criteria for developing new areas of accreditation

- ✓ be conformity assessment
- ✓ meet international requirements or equivalent national requirements
- ✓ deliver national, economic or social benefits
- ✓ have a credible driver and the activity itself is credible
- ✓ support of relevant stakeholders



Regulatory Inspectorates

The Regulation and Quality Improvement Authority (RQIA)

Care Inspectorate Scotland



Care and Social Services Inspectorate Wales



The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

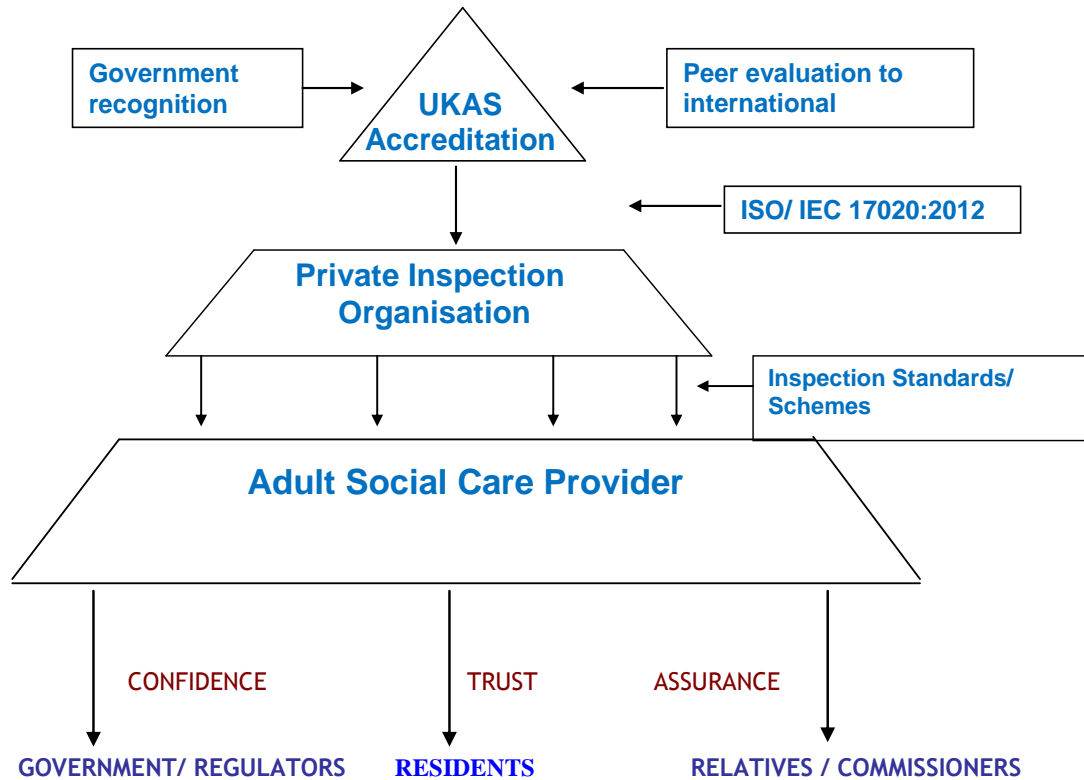
Why do we need private inspection bodies ?

- To assist care providers to improve the quality of service or 'drive up' standards
- To prepare for regulatory compliance
- To recognise achievements (e.g. awarding star ratings)
- To support regulators



The service also benefitted from an external quality assurance system known as RDB (Residential and Domiciliary Benchmarking). This meant that all aspects of the service were subject to an annual assessment carried out by an external organisation. On the home's most recent assessment they were awarded a five star rating, which was the highest possible score.

Where do we fit in?





How did we establish the pilot programme?

- Consultation meeting with relevant stakeholders
- Invitation for expressions of interest
- Establish project terms of reference
- Establish pilot terms and conditions
- Establish project team
- Invite applications



Key steps in the pilot programme

- Pilot initiation meeting with applicants
- Pilot assessments
- Accreditation
- Surveillance
- Lessons learnt review



Aim of the pilot programme

- Develop a credible assessment regime and accreditation service for private inspection bodies providing adult social care



Key objectives of the pilot programme

- To evaluate the suitability of inspection schemes / standards used by private inspection bodies to inspect adult social care providers and their implementation
- To assess applicants in a consistent manner using trained and competent assessment teams
- To define scopes of accreditation considering the needs of inspection bodies, stakeholders and the public
- To accredit inspection bodies meeting the requirements of accreditation



Deliverables of the pilot programme

- Documented competence criteria for the UKAS assessors
- A team of trained assessors, accreditation decision-makers
- At least three accredited inspection bodies
- A document describing the assessment approach / criteria based on results of pilot assessments



Performance measures of the pilot programme

Internal

- Project milestones, deliverables and budget achieved
- Project objectives achieved and accreditations granted

External

- Recognition of accredited inspection outcomes by UK regulators



Key challenges

- Applying ISO/IEC 17020 requirements to a service based on person centred care
- Robustness and consistency of (in-house) inspection schemes offered by inspection bodies
- Effectiveness and consistency of inspections performed and reporting of results
- Witnessing inspections (by UKAS) in a sensitive environment
- Defining scopes of accreditation
- Engaging regulators



Possible Scopes of Accreditation

| Field of Inspection | Type & Range | Methods & Procedures |
|------------------------------------|---|---|
| Adult Social Care Providers | Residential Care Homes Domiciliary Care Mental Health Dementia Nursing Learning Difficulties | Inspection Standard XXXXXXXX |
| | | |
| | | |



Achievements so far

- One applicant already accredited for a limited scope
- Assessments of two other applicants in progress
- Regulators are considering how accredited inspection results can be used to demonstrate high quality care
- British Standards Institution has initiated a process for developing a national standard
- UKAS is building a pool of assessors / experts for assessing inspection of care providers
- UKAS is receiving enquires from other private inspection bodies who wish to be accredited



**UKAS
INSPECTION**

7899

**Type C
Inspection Body**

Accredited to
ISO/IEC 17020:2012

RDB Star Rating Ltd

Issue No: 001 Issue date: 23 February 2015

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Inspection performed at/from the locations specified below

DETAIL OF ACCREDITATION

| Field of Inspection | Type and Range of Inspection | Methods and Procedures |
|-----------------------------|------------------------------|--------------------------------|
| Adult Social Care Providers | Residential Care Homes | RDB Residential Care Standards |

8.27 x 11.69 in



Work in progress.....

- Complete pilot assessments and accreditations
- Perform lessons learnt review
- Review with regulators
- Develop UKAS guidance
- Continue extending scope (including geographical scope) of accredited inspections



Related inspection pilot programmes

- Review of healthcare services
- Review of services for caring for the dying



Conclusions

- In the UK there is a growing awareness of the positive role that accredited certification and inspection bodies can play in helping raise quality standards in care homes and other providers of health & social care
- These are early days for UKAS in this area and we have much to learn. Progress so far is positive and it is hoped that the application of accreditation in these areas will deliver positive benefits for the users of these services
- Sharing experience and learning from each other will provide opportunities to finding solutions that fit the communities that we live in



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