

**The Faculty for Homeless and
Inclusion Health
*Implementing the Standards***

Liza Cragg

An implementation framework that:

- Supports services to demonstrate and to communicate their commitment to and compliance with the Standards;
- Supports services to advocate more effectively for the needs of their users;
- Supports services in negotiations with commissioners;
- Enhances services' credibility with funders;
- Provides practical support to meet the Faculty standards;
- Helps services identify where they can improve and how;
- Enables the exchange of learning with other specialist services;
- Supports services to demonstrate the added value they provide.

By providing tools that:

- Are value driven
- Are centered on the user's experience of the service
- Capture the culture of a service and the crucial role of leadership
- Are applicable to the range of care providers
- Promote the genuine sharing of learning
- Avoid a culture of blame
- Are feasible to implement and make best use of existing monitoring information
- Are credible with commissioners and other external bodies

The Faculty's role?

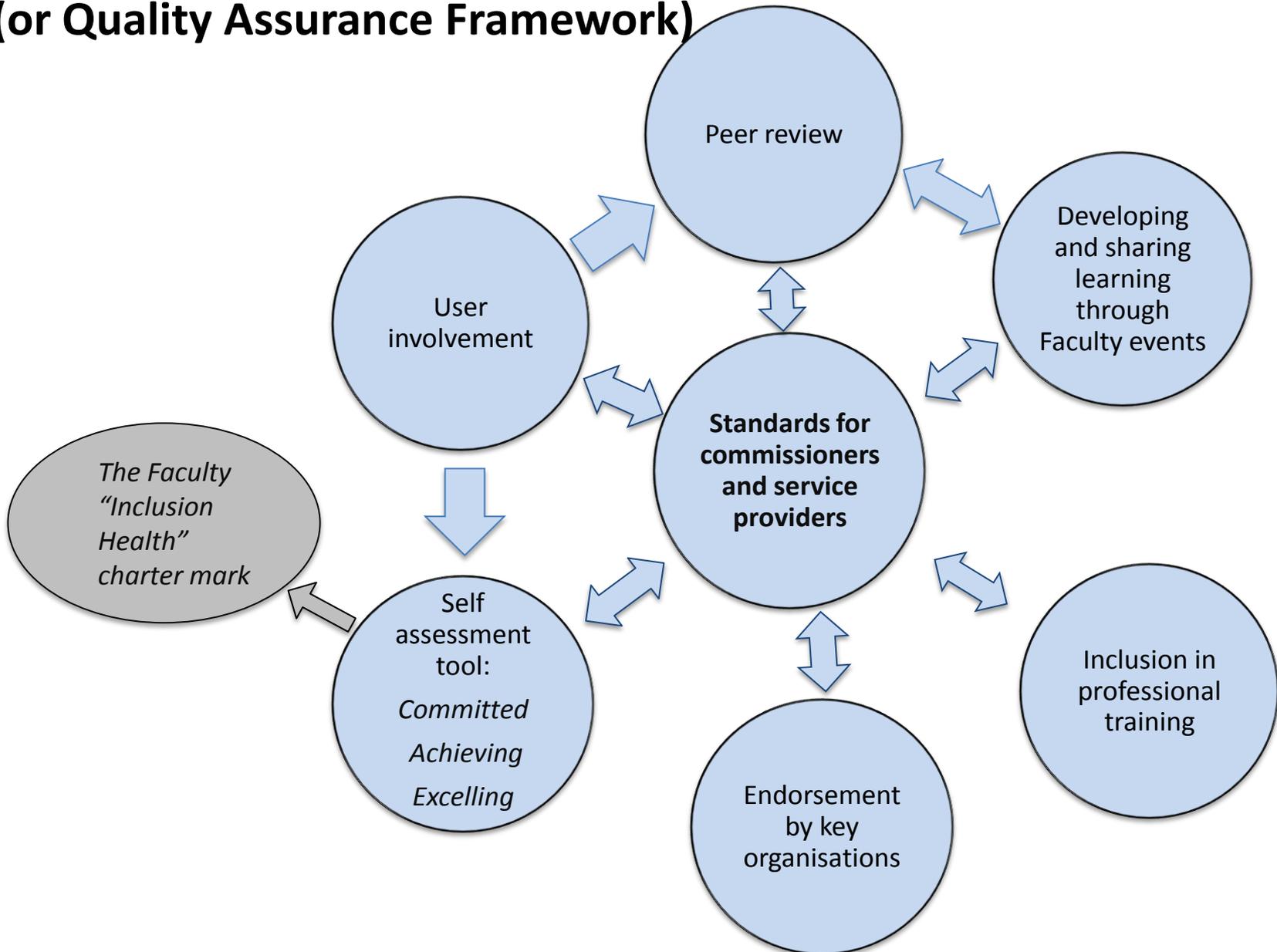
Quality assurer or quality enabler:

- Should the Faculty *itself* verify organisations are meeting the Standards?
- Should the Faculty provide resources that enable *organisations themselves* to verify that they are meeting the Standards?
- What are the implications for the Faculty's governance?

Framework for Improving Inclusion Health or Quality Assurance Framework

- The Standards
- User involvement as a core element
- A self assessment tool: *committed to, achieving* or *excelling* (service specific, starting with specialist primary care)
- A peer review process to identify learning and good practice
- Faculty events to share learning
- A Faculty *Inclusion Health* charter mark with a recognisable logo
- Endorsement by key external organisations to ensure credibility
- Incorporation into relevant professional training

Framework for improving inclusion health (or Quality Assurance Framework)



Self assessment tool

- To enable organisations to identify if they are meeting the Standards: committed, excelling, achieving
- Promote the genuine sharing of learning
- Specific tools for different services, starting with specialist primary care
- Strong emphasis on user involvement
- Minimise scope for subjectivity in responses and require supporting evidence
- Straightforward to apply

What will it assess

11 principles for clinical standards, 12 activities for all services & 9 specific standards for primary care, structured around:

1. Continuity of care
2. Ease of access
3. Multi-disciplinary collaborative care
4. Person centred care
5. Recording and reviewing information
6. High quality care
7. Ensuring services are safe
8. Commitment to reflection and learning

User involvement and leadership included in each

How will it assess

- An overview of each value and the relevant Standards
- Relevant national requirements and guidance
- Guidance on good practice
- Good practice examples (provided by Faculty members)
- Indicators required to demonstrate compliance for each of the levels articulated as:
 - Organisations *committed* to this Standard should demonstrate that...
 - Organisations *achieving* this Standard should demonstrate that...
 - Organisations *excelling* at this Standard should demonstrate that...
- A section for the organisations to complete

The role of peer review

- To assess if services are meeting the Standards?
- To identify learning and good practice?
- Takes the self assessment tool as a starting point
- Peer review teams made up of 3 (GP, other professional, expert with lived experience)
- Observational visits with feedback
- Identify good practice, areas where more support is needed, learning
- Used to inform Faculty work programme

Next steps

- Finalise the draft self assessment tool and peer review process
- Pilot the draft self assessment tool and peer review process
- Update the self-assessment tool and peer review process
- Work with external organisations to ensure endorsement
- Develop an implementation plan and role this out