

QualityHealth[®] For

A quality assurance system for
the voluntary, community and
social enterprise sector
delivering health services

www.qualityforhealth.org.uk



NHS
Calderdale
Clinical Commissioning Group

Quality for Health

The Voluntary, Community, and Social Enterprise sector (VCSE) is a major contributor of health services in a marketplace that is becoming increasingly reliant on providers being able to evidence the delivery of high quality outcomes.

Quality For Health is a quality assurance programme developed by VAC in partnership with Calderdale Clinical Commissioning Group. Launched in 2015, Quality For Health supports the VCSE, through external assessment, to demonstrate the difference their organisations make to service users by delivering high quality health services.

The system has three levels designed to support organisations- from small community based groups to larger established organisations.

What does Quality For Health Cover

Quality For Health measures nine quality areas:

- **Service User Experience**
- **Safety and Safeguarding**
- **Effectiveness**
- **Health Promotion**
- **Equality and Diversity**
- **Leadership and Management**
- **Governance**
- **Outcomes and Impact**
- **Connectivity**

Within each of these quality areas there are a number of indicators, measured through a range of different types of outcome-based evidence. The quality areas cover the three pillars of quality as identified in the NHS Five Year Forward View (October 2014). These are: Patient Experience, Patient Safety, and Effectiveness. The system also meets the requirements posed in the five key questions asked by the Care Quality Commission (CQC), linking to their key lines of enquiry, as detailed below.

- 1. Safe - Is it safe, protecting people from abuse and avoidable harm?**
- 2. Effective - Is it effective, with care, treatment, and support achieving good outcomes, promoting good quality of life, and being evidence-based wherever possible?**
- 3. Caring - Is it caring, with staff involving people and treating them with compassion, kindness, dignity and respect?**
- 4. Responsive - By responsive, we meant that services are organised so that they meet people's needs.**
- 5. Well-led - By well-led we mean that the leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation and promotes an open and fair culture.**

What are the levels of the system?

Quality For Health has three levels that are designed to support the growth and development of an organisation. The levels provide a framework within which organisations can develop depending on their size, delivery and vision for the future. For organisations wishing to work through the levels, each level will build on the one before. ***You can enter at any level and there is no requirement to progress through the levels.***

Foundation Level - covers the necessary foundations for any VCSE organisation delivering health services. This level supports small organisations that are primarily volunteer led to establish structures and processes whilst developing person centred approaches to delivery. ***The indicators for this level are fewer and are provided separately.***

Level 1 - This level builds upon the Foundation Level and embeds person centred approaches across the organisation. Organisational structures, policies and procedures are established and these support the development and delivery of outcome focused health delivery.

Level 2 - This is most suitable for organisations that deliver a number of health services for a range of service user groups. Organisations will be required to demonstrate impact, leadership, partnership working and innovation in the development and delivery of person centred services. Organisations will have robust organisational structures and processes that are reviewed throughout the organisation. This level also requires evidence of supporting and/or mentoring other providers.

What will we gain by using this tool?

By gaining the Quality For Health award, you will be able to demonstrate that you:

- Offer a high quality service and are committed to continuous improvement
- Understand your service users and the difference you make; putting them at the centre of your service delivery
- Provide a secure and safe environment for both your team and your service users
- Plan and deliver an effective service based on proven methods and evidence of need
- Offer health promotion as part of your service
- Comply with the Equality Act 2010 and are committed to equality, diversity and anti-discriminatory practice
- Have strong governance and management in place
- Connect with other services and networks to provide the best possible outcomes for your service users.

Who do I contact for more information?

For organisations and groups working in Calderdale please contact the Quality For Health Development Officer at VAC:

Tamsin Woodhead - 01422 348777 ext: 201, or email tamsin.woodhead@cvac.org.uk

If you are an organisation or group working outside Calderdale, please contact the Co- Chief Executive Officer at VAC:

Jo Bolland - 01422 438725, or email jo.bolland@cvac.org.uk

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