

# Guide to Accreditation With Suffolk County Council Adult & Community Services

## What accreditation is **Not**



- 'Proffered supplier' status
- A recommendation to the general public
- Formal regulation

## What accreditation is

- An assessment of the service on behalf of customers that ask us to arrange care and support on their behalf
- The start of a contracting relationship between the Council and the service provider



# What do we assess?



- It's a common sense approach based around three questions-
  - Is the service **safe** and the quality good?
  - Is the service **suitable** to meet customers needs?
  - Is the service **sustainable** financially?

# What does the Council need to consider?



- We need to ensure customers have access to the best possible services
- We need to be consistent between providers
  - Things like financial/safety requirements are standard
- We need to be proportionate to providers
  - Not setting unnecessary requirements
- We need providers to succeed

# How do we conduct the assessment?



- We use a combination of dialogue, documentation and site visit(s)
- The standard form is a framework for the assessment and not an exam paper. It collects the necessary information and provides a check-list for site visits.
- This can be submitted, reviewed, and revised as part of an ongoing dialogue
- It does contain pass/fail elements, such as insurance requirements, but the assessment is not limited to these

# Do we accredit providers or services? (I)



- A provider is the organisation that delivers the service
- Difference between provider and the service isn't always clear
- Sometimes a provider only offers one service, sometimes they offer a complex patchwork of services

## Do we accredit providers or services? (II)



- We make an assessment on a case by case basis as to whether more than one accreditation is required per provider
- Separate accreditation of services will be required where these are distinct within an organisation (e.g. run by different teams/branches)



# Looking at the three areas of assessment...

- Safety
- Suitability
- Sustainability

# How do we assess safety? (I)

- Primarily through a health and safety risk assessment
- The structure of this is laid out in the accreditation document
- Some risks are pre-populated but it's not exhaustive



## How do we assess safety? (II)



- Each service can experience unique risks- space is provided in the document to add these.
- This requires a common sense approach- nobody can be expected to mitigate or prepare for unrealistic risks
- If we don't believe you've accounted for all risks then you'll be asked to revise this assessment

# How do we assess safety? (III)



- We also require a fire risk assessment (FRA) for any premises where care and support is delivered
- If you use multiple premises then you'll need to complete an FRA for each of these
- If you're using a community space (e.g. village hall), there should be an assessment for the space already
- We also ask for Food Hygiene certificates where food is prepared and served as part of the service

# How do we assess suitability?

- We ask about your background and experience
- We ask you to provide a detailed description of the service
- We need to see evidence of how you'll meet the outcomes defined within customers' care plans (e.g. reablement, independence etc.)



# How do we assess sustainability?



- We ask about your business model
- We test assumptions that you make in this
- We'll ask you to consider mitigation for any risks within this
  - What happens if referrals are slow, do you have reserves to offset this for a time?

# How do we assess sustainability?



- You should outline funding sources when you describe your business plan
- You should also disclose ‘in-kind’ support, such as premises use, that might be time limited
- Insurance requirements are set out in the accreditation document

# CQC Regulation and Accreditation



- It's your responsibility to ensure you comply with the laws in regard to regulation
- CQC have lots of guidance around this
- If you are registered, we'll need details of this registration





# Documentation



- There's a checklist that outlines what documents you should supply during the process. This is at the back of the accreditation document.
- We don't ask for all policies and procedures to be supplied as part of this process, you'll be asked to declare you have these
- We'll then spot-check these as part of a site visit

# Top Tips



## Do:

- Read through the documentation at the earliest opportunity, give yourself time to think about it
- Only start filling out the accreditation document when you can complete it
- Ask questions

## Don't:

- Leave sections blanks
- Include anything inaccurate or dishonest