



## **VETERANS**

QUALITY NETWORK  
FOR VETERANS MENTAL  
HEALTH SERVICES

Quality Network for  
Veterans Mental Health Services

# **Accreditation for Veterans Mental Health Services**

Jemini Jethwa and Hannah Lucas-Motley

# Overview



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- Who we are and what we do
- The peer review process
- Areas of good practice
- Common themes for development

**Who we are and what we do**

# College Centre for Quality Improvement (CCQI)



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- Department within the Royal College of Psychiatrists
- Involving clinicians, managers, frontline staff, patients and carers
- Supporting services to take responsibility for improving local mental health services

**97%** of mental health Trusts in the UK participate in one or more CCQI project

**28** national Quality Improvement and/or Accreditation networks

**46+** projects: quality improvement networks, national clinical audits and research

# Quality Network for Veterans Mental Health Services



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- Established in collaboration with the Contact Group in 2020
- Member services in the NHS and charities in the third sector
- Supported by an Advisory Group and Accreditation Committee



## Our Aims



Supporting quality improvement in veteran mental health services through a model of peer review



Celebrate achievements of veterans mental health services and promoting good practice



Facilitate the sharing of ideas and expertise

# The review process

# Review process

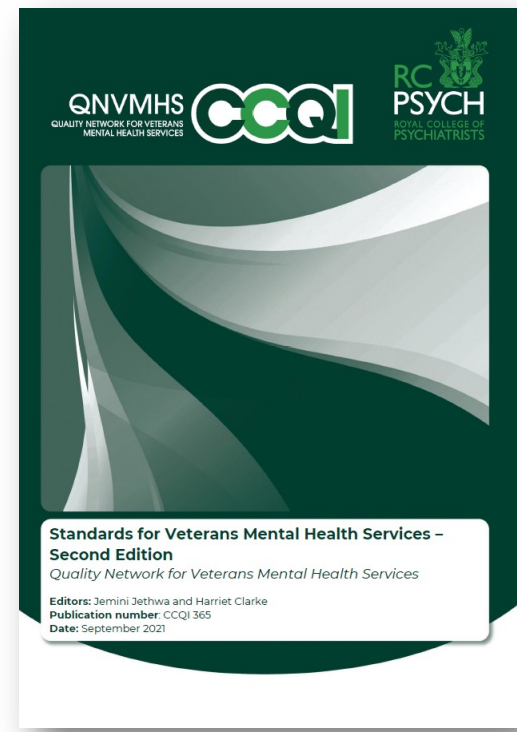


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Review cycle



Our standards



# Purpose of the Review Process



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- To **encourage** honest reflection
- To **engage** staff, veterans and carers in the process of quality assurance and service development
- To encourage, **validate** and measure service improvements
- To enable action plans for **service development**
- To **support** teams in continually improving their services in a supportive and constructive way



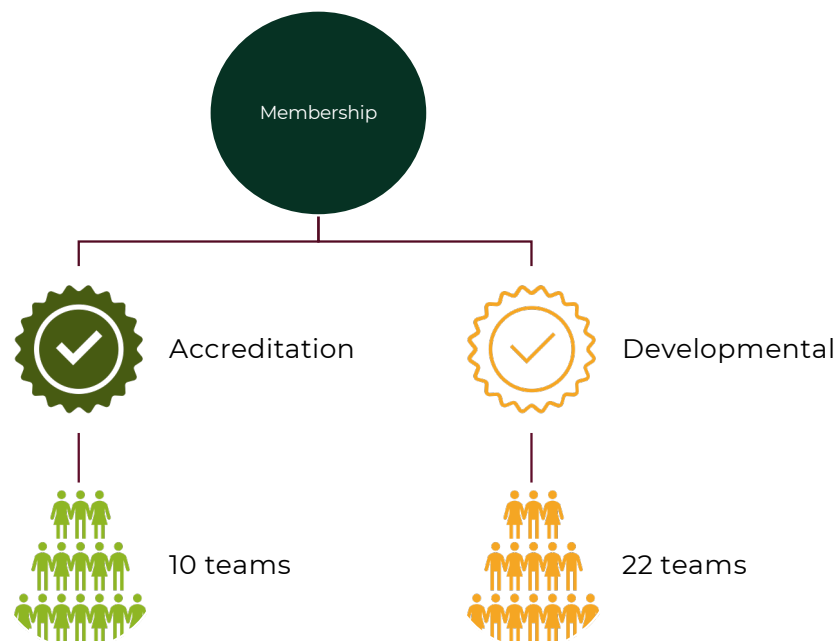
# Membership



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Pilot year (2020 – 2021)  
10 members

**Year 2 (2021 – 2022)**  
**32 members**



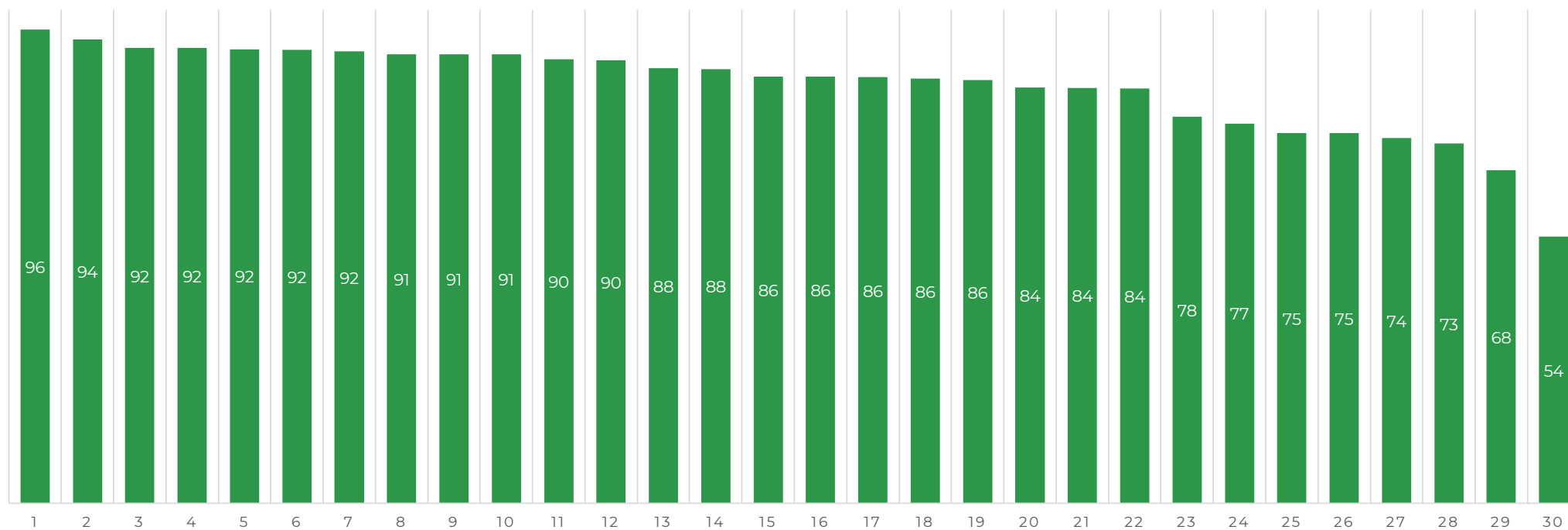
# Our findings

# Standards compliance



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**% OF QNVMHS STANDARDS MET**  
AT THE POINT OF FIRST PEER REVIEW



# Good practice



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# Areas for development

Addressing  
barriers  
and  
disparities

Information  
on waiting  
times

Involvement  
of partners  
and families

Safety  
procedures  
for lone  
working

Collecting and  
reviewing  
outcome  
measurement  
data

# Case study



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## WHY WE SIGNED UP TO QNVMHS

It has given us the opportunity to review some of our practices to ensure that we are offering a **gold standard service**.

It also confirmed that what we are doing works but there were areas that could be improved even more.

Being reviewed by our peers allowed us to identify these key areas.

## HOW THE PEER REVIEW PROCESS HELPED US

As well as identifying areas for improvement, it was reassuring to know that there are certain standards that were a challenge to other services and **we were not in isolation** with this, for example engaging **family members**.

Peer reviewers **offering ideas and advice** how to go about improving this situation was very much appreciated and helpful.

## WHAT ACCREDITATION HAS MEANT FOR US

It is a great accolade for our service, but it also **validated** the work that our associate therapists do.

It has helped with **securing funding** from various sources and we are seen as a service that focuses on **excellence** and **strives to improve** even more.

This endorsement is guaranteeing that the service is true to its mission statement and improves the lives of our clients.

## WHAT CAN OTHER SERVICES GAIN FROM GOING THROUGH THIS PROCESS?

It is an opportunity to **learn from other services**, both statutory and non-statutory as to what good practice looks like and to endorse current good practice.

Our clients deserve the very best support and working with peers helps to ensure that they are receiving the **highest quality of care**.

# Member feedback



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It was helpful to **see how other services operate** and consider how to incorporate in our own service.

I felt it was useful to be reviewed from **like-minded people/organisations** who are in a very similar function in terms of supporting veterans etc.

I felt the structure of the process for seeking the information worked well and I particularly liked the **constructive feedback** at the end.

I really enjoyed the supportive nature of this process, I found the discussions helpful and compassionate. I found the feedback **thoughtful, supportive and encouraging.**

I appreciated the structure of the day, **roles clearly defined** and guidance throughout the day for those who had not been part of a review before.

It felt relaxed and **not too formal** which was helpful being a developmental review.

# Thank you



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The network is grateful to the following organisations for providing funding via Contact to assist some member teams to participate in the network.



**Lloyd's**  
**Patriotic Fund**

**contact**  
Collaborating for Military Mental Health

We are also thankful for the support of our QNVMHS Accreditation Committee and Advisory Group.



# Contact us



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**Jemini Jethwa**, Programme Manager

✉ Jemini.Jethwa@rcpsych.ac.uk

☎ 0208 618 4061

**Hannah Lucas-Motley**, Head of Quality and Accreditation

✉ Hannah.LucasMotley@rcpsych.ac.uk

☎ 020 8618 4024

✉ veterans@rcpsych.ac.uk

🌐 <https://www.rcpsych.ac.uk>