

<b>Title:</b>	<b>NWNODN Family Integrated Care Accreditation Process</b>
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<b>Target Audience</b>	All Neonatal Units within the North West Neonatal Operational Delivery Network
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# North West Neonatal Operational Delivery Network

## Family Integrated Care

### Stage 1 Accreditation Process

#### 1. Introduction

The North West Neonatal Operational Delivery Network (NWNODN) encompasses three localities: Greater Manchester, Cheshire and Mersey and Lancashire and South Cumbria. The guiding principle of all providers within the NWNODN is to provide safe, effective care of the highest standard to babies and families.

Family Integrated Care (FiCare) is a model of neonatal care which promotes a culture of partnership between families and staff, enabling and empowering parents to become confident, knowledgeable, and independent primary carers. In 2018 the NWNODN initiated a network FiCare approach to ensure consistency for families in the North West. To gain assurance of this offer, a programme of accreditation has been designed.

The accreditation process provides assurance to families and the NWNODN that FiCare is embedded in everyday practice within the neonatal service and is consistently offered to every family, every time.

#### 2. Purpose

Our vision is that every family, every time, in every neonatal unit across the North West has a consistent offer of FiCare. The first stage of the accreditation programme will give assurance to families across the NWNODN that the vision is developing. Stage one accreditation is in place to ensure all neonatal units in the NW have the fundamentals of FiCare embedded into their service. Engagement from the neonatal units with the accreditation scheme is key to achieving a consistent offer of FiCare across the NWNODN. Stage 1 is a pre-cursor to stage 2 and all units within the NW have agreed to ultimately achieve stage 2 accreditation. However it is recognised the time taken to achieve this will be different for each service, and that continued engagement and achievement of stage 1 must be the initial focus.

#### 3. Scope

This document describes and illustrates the process for stage 1 of the FiCare accreditation that applies to all providers of neonatal care within the North West Neonatal Operational Delivery Network.

#### 4. Process

The NWNODN FiCare Accreditation structure is based on the NHS England Ward Accreditation programme. This design is a structured framework to measure, evaluate and continuously improve the delivery of FiCare. To support units through the accreditation process, the allocated NWNODN Care Co-Ordinator will work with neonatal units on an individual basis and offer additional monthly virtual drop in sessions to FiCare leads.

Stage 1 of the accreditation is setting the foundations of FiCare across neonatal units within the North West utilising the 4 pillars. It is the expectation that there is:

- **Staff Education and support:** Education and tools are provided for staff to enable them to educate, mentor and support parents in caring for their infant on the Neonatal Unit
- **Parent Education:** Every parent is provided with the knowledge, skills and confidence required to care for their infant in the neonatal unit

- **Neonatal Unit Environment:** Creation of a physical and social environment that is conducive to the implementation of FiCare
- **Psychosocial support:** Provide an adequate psychosocial support for families to enable their participation in FiCare

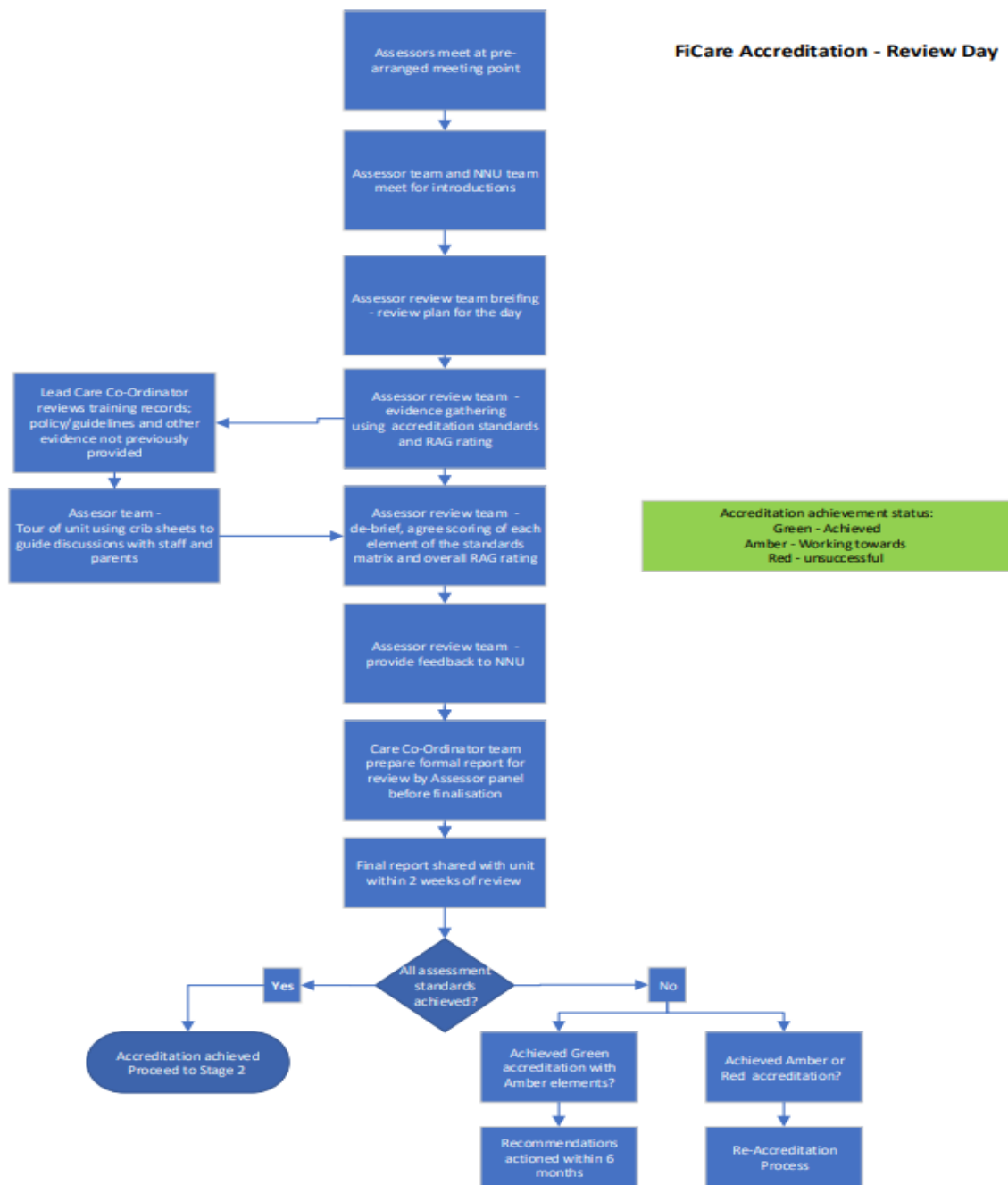
Each of the four standards contains elements for units to achieve before being awarded full Green accreditation.

As part of the accreditation, a panel of voluntary [FiCare Assessors](#) will be assembled to support the accreditation scheme. The panel, where possible, will comprise of a parent, a Care Co-Ordinator, medical, nursing, or allied health representative. To ensure impartiality, the assessment panel will consistently contain a member who is not part of the NWNODN, and a parent.

### **Prior to the review day**

- Each neonatal unit provides an action plan detailing how their unit plans to implement and embed FiCare
- The neonatal unit selects a date for accreditation
- A panel for each accreditation review is recruited – invitations from the NWNODN to take part in the accreditation scheme are sent through to Parent Advisory Groups, Neonatal Unit Managers, Clinical Leads, AHPs and FiCare leads.
- Each neonatal unit is allocated a member of the Care Co-Ordinator team to offer continued support for their FiCare journey. The allocated Care Co-Ordinator will offer support visits to each unit ahead of their accreditation visit
- The NWNODN self-assessment matrix (Appendix 1) is sent to the neonatal unit approximately 8 weeks prior to review date
- Neonatal unit returns the self-assessment matrix ideally within 2 weeks of receiving
- The self-assessment matrix will be reviewed by the Care Co-Ordinator team. If further evidence is required, it will be returned to the neonatal unit with this request. Support will be given from the Care Coordinator team. This process is dependent upon the neonatal units submitting their matrix and evidence within the allocated time frame.
- Evidence to support the self-assessment matrix is submitted to the NWNODN team and uploaded on to a shared platform.
- Each of the reviewing panel members are given access to the relevant unit's evidence files which are held on a shared platform. A date is arranged for the review panel to meet to conduct a review of evidence prior to unit accreditation (facilitated by Care Coordinators). Access to the evidence will be withdrawn once the unit's assessment visit has taken place.
- Following review of evidence provided and any questions/requests raised by the panel, the Care Coordinator will liaise with the unit and share the responses with the review panel prior to accreditation or on the day.

- Overview – FiCare Accreditation Process (Appendix 2)



### Accreditation day

- Assessors on the panel will meet at a pre-arranged meeting point
- Neonatal unit to provide a room for the panel to be based
- Introductions of the panel and the team on the neonatal unit
- Led by the Care Co-Ordinator team, information and guidance will be given on the running of the day (Appendix 3)
- Lead Care Co-Ordinator to review training records, policies/guidelines and any other outstanding evidence not reviewed prior to the day
- Assessors to provide written and verbal feedback to the assessor panel following discussions with staff and parents making use of either the parent or staff crib sheets

- Assessors to provide feedback from neonatal unit walk around using the FiCare accreditation standards as guidance for their observations
- Using the FiCare accreditation standards matrix the assessor panel will discuss each of the elements. Using the accreditation scoring system, a red, amber, or green rating is applied to each standard. (Appendix 4)
- The neonatal unit will then be assigned a RAG rating of red, amber or green according to the analysis of the subcategories
- Brief feedback will be delivered to the unit on the day and the rating decided by the panel
- A report of the findings, feedback and recommendations from the accreditation will be compiled by the Care Co-Ordinator team
- This report will be shared with the panel of assessors for comments within two weeks of the accreditation
- Once the panel have agreed on the final report it will be shared with the unit

### Accreditation status



**Green** – Achieved Accreditation



**Amber** – Working towards – review 6- 8 months



**Red** – Unsuccessful accreditation – review in 8-10 months

**Green** – (All standards green) accreditation achieved.

There may be elements within each of the standards that have an amber rating but the use of a scoring system gave the standard an overall green. Any recommendations made during assessment should be actioned and evidenced within 6 months of assessment. Where standards are all rated green, the neonatal unit proceeds to Stage 2

**Amber** – (1 red standard and/or more than 1 standard in amber) working towards accreditation

Recognising a number of elements within the standards are being met, however not all elements are achieved and requires areas of improvement. If any elements are given a red rating that the initial standard will at minimum be given an amber rating.

**Red** – (2 - 5 red standards) accreditation not achieved

More than 1 standard has received a red rating and requires areas of improvement

The Lead Care Co-Ordinator will attend and lead the assessment panel on all accreditation assessments to ensure a consistent, fair and equitable process. The Care Co-Ordinator team will continue to support and work closely with units working towards achieving stage 1 green accreditation.

### **Achieved Accreditation**

Neonatal units that achieve green in their accreditation may have amber elements with recommendations from the panel that require actioning. It is an expectation neonatal units will complete the given action plan to support their ongoing commitment to Family Integrated Care. The action plan along with evidence should be submitted to the Care Co-Ordinator team.

### **Re-accreditation process**

When a neonatal unit receive an amber or red accreditation, they will enter a process of reassessment. An action plan (Appendix 5) containing the recommendations from the review day will be sent to the neonatal unit alongside their final report. The neonatal unit along with support from their assigned care coordinator will work on the recommendations within the action plan. The neonatal unit will then forward their ongoing action plan along with supporting evidence to the NWNODN Care Coordinators and the assessor panel no later than 6 months after the assessment day. The panel will then review the action plan and make further recommendations to the neonatal unit. Working with the Care Coordinators, the neonatal unit will decide on a date for their re-accreditation within 12 months of the first assessment day. Where possible and for consistency, the reviewing panels will comprise of the same individuals as in the initial assessment. (Re-accreditation process Appendix 6)

### **Re-accreditation day**

The re-accreditation day will follow the same process as the initial assessment day, with a focus on the recommendations. The review panel will assess the unit against the matrix for FiCare standards including the recommendations. A decision will be made on the day of the units RAG status.

If the unit fail to meet the FiCare standards in achieving a green rating, then they will continue to be at stage 1 of the accreditation programme and will not be able to progress to the second stage of accreditation. Action planning and reassessment will continue with support from the care coordinator team.

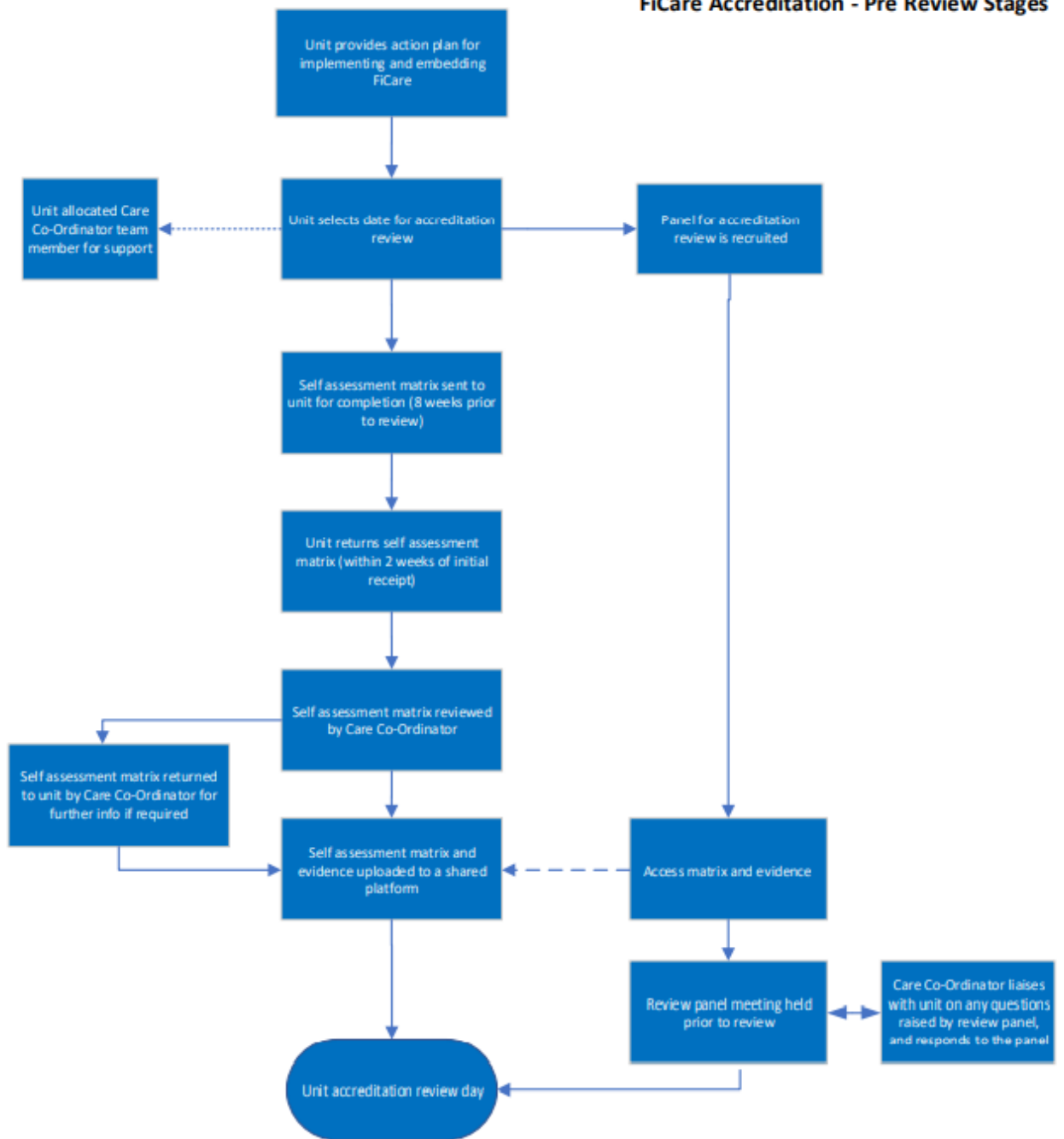
The programme of accreditation within the North West will be a continuous process that will be regularly reviewed, ensuring that the standards continue to meet the changing needs of babies, families and neonatal staff

## Appendix 1

Link to: [NWNODN FiCare Accreditation Self-Assessment Matrix](#)

## Appendix 2

### FiCare Accreditation - Pre Review Stages





## Appendix 3

### NWNODN FiCare Accreditation: Information for Assessors

**Unit:**

**Date of Assessment:**

#### NWNODN Contact Details

**Sarah Fulwood**  
Care Co-ordinator - NWNODN

**Laura Kearns**  
Project Coordinator – NWNODN  
07784155367

#### 1. Reason for visit

This is an assessment visit to review the family integrated care offer on this neonatal unit, and its alignment with the NWNODN FiCare approach.

The unit have completed a self-assessment matrix which is available for review.

#### 2. Venue:

- Directions:
- A map of the hospital can be found at:
- Parking:
- Time and Meeting Point:
- Food and drink provision:

#### 3. Timetable

Time	Activity	Responsibility
1000	Introduction with staff	All
1010	Assessor Team brief – review plan for the day	Assessor
1020	Reviewing of evidence	All
1040	Tour of unit	All
1130	Parent & Staff Questions – 1	
1230	Lunch	
1300	Parent & Staff Questions – 2	Assessors
1400	De-brief and further questions	Assessors
1500	Feedback to Unit	All
1530	Departure	

#### **4. Reviewing Panel Members:**

#### **5. Evidence**

We have provided you with the Units FiCare Accreditation Self-Assessment Matrix. Please do ensure you have familiarised yourself with this document as this will form the basis of the day.

Evidence has been reviewed ahead of the unit visit; any further evidence that has been requested will be made available on the day by the unit.

#### **6. Accreditation Crib Sheets**

We have provided you with 2 sets of crib sheets, showing you examples of questions that you can ask to the parents and staff on the day, please review these prior to the day.

#### **7. Expenses**

We will arrange for travel/parking expenses to be refunded. An expense form will be provided which should be completed and returned with receipt

Appendix 4

Family Integrated Care Unit Accreditation – stage one

Date of assessment:	Date of feedback:
Name of Neonatal Unit:	
Ward Manager / Matron:	
NWNODN Lead Assessor:	
NWNODN representative assessor:	
Nurse Assessor:	
Clinical lead assessor:	
Parent assessor:	

Standard	Assessment result
1. Staff education and support	
2. Parent Education	
3. NICU Environment	
4. Psychosocial support	
5. Other	

Overall Accreditation Result RAG	
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<b>FiCare Standard 1: Staff Education and support</b>						
Standard: Education and tools are provided for staff to enable them to educate, mentor and support parents in caring for their infant on the Neonatal Unit						
<b>Element:</b>		<b>Source</b>	<b>Achieved</b>	<b>Not achieved</b>	<b>Working towards</b>	<b>Comments</b>
<b>1E1:</b> >85% nursing and medical staff have been trained in FiCare		Training record or schedule				
<b>1E2:</b> The initial training session is provided in line with NWNODN FiCare introductory presentation		Training record or schedule				
<b>1E3:</b> All Staff receive annual update training, which may be included within mandatory training		Training record or schedule				
<b>1E4:</b> Staff understand the importance of FiCare and its benefits.		Ask Staff				
<b>1E5:</b> All staff are given at least 3 monthly FiCare updates	Is there a message board	Ask staff, review records				
	Are there staff monthly updates/newsletter	Observe ward				
<b>Scores</b>						Total number of questions
<b>1 'R' in each element / 50% 'R' in total</b>		Red				
<b>1 'R' in any element / 50% 'A' in total</b>		Amber				
<b>'G' in all elements</b>		Green				
<b>Best Practice/Comments</b>						

<b>FiCare Standard 2: Parent Education</b>					
Standard: Every Parent is provided with the knowledge, skills and confidence required to care for their infant in the Neonatal Unit					
<b>Element:</b>	<b>Source</b>	<b>Achieved</b>	<b>Not Achieved</b>	<b>Working towards</b>	<b>Comments</b>
<b>2E1:</b> Parent Survey undertaken	Review of survey				
<b>2E2:</b> Evidence of action planning from response to survey feedback	Review of feedback				
<b>2E3:</b> Availability / accessibility of cot side resources	Passports in use	Observe records/ask parents & staff			
	Crib sheets and teaching resources in use	Observe records/Ask parents & staff			
<b>2E4:</b> Joint teaching sessions available	Timetable of structured teaching	Review of records			
	Involvement of MDT in parent education	Review of teaching sessions			
<b>2E5:</b> Cot side teaching evident	Ask parents / staff				
<b>Scores</b>					Total number of questions
<b>1 'R' in each element / 50% 'R' in total</b>	<b>Red</b>				
<b>1 'R' in any element / 50% 'A' in total</b>	<b>Amber</b>				
<b>'G' in all elements</b>	<b>Green</b>				
<b>Best Practice/Comments</b>					

<b>FiCare Standard 3: Neonatal Unit Environment</b>						
Standard: Creation of a physical and social environment that is conducive to the implementation of FiCare						
<b>Element:</b>		<b>Source</b>	<b>Achieved</b>	<b>Not achieved</b>	<b>Working towards</b>	<b>Comments</b>
<b>3E1:</b> Parents have unrestricted access to their baby		Ask staff, parents/observe practice.				
<b>3E2:</b> Parents feel empowered to be involved in the care of their baby from admission		Ask staff, parents/observe practice				
<b>3E3:</b> Internal / unit policies support FiCare		Review policies				
<b>3E4:</b> Units undertaking/achieved Bliss baby charter / BFI		Review				
<b>3E4:</b> Provision of food and drink		Observe				
<b>3E5:</b> Welcoming, practical, comfortable space	Dedicated area for parents and siblings	Observe				
	Information on walls	Observe				
	Comfortable chairs by cots	Observe				
	Staff are welcoming to families	Observe				
<b>Scores</b>						<i>Total number of questions</i>
<b>1 'R' in each element / 50% 'R' in total</b>		<b>Red</b>				
<b>1 'R' in any element / 50% 'A' in total</b>		<b>Amber</b>				
<b>'G' in all elements / &lt;50% 'A' in total</b>		<b>Green</b>				
<b>Best Practice/Comments</b>						

<b>FiCare Standard 4: Psychosocial support</b>						
Standard: Provide an adequate psychosocial support for families to enable their participation in FiCare						
<b>Element:</b>		<b>Source</b>	<b>Achieved</b>	<b>Not achieved</b>	<b>Working towards</b>	<b>Comment</b>
<b>4E1:</b> Availability of professional support	Input from counsellor/therapist or additional support	Review records / ask parents & staff				
	Referral process known by staff	Ask Staff				
<b>4E3:</b> Availability of trained peer support		Ask parents & staff				
<b>4E4:</b> Availability of coffee mornings / drop in sessions		Ask parents & staff				
<b>4E5:</b> 80% staff have received PNMH training		Review records				
<b>Scores</b>						<i>Total number of questions</i>
<b>1 'R' in each element / 50% 'R' in total</b>		Red				
<b>1 'R' in any element / 50% 'A' in total</b>		Amber				
<b>'G' in all elements / &lt;50% 'A' in total</b>		Green				
<b>Best Practice/Comments</b>						

<b>FiCare Standard 5: Strategic board level support</b>					
Standard: Awareness and promotion of FiCare at Board level					
<b>Element:</b>	<b>Source</b>	<b>Achieved</b>	<b>Not achieved</b>	<b>Working towards</b>	<b>Comment</b>
<b>5E1:</b> FiCare has been discussed at board level	Review of records				Discussed at partnership
<b>5E2:</b> Neonatal champion on trust board	Review of records				
<b>Scores</b>					<i>Total number of questions</i>
<b>1 'R' in each element / 50% 'R' in total</b>	Red				
<b>'G' in all elements / &lt;50% 'A' in total</b>	Green				
<b>Best Practice/Comments</b>					



**Overview and recommendations of the visit**

<b>Result</b>	<b>Sub Category Analysis</b>	<b>Assessment schedule</b>
<b>Red</b>	<b>2 - 5 red standards</b>	8 - 10 month review <b>Unsuccessful accreditation</b>
<b>Amber</b>	<b>1 red standard and/or more than 1 standard in amber</b>	6 - 8 month review <b>Amber accreditation</b>
<b>Green</b>	<b>All standards green</b>	<b>Full Accreditation achieved</b>

Appendix 5

**NWNODN FiCare amber/red rating action plan  
Plan for achieving NWNODN stage 1 Family Integrated Care Accreditation**

Name of Hospital:

Standard	Recommendation	Action to be taken	By whom	Update/date completed	Evidence	NWNODN Comment
<b>1 – Staff education and support</b>						
<b>2 – Parent Education</b>						
<b>3 – NICU Environment</b>						
<b>4 – psychosocial Support</b>						
<b>Other</b>						

## Appendix 6

## FiCare Accreditation - Re-accreditation

