



Quality Standard Accreditation in Carer Support

An Introduction

Both young and adult carers can be affected by the impact of juggling their caring role with other responsibilities such as employment and education. The practical and emotional implications of a caring role can be both stressful and demanding; the reality for many carers is that they may neglect their own needs. Some carers; experience poor health and may disengage from education or leave employment.

The Carers Federation Quality Standard in Carer Support has been developed by carers to provide accreditation and training for organisations. The QSCS will help to raise awareness, remove some of the barriers for carers, develop appropriate policies and procedures and improve access to support. The QSCS demonstrates good practice in supporting carers in the wider community.

Employment

Demonstrate a commitment to equal opportunities and good practice in supporting carers, inclusion and social responsibility. Boost staff morale, improve productivity and retention, and reduce sick leave.

"I am delighted to be involved in the Carers Federation Quality Standard because it doesn't just support the carers in our workforce; it will help us demonstrate our overall commitment to staff and promote flexible working."

Health Services

Identify patients with caring roles and awareness of the potential challenges they face in attending to their health needs. Carers make a huge contribution to the NHS; ensure their opinions are heard embedded in the system

"Now my GP acknowledges me as a carer, and sees that I have a hard job, even that has made me feel better. My needs also now considered when working out the care plan for my wife"

Schools

Support young carers to access their education and meet their potential. Remove barriers by meeting individual needs and making adjustments. Raise the profile of young carers and create consistent mechanisms for support.

"The structure of the programme is really good as it allows us to reflect on our own practice as a school and to develop things at our own pace"

FE & HE

Help to identify those with caring roles and create pro-active support. Help improve student retention (sustainability and course completion) Boost student morale and help to maximise opportunity.

"We are proud to care for all students and particularly for those, who as Carers might just need that extra guidance, support, or a listening ear. Thanks again so much, we've enjoyed the journey, and this validates our efforts and importantly intent for our young people."

The Difference between the Carers Federation QSCS and other online accreditations and charters:

- The QSCS has been developed by carers for carers
- The QSCS has been developed through consultation and piloting over a 10 year period
- Carers Federation have years of experience of delivering a diverse range of services to support carers and work with health providers, schools, colleges, universities and employers to improve opportunities for carers
- Carers Federation can provide bespoke support and training that meets the specific needs of your organisation
- Assessment is carried out in person by Carers Federation
- Organisations can make their commitment visible by displaying the QSCS logo and certificates



How the QSCS evolved:

- 1 Focused consultations with carers to identify the most significant issues
- 2 Findings collated and the 'Carers Advisory Network' established
- 3 A steering group begins development of the QSCS
- 4 QSCS is piloted
- 5 East Midlands Launch takes place
- 6 Carers Federation and the Learning and Work Institute support 6 colleges to complete



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Working towards the QSCS

The standard and affiliating resources have been developed by carers and have been designed to be as 'user friendly' as possible. The resources should allow for flexibility so you can tailor the accreditation to your organisational structure. The process may also support with the reviewing and development of other policies and procedures.

The Carers Federation can draw on years of experience of supporting carers in the community and are therefore well placed to support the process. We are here to support and provide you with all the necessary tools you may need to successfully achieve the accreditation.



The Process

1

Initial contact with Carers Federation to discuss needs and requirements

2

Registration and 'Working Towards' pack provided

3

QSCS Action Plan completion with support (recommended completion is 6 months)

4

Preparing for assessment and confirmation of an assessment date

5

Assessment meeting takes place with the QSCS team at your organisation

6

Assessment Report and awarded QSCS or re-assessment via email within 28 days

6

Accreditation is valid for 3 years



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Bespoke Trainings and Consultations

We are happy to work on a bespoke basis with organisations to develop packages of training . These can be stand alone or can support working towards achievement of the QSCS.

Some examples of bespoke training packages and consultations;

Peer Mentoring

Carers Awareness

Supporting Carers in the workplace

Supporting Young Carers in Schools

Supporting young adult carers

QSCS action planning sessions

'This training more than met my expectations. It can be difficult to justify time out-of-the-office, but this was really worthwhile and I'm so glad I made time'

'It was thought provoking and left me feeling enthused'

Please email us to discuss your requirements

qscs@carersfederation.co.uk



Frequently asked questions:

How long is the Quality Standard valid for?

Once you have achieved the Quality Standard in Carer Support your accreditation is valid for up to 3 years. To be re-accredited you submit your updated plan and we will re-assess for a small cost. We can discuss this with you after the completion of your 'Initial Contact' form.

What about training for our staff?

You may have your own in house training that you are able to deliver, we can offer advice regarding this. If you would like us to provide you with a package or deliver training for you we are happy to discuss your requirements. Please contact one of our team.

How long does it take to complete the Achievement Plan?

We would recommend that you aim to complete your plan within a 6 month period. You may find you have many of the criteria in place within your organisation. We will support in providing you with appropriate templates and relevant information. We can discuss timescales with you if you require flexibility.

What support is offered throughout the process?

You can contact us before registering for 'Working Towards' status if you have any questions. Once you have registered one of our team will contact you. Our team are available to offer support via email and telephone throughout the process. If you contact us and we are not available someone will respond to your query within a 48 hour period.

How will the assessment take place?

Once you have completed your pre-assessment checklist and are confident that your plan is complete you are ready to arrange your assessment visit with the QSCS team, assessment usually takes about 2 to 3 hours. We advise that you collate all evidence in a file ready to present to the assessor at the agreed time. Following the assessment our team will complete a 'Provider Assessment Report'; this will outline how you have met the criteria and where not, will highlight any further evidence required.

How long will it take to receive our Assessment Report?

We will send you your report within 21 days of your assessment.

What if we don't achieve the accreditation?

There is support at the pre-assessment stage to minimise the likelihood of this happening. However if you are unsuccessful the team will feed back what further action needs to be taken to ensure you can be re-

assessed and can achieve the standard. You can re-submit your plan and any additional evidence required via email within 28 days and receiving your assessment report outcome.