

# Terms and conditions

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# Care home accreditation scheme terms and conditions



## Introduction

The Huntington's Disease Association have identified and established a set of core standards which are fundamental in delivering specialist care within care homes for those affected by Huntington's disease.

These core accreditation standards form the basis against which care homes can quality assure and benchmark their systems and approaches to specialist Huntington's disease care.

## Cost of accreditation

To cover those costs incurred in the development and administration of the accreditation scheme an annual fee of £2,000 per care home will be charged.

As part of the initial registration process for the accreditation scheme a charge of £4000 will be incurred payable to the Huntington's Disease Association for administering the scheme and potential membership of the scheme for the two years of the duration of accreditation.

## Achieving the accreditation standard

Successfully obtaining the HDA Quality Assured accreditation standard is a major achievement and in recognition we will provide appropriate comments and / or statements to support publicity opportunities of the accredited care home.

On achieving the accreditation standard, the care home will be awarded a certificate of accreditation for the duration of the period of accreditation (two years). Please note, homes must have a minimum CQC/CIW rating of 'Good' before applying for accreditation.

## Accreditation decisions

At the point of registration for the accreditation each care home shall be provided with two opportunities to achieve the accreditation standard.

However, these two opportunities to achieve the accreditation shall also include any failures on behalf of the care home to return the self-assessment portfolio within the allotted timescale of six months or as agreed.

Should the care home fail to achieve the accreditation standard after two attempts, evidenced by the portfolio, they will be required to commence the full registration process again and will incur an additional registration fee of £4000. If an additional inspection visit is required after the initial visit, the care home will be charged at an hourly rate and travel time and expenses.

## **Length of accreditation process**

A care home that registers for accreditation shall have six months from the receipt of the accreditation pack to submit their self-assessment portfolio to us and receive feedback to strengthen the portfolio if required as part of the accreditation process.

Should the care home fail to return the self-assessment portfolio within the allocated six-month period this will be deemed as a failure to achieve the accreditation standard and the care home will only have one further opportunity to submit the portfolio and be assessed for accreditation.

Should the care home fail to submit a second accreditation portfolio within six months then registration will be withdrawn and they will be required to re-register for the accreditation process at full cost.

## **Length of accreditation period**

The HDA Quality Assured accreditation status shall last for a two-year period and this period shall commence from the date that the care home is added to Huntington's Disease Association directory of accredited care homes.

Eight months prior to the end of the two-year accreditation period, the care home will be informed that the current accreditation period is due to end and should they wish to re-apply they will be required to undertake a further registration. This will involve the submission of a review of the self-assessment portfolio including any updated information that is required and participation in an observation and assessment visit.

At the end of the two-year contractual accreditation process, should the care home decide either not to renew the accreditation, or the accreditation review process is incomplete, then the accreditation will subsequently be withdrawn. At this stage the accreditation certificates should be returned to us, the accreditation logo should be removed from publicity and marketing materials and the care homes details will be removed from the Huntington's Disease Association's directory of accredited care homes.

## **Promotion of accreditation**

We will list all those care homes who have been awarded accreditation status on our website [www.hda.org.uk/HDAQualityAssured](http://www.hda.org.uk/HDAQualityAssured).

## **Use of accreditation title, logo and certificate**

A more detailed set of brand guidelines will accompany the accreditation paperwork should the care home achieve accreditation status which will set out how the accreditation title, logo and certificates can be used.

The accreditation material should not be used in any way which may mislead others, provide false or misleading information relating to the scope of the accreditation awarded.

The certificate of accreditation, logo and the title should only be used in direct reference to the care home that has achieved the accreditation standard and should not be used or displayed within literature to promote another care home or care home provider.

Should a care home be found not to be complying with the brand guidelines for accreditation this may result in the withdrawal of accreditation status.

## **Change to circumstances**

An accredited care home must notify us of a number of changes which are highlighted below which may have a material impact on the ability of the care home to continuously comply with those standards of specialist care outlined.

The care home should inform us at the earliest possible opportunity of:

- A change in the regulatory assessment rating of the care home following the most recent inspection by CQC/CIW
- A change in the manager at the respective accredited care home
- Comments from staff and carers through safeguarding and whistleblowing alerts
- Unsafe or illegal practice including internal and external investigations
- Concern raised that a vulnerable adult or child is not being cared for in a way that keeps them safe
- Conduct likely to damage the reputation of the Huntington's Disease Association

It is the responsibility of the care home to report any of the above changes in circumstances immediately to us. Should these not be reported, it will be deemed a potential ground for the removal of accreditation status.

## **Annual monitoring**

All accredited care homes are subject to regular monitoring and scrutiny to ensure that the HDA Quality Assured care standards are being maintained in accordance with those standards set out in the accreditation documentation.

Should any changes in circumstances occur, such as those listed above, we will decide whether remedial interventions are required to further ensure that standards are being maintained. Dependent on the severity and implications of the change in circumstances, we will consider the following investigations and remedies:

- Discussion with the care home and the matter resolved and no additional requirement to escalate investigations
- A focussed planned / unplanned visit undertaken to investigate the area of concern raised
- A planned / unplanned visit and a full assessment and observation undertaken
- Submission in part or full of the self-assessment portfolio

We reserve the right to withdraw the accreditation based on the severity of the changes in circumstances or the concerns which have been brought to our attention.

We are committed to ensuring that the accreditation standards are upheld for the duration of the accreditation period and will actively review the changes that care homes are required to inform us of using the following approaches:

- Building relationships with other professionals and stakeholders as an additional means of ensuring standards are being maintained.

- Create mechanisms whereby people with Huntington's disease residing in or looking for a care home, their families and carers can provide regular feedback on care homes. This will be complemented through using an expert-by-experience model utilising the Huntington's community to seek regular feedback.
- Utilising the Insight Model and other proxy data sources as a means of identifying trends such as placement failures which may necessitate further remedial action.

Where concerns are raised through the above, we will decide on the appropriate action dependent on the nature of the feedback received.

## **Cancellation**

A care home shall be entitled to resign the accreditation on giving written notice to us of their intention to no longer participate in the scheme. This will be acknowledged by us within ten working days.

A care home must, from the date they have decided to leave the scheme, return to us the accreditation certificates previously provided and cease to use the accreditation title and logo in their marketing material.

On the date that the care home ceases to be a member of the accreditation scheme, we will remove their details from the directory of accredited care homes on our website - [www.hda.org.uk/HDAQualityAssured](http://www.hda.org.uk/HDAQualityAssured)

There is no entitlement to a refund of the accreditation fee should a care home decide to withdraw from the scheme.

## **Equality of opportunity & demand management**

The HDA Quality Assured accreditation scheme operates on an equality of opportunity basis. Applications to register for participation in the accreditation process are welcomed from all care homes across England and Wales who perceive that they can achieve the accreditation standard.

However, the resources allocated to manage and coordinate the scheme are not unlimited and should demand for accreditation be at such a level that we are required to manage registrations, the following criteria will be applied:

- Priority will be given to registrations on a one care home per care home provider basis
- Priority will be given to care homes on a geographic basis to ensure a geographical spread of accredited care homes across England and Wales
- Priority will be given to registrations on a date of registration basis

It is our intention, during the first three years of the accreditation scheme, to register the following numbers of care homes:

- YEAR 1 - 8 care homes
- YEAR 2 - 14 care homes
- YEAR 3 - 20 care homes

We will review the criteria for managing applications on an annual basis and will provide details of the criteria to be used should it be required on our website [www.hda.org.uk/HDAQualityAssured](http://www.hda.org.uk/HDAQualityAssured)

## Appeals

A care home can appeal against the accreditation decision made and a full copy of the process for appeals is available on request in writing.

There are three main grounds against which an appeal can be made:

1. The relevant standards have not been properly applied or assessed.
2. The process in the administration and production of the accreditation report and decision letter have not been followed.
3. That further information is available that should have been taken into account that may have a significant bearing on the accreditation decision.

An administration charge of £250 shall be levied on any appeals made against the decisions as to whether to accredit a care home.

If the appeal is upheld the care home will have the £250 fee reimbursed.

## Complaints

Should you have any complaints regarding the care home accreditation scheme please contact us to register your complaint at:

Huntington`s Disease Association  
Suite 24, Liverpool Science Park,  
IC1, 131 Mount Pleasant,  
Liverpool, L3 5TF.

Tel: 0151 331 5444

Email: [info@hda.org.uk](mailto:info@hda.org.uk)

<b>I agree to the terms and conditions of this contract</b>	
<b>Signed by:</b>	
<b>Print name</b>	
<b>On behalf of Care Home and provider name:</b>	
<b>Job title:</b>	
<b>Date:</b>	