

Your journey to HCPA Gold Membership



Showcase your Leadership and Quality Assurance with HCPA Gold Membership.

There are 5 basic steps to becoming a Gold Member, following achievement of your Silver status, these are:

- 1 Rating with Hertfordshire County Council PAMMS**
First, your site rating with PAMMS must be rated an overall 'Good' or above without any areas being inadequate.
- 2 Rating with CQC**
Second, your site rating with CQC must be rated an overall 'Good' or above without any areas being inadequate.
- 3 Skills Training and Needs audit plus (STAN+)**
Third, you need to *complete STAN+. This is a survey conducted with all of your staff members. The resulting report can be used to develop your training matrix, identify issues broadly relating to CQC guidelines, support any HCC monitoring visits and offer personalised tools to be used in supervision and appraisal.
*To achieve Gold Membership, 90% of your staff must complete the survey and any support plan offered should be acted upon. To access this service please contact businessdevelopment@hcpa.co.uk
- 4 Impartial Feedback Service (IFS)**
Fourth, you will need to complete your *IFS. This is an anonymous survey conducted with all your stakeholders, which will help you to conform to Health & Social Care Action Regulation 17: *"Providers must seek and act on feedback from people using the service, those acting on their behalf, staff and other stakeholders so they can continually evaluate the service and drive improvement."*, as well as give you valuable insight from within your service, to create an appropriate development plan for you to push forward the quality of your provision.
*You will have to ensure an 40% return on the survey to provide sufficient data to allow us to evaluate the outcomes, we will offer support if needed. To access this service please contact businessdevelopment@hcpa.co.uk
- 5 The 6 C's Good Culture Check**
Finally, completion of the *6 C's Good Culture Check survey by all staff will identify how your employees view your company culture around commitment, communication, courage, care, competence & compassion.
*You will have to ensure an 80% return on the survey to provide sufficient data to allow us to evaluate the outcomes, we will offer support if needed and then award the Good Culture Charter Mark if your service is showing sufficient commitment to attaining a good culture.
To access this service please contact businessdevelopment@hcpa.co.uk

By meeting all the above criteria, at the required standards, your site will be awarded with HCPA Gold Membership which includes the following benefits:

- Gold status membership logo for use on your marketing material
- A bespoke marketing package (including a Gold shout out and listing within the new membership brochure)
- A Bespoke Behaviours Framework consultation with the HCPA Leadership team (½ day)

For any questions about your membership please contact membership@hcpa.co.uk.

How would gold membership benefit you?



If you are ready to move to Gold Membership,
please email us at businessdevelopment@hcpa.co.uk