

Your journey to HCPA Gold Membership



Showcase your Leadership and Quality Assurance with HCPA Gold Membership. Simply complete our Leadership and Quality assurance pack as detailed in this document.

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

Business Continuity Planning (BCP)

Fourth, you should review and develop your *Business Continuity Plan with HCPA. This will offer support and signpost you to relevant resources to ensure compliance with Herts County Council recommendations, putting your business on a secure footing in the face of any future emergency.

*The HCPA Business Continuity Service is an assurance process recognised by Adult Care Services. 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:

- A Gold logo to display on your company marketing materials.
- Access to a supervision toolkit and interactive remote training session to support implementation.
- Inclusion on our Gold Membership section of our website where we will be showcasing your profile and your organisation logo.
- A plaque or a trophy and special mention via the annual Hertfordshire Care Awards (in the first year of your Gold membership)

For any questions about your membership please contact enquiries@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