

Quick guide to the SEQOHS accreditation scheme

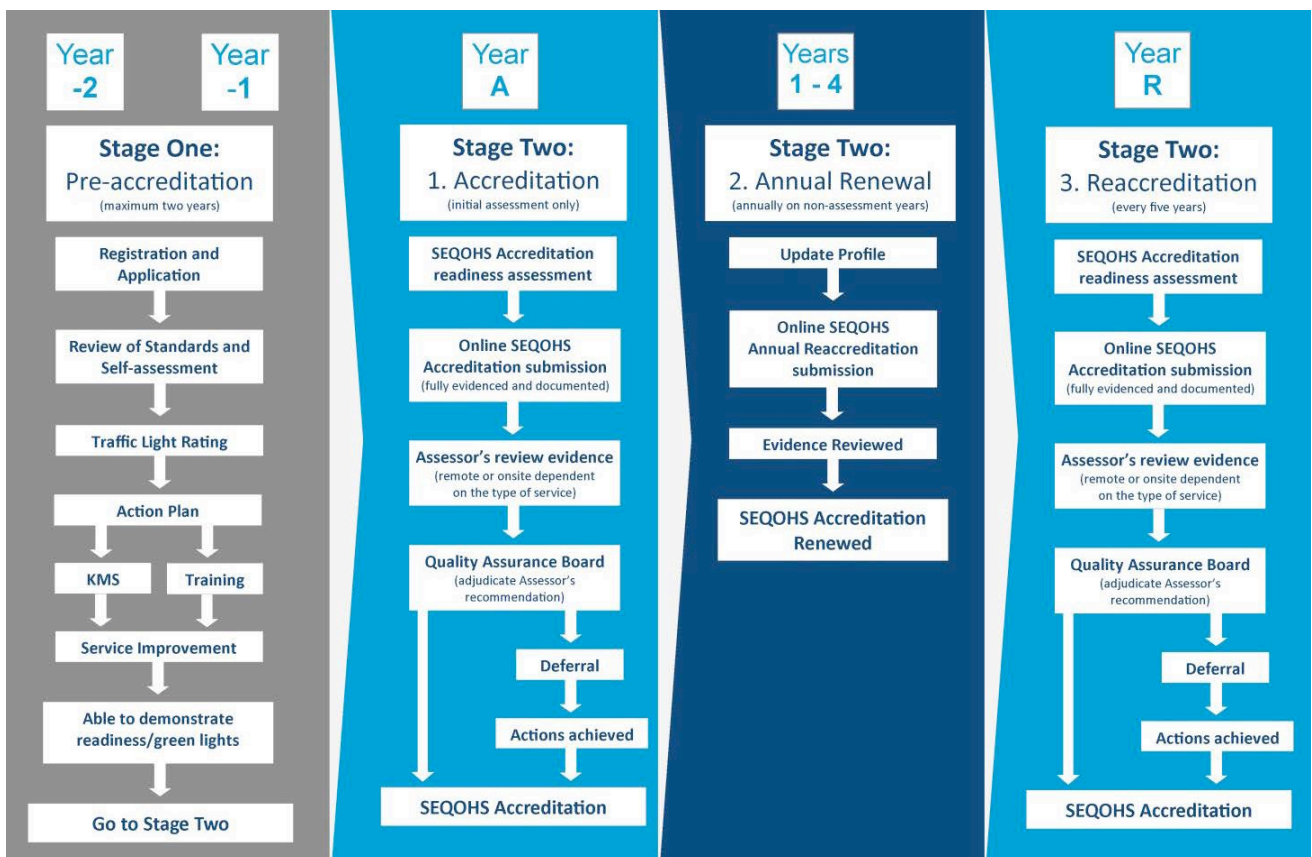
About this document

This document outlines the process followed by services in order to become SEQOHS accredited, including the quality improvement commitments that occupational health services undertake. This document should be read and understood by services prior to registration and should be considered in conjunction with the Terms and Conditions.

The SEQOHS accreditation pathway

The SEQOHS accreditation pathway may be undertaken by any service based in the United Kingdom or Ireland. This includes doctor or nurse led services, broad OH services and OH physiotherapy services.

When a service signs up to SEQOHS, they are committing to an ongoing annual programme of quality improvement, accreditation and maintenance. The SEQOHS accreditation pathway is displayed below, consisting of four stages:



SEQOHS fees

In order to register with SEQOHS a service must pay an annual fee, detailed below. This is dependent on the size of a service, and whether it is in stage one or two of the accreditation pathway.

| Service type | Number of sites | Stage 1 annual fee | Stage 2 annual fee |
|------------------------|-----------------|--------------------|--------------------|
| Single-handed provider | 1 | £250 + VAT | £250 + VAT |
| Small service | 1-7 | £1200 + VAT | £2400 + VAT |
| Large service | 8+ | £2000 + VAT | £3300 + VAT |

Stage one: pre-accreditation

During stage one, a service undertakes a self-assessment of compliance against the SEQOHS standards which is completed on the SEQOHS web tool. During this stage, support tools can be accessed to assist the service. These include evidence guides, examples of compliant evidence (held in a knowledge management system) and an action planning tool.

When a service assesses that they are compliant against all relevant standards and has provided evidence to demonstrate this, they can move on to stage two. The self-assessment should be completed within two years from registration.

Inclusions

During stage one services have access to:

- the self-assessment tool on the SEQOHS web tool
- the action planning tool on the SEQOHS web tool
- the knowledge management system (KMS) on the SEQOHS web tool
- training days are free

Stage two: accreditation and annual renewal

A service will enter stage two once it has completed a self-assessment. An assessment team consisting of two assessors will be agreed, and the service's evidence will be assessed remotely over a twelve week period. At the end of this a site visit will be undertaken, where the assessment team will inspect the premises, interview key staff and review further evidence. If a service doesn't have clinical facilities then a site visit will not be undertaken. Once the assessment has been completed the service will be accredited or, if a standard hasn't been met, deferred. If a service is deferred then they will have three or six months to provide the evidence requested by the assessors.

Accreditation is valid for five years subject to completion of an annual renewal assessment. This assessment is a light touch assessment designed to ensure that services are continuing to meet the SEQOHS standards. The assessment is initially completed on the webtool and is assessed remotely.

Inclusions

Continued payment of the annual stage two fees includes all access as outlined in stage one, along with:

- An accreditation assessment, including:
 - two SEQOHS assessors to review all evidence remotely,
 - an onsite assessment of clinical facilities (where applicable) and any outstanding evidence,
 - a detailed report outlining the assessment outcome,
 - a SEQOHS accreditation certificate,
 - permission to use the SEQOHS quality mark on company website and marketing literature.
- An annual renewal assessment

Once accredited, a service will be provided with a certificate and will appear on the SEQOHS website under the list of accredited services. Non-payment of the annual fee may result in the withdrawal of accreditation.

Occupational health physiotherapy services

OH physiotherapy services are able to register with SEQOHS if they are a stand-alone service. This does not include physiotherapy OH services which are part of a wider OH service, however this will be reviewed as part of the 2019/20 standards review.

Although the SEQOHS standards are identical for all types of OH services, SEQOHS and The Association of Chartered Physiotherapists in Occupational Health and Ergonomics (ACPOHE) have worked in collaboration to ensure that the support tools for physiotherapy OH services are specific and practical. We have designed a bespoke evidence guide. The documents that populate the knowledge management system are service specific and we will be holding tailored training days. At stage two of the process, the assessment will be undertaken by at least one SEQOHS assessor that is an OH physiotherapist, alongside an existing SEQOHS assessor (occupational health doctor or nurse).

Frequently Asked Questions

1. What if my service has a period of growth and now falls under a higher band?

Each year all services are asked to update their details online. If it appears as though your service fits into another band then the SEQOHS office will be in contact to discuss this.

2. How will I know if I have to pay additional charges for SEQOHS accreditation?

The annual instalment is fully inclusive of all costs arising as a result of the normal course of accreditation, as detailed on the SEQOHS website. Any circumstances where an additional fee may be required will be notified by the SEQOHS office. If a service has over 31 sites, they will need to contact the SEQOHS office for a bespoke quote.

3. How long does it take to become accredited?

This will depend on a number of factors, including the size of a service, the amount of work required to meet the standards and provide evidence of this, and how much time a service can dedicate towards meeting the standards.

It is expected that services become accredited within two years, while the average time from registration to becoming accredited is around 20 months, bearing in mind the remote assessment period is generally 4 months.

4. What other support is available?

There is a range of guidance documents available against each standard to assist the OH service in their understanding of the standard and evidence requirements.

Additionally SEQOHS runs training days;

- **Stage A training** is aimed at services at the beginning of their SEQOHS journey to make sure they are on the right track prior to completion of their self-assessment. It can also act as a refresher training to help OH services maintain the Standards.
- **Stage B training** is aimed at services who are ready to submit their self-assessment, outlining what constitutes suitable evidence, how to upload evidence and more detail about stage two of the assessment process.