PHA quality standards for services promoting mental and emotional wellbeing and suicide prevention

A guide to using the standards online portal

Contents

1. PHA quality standards online

This is your guide to navigating the online forms on the Standards website
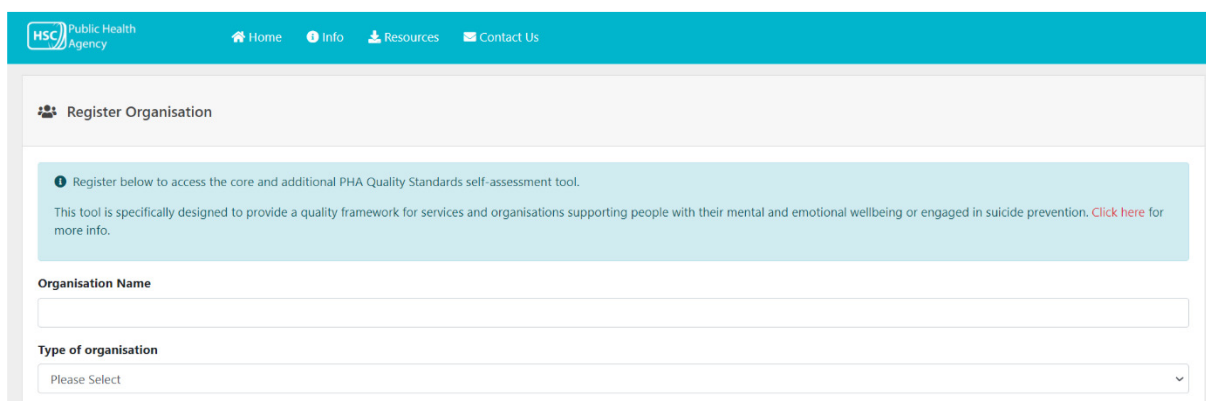
https://standards.pharesourcehub.co.uk/

Please read the instructions carefully to understand how to use the online forms.

To begin a self-assessment against the standards you must first register an account for the online portal.

1.2   How do I register for an account?

1. On the Quality Standards website, **click Register.**

2. Fill in your details. You will be asked: Organisation name, Type of organisation, Focus of organisation and How did you hear about the standards?

3. **Click Save**.

4. The **Register Organisation User screen** will then open which will indicate the Organisation has been registered. You will be asked: Email, Designation, First Name, Last Name and Telephone.

5. **Click Save**.

6. You will receive an email with the login details and password.

Note – you can only use your email once. If you have registered before using the same email address you will get an error message.

7. The login screen will now open which indicates the user has been added. **Please check the email account you used to register for your login** details. If you do not receive this email within 10 minutes of registering, please check the spam folder.

2. Navigating your Assessment

2.1 Log in to My Assessment

Once you have received the email you can log in to your account.

To do this, enter your **email address** and **password** on the login page and then **click Log In.**

2.2 My Assessment

1. My Assessment is the first page you will see when you log into the portal.

2.   **Click View** button to start or continue your

self-assessment.

> ⊖ View

3.   The first time you click on
the View button you will be
notified that all organisations are
required to complete the self-
assessment on the 'Core
Standards' so this is already
chosen for you.

Please select relevant additional
Standards then **click Save
Changes.**

▤ Relevant Standards

ⓘ All organisations are required to complete the self-assessment

☑ Section One: Core Standards

☐ Section Two: Training Standards

☐ Section Three: Self-harm Service Standards

☐ Section Four: Counselling Standards

☐ Section Five: Complementary Therapies Standards

☐ Section Six: Bereavement Support Services Standards

✓ Save Changes

3. Completing your Assessment

3.1   Starting an assessment

The Assessment form will now open at the Welcome screen which provides guidance on how to navigate the assessment.
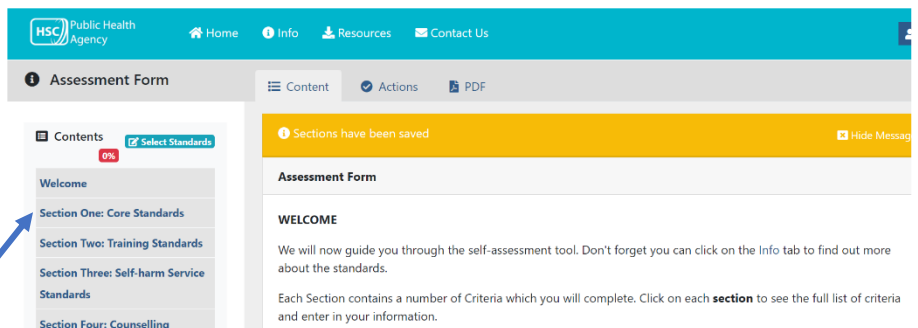
Each Section contains a number of Criteria which you will complete. **Click** on each **section** to see the full list of criteria and enter in your information. You can complete questions or sections at a time.

The percentage score next to each section shows the number of questions you have answered.

Remember: The self-assessment is devised of a number of Yes / No questions. Where 'Yes' is selected, further details will need to be provided on the relevant documents or evidence in place relative to the question asked.

Where 'No' is selected - you will be prompted to create an 'Action' that will need to be completed for your organisation.

Click **Save** at the bottom of the form before you exit or **Save & Next Section** to move to the next section of the form.

3.2   Getting around the form: The basics

At the top of the signed in portal, there are **links** to other useful pages and resources.

1. The **Home** link will take you back to the My Assessment page which you first see when you logged into the portal.
   Note – if you want to view the full standards website you will have to sign out of the portal first.

2. The **Info** link provides information on the quality standards, who should complete them and how they are assessed.

3. The **Resources** link will show a list of documents which can be downloaded with further background reading on the standards and evidence required.

4. The **Contact Us** link will provide details of where to go for support on how to answer any questions you may have on the self-assessment tool.

At the top of the form, there are **tabs** that open sections of the form.
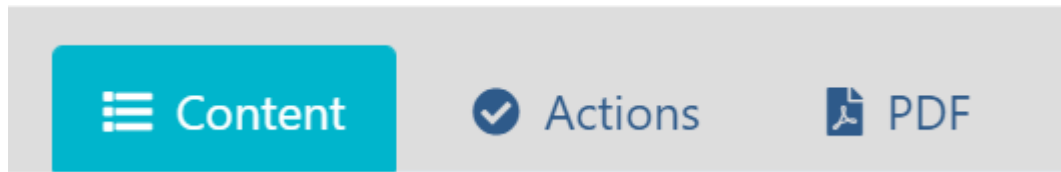
1. **Click Actions** tab to view the information which you have entered into the box below a no answer.

2. **Click PDF** tab to download a PDF version of the full Standards document including your answers to the questions.

3.3 Adding additional Standards

There are six Standard Sections.

'Section One: Core Standards' is a mandatory section for all organisations. For sections two to six you can choose which are relevant to your organisation or the service you provide. The left-hand side of this screen will outline the additional standards you have selected. You can add or remove these by **clicking 'Select Standards'.**

For example, if your organisation provides training, you should choose to complete the compulsory Section One: Core Standards and Section Two: Training Standards.

Click the 'Select Standards' button to update the Section of the Standards which are relevant to your organisation
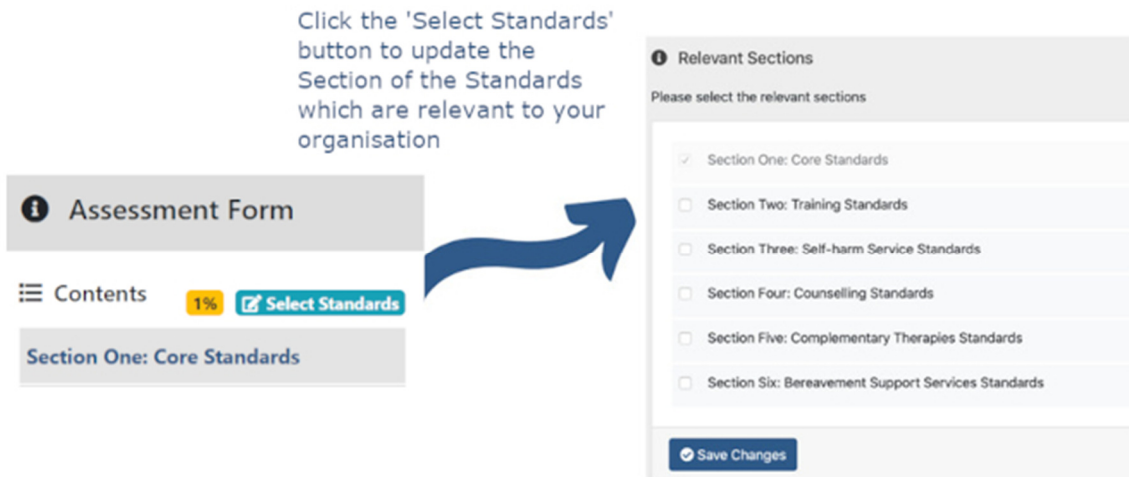
Click Save Changes and you will be brought back to the Welcome screen on the assessment form.

3.4   Navigating the Home Screen on the Portal

Each time you log into the portal **Overall Progress** will be shown on a pie chart. This will track the number of self-assessment questions you have answered in relation to the entire framework.
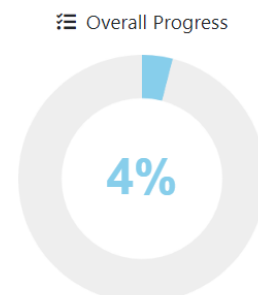
There are three **buttons** that link to the self-assessment form:

1. **Click View** to start/continue your self-assessment.

2. **Click Actions** to see the areas of improvement you have identified.

3. **Click Export Options** button to download the full standards document or the specific section you require.
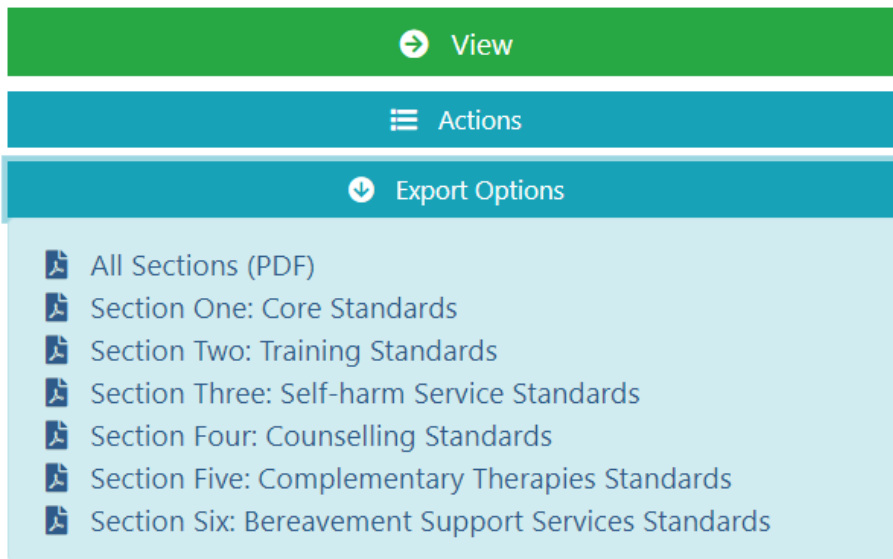
3.5   Inviting Team Members

We would encourage teams within your organisations to complete the quality standards framework together. We would also encourage sharing the compliance plan with your Management Committee or Board of Directors.

1. Click on the **Invite Team Members** button.
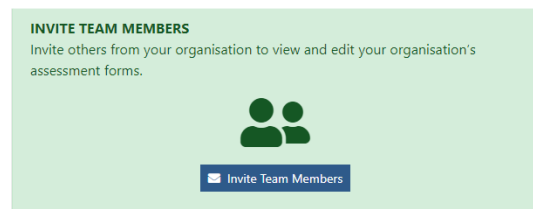
2. Enter the email address and click on the **Send Invite** button. The invitation has been sent. You will be sent a copy of the message to your registered email address.
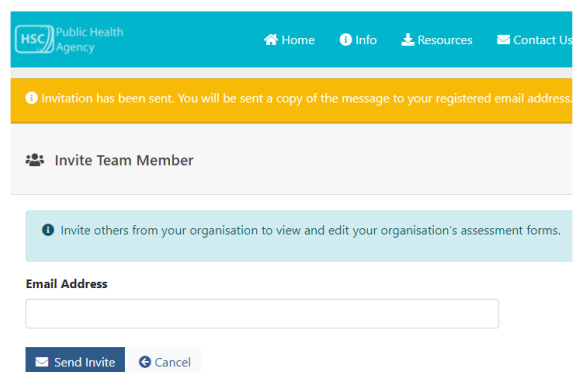
3. Then follow steps 1.2.4 – 1.2.7 above.