Partnership agreement between IPS Grow and Health Trust/IPS Service to support the implementation of evidenced based employment practice supported by an independent quality assurance fidelity review and follow up IPS Grow technical support.

**Introduction: Who are IPS Grow and what is a quality assurance fidelity review and follow up intensive technical support?**

**What is Individual Placement and Support (IPS)?**

The IPS approach involves integrating Employment Specialists into health teams, to help them become more effective at supporting individuals to access paid employment as part of their recovery plan. NHS England (NHSE) has made a commitment to expand access to IPS as part of the Long-term plan, and fidelity reviews are essential in ensuring services are delivered to a high standard and support increases in paid employment outcomes for clients.

**What is the role of IPS Grow?**

IPS Grow are commissioned by NHSE to provide implementation support to help IPS services achieve high quality performance. As part of this support, we deliver fidelity reviews and technical support across England via a team of trained reviewers. The IPS Grow team are employed by Social Finance, a not-for-profit organisation. We also utilise consultants employed by Centre for Mental Health to support with the reviews.

**What is a fidelity review?**

Fidelity reviews aim to help services understand what they are doing well, but also identify improvements to practice. This is all with the aim of increasing job outcomes. Services are scored against a 25-point [fidelity scale](http://ipsgrow.org.uk/wp-content/uploads/fidelity_review_form_uk_-_updated_dec_2018.pdf) which covers all areas of IPS practice, including what the Trust can do to support the service. The fidelity scale has been designed as a tool to support services to deliver a high-quality service.

Evidence shows that services that have higher fidelity scores achieve better employment outcomes for their clients[[1]](#footnote-2). The fidelity review is carried out over 2 days, and involves interviews with clinicians, senior executives, the IPS team and clients. The fidelity review will cover all 25 points of the fidelity scale. The reviews will be carried out by IPS Grow (staff employed by Social Finance) and the Centre for Mental Health, who we subcontract to deliver these reviews.

**What kind of data do IPS Grow need to see in the review and why?**

We need access to data to understand the quality of the service on offer and how closely it meets the fidelity scale. Further information on this can be found [here](http://ipsgrow.org.uk/wp-content/uploads/IPS-Grow-Fidelity-Reviews-IG-FAQs-A-2.docx). For the fidelity review to be implemented successfully, the IPS service/host trust and IPS Grow must commit to the following:

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| **Name of organisation participating in the fidelity review** (Host Trust and IPS Service) |  |
| **The review will focus on the following IPS Team and clinical teams** |  |

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| **IPS Grow will:** | **Date/Deadline** |
| Complete a fidelity review over 2 full days that will include interviews with ES, TL, clinical staff, senior Executive staff, and clients |  |
| Some observations may take place a week before or after the review on the following dates |  |
| Provide a full fidelity review report with recommendations |  |
| Destroy any data/practice forms shared by the service within 2 weeks of the report being finalised and confirmed |  |
| Organise a feedback session post review with the IPS service and relevant Trust Sponsor |  |
| Support the service in developing a follow up fidelity action plan to be finalised by |  |
| Technical support plan will be drawn up to focus on a maximum of 5 items – jointly agreed between IPS Grow & service – lasts 5 months |  |

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| **IPS Service / host trust will:** | **Date/Deadline** |
| Put information governance process in place to enable the review to go ahead at least one month before the review date |  |
| Share relevant performance and other agreed data before the review by |  |
| Provide a fidelity review timetable, ensuring there are 5-minute breaks between interviews, and a 15-minute break am, pm, and at least 45 minutes for lunch |  |
| Ensure that the review includes a good representation of clinicians and other evidence from across the teams being reviewed (refer to fidelity review stakeholders) |  |
| Develop a follow fidelity action plan by agreed with IPS Grow |  |
| Review the fidelity action plan in their Trust steering committee meetings |  |
| Share the report with the Trust QA team, and make them aware of the fidelity review annual process |  |
| Ensure that the fidelity report is shared with:   * IPS Team * Internal stakeholders * Commissioners |  |

**What kind of technical support is provided by IPS Grow?**

Upon receiving your Fidelity Review score, intensive Technical Support will be provided to each IPS Team and their host clinical teams. This will be led by IPS Grow Regional Leads and conducted both virtually and face-to-face.

In collaboration, team leaders and IPS Grow regional leads will discuss and agree what technical support will be delivered. For this to be implemented successfully, the IPS service/host trust and IPS Grow must commit to the following:

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| **IPS Service / host trust will:** | **Agreed (Y/N)** |
| Allow IPS Grow to attend IPS meetings such as vocational unit and/or steering group meetings to support the team to develop strategies based on the IPS model |  |
| Allow IPS Grow to attend clinical team meetings to help clinicians consider employment for those who are not currently working and help improve integration of IPS services |  |
| Make IPS team leaders and employment specialists available to work alongside IPS Grow for in-field mentoring focused on key areas of evidenced based IPS practice |  |
| Make IPS team leaders, employment specialists and clinicians available to attend short training workshops to improve fidelity to the IPS model |  |
| Allow IPS Grow to review service data and outcomes with the IPS team leader and clinical teams to develop plans for improvement |  |
| Allow IPS Grow access to client case files to audit practice and develop plans to improve employment outcomes |  |

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| **IPS Grow will:** | **Date/Deadline** |
| Work with the IPS service/host trust to put in place a data sharing agreement and an honorary contract for the IPS Grow lead where required |  |

Name of IPS Service Lead:

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Name of Host Trust Lead:

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Name of Commissioning Lead:

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1. Bond, G. R., Becker, D. R., & Drake, R. E. (2011). Measurement of Fidelity of Implementation of Evidence-Based Practices: Case Example of the IPS Fidelity Scale and Kim et al (2015). Predictive validity of the Individual Placement and Support fidelity scale (IPS-25): A replication study. [↑](#footnote-ref-2)