Pre-Fidelity Review Information Sheet

Fidelity reviews are conducted to measure adherence to the IPS practice principles and evidence-based practice and are used as a quality assurance tool to improve services.

Preparing for the Fidelity Review

- **Dates** are notified during a phone conversation; an introductory email is sent out with Fidelity Scale attached
- **Scheduling pack** is sent out with all necessary documentation for a review attached (information sheet, scheduling template, letters and consent forms and a fidelity schedule guide)
- **Fidelity Review schedule** is confirmed two weeks prior to the review visit.

Overview of the Fidelity Review Process

- Reviewers will visit the mental health service where the employment programme is based, they will conduct **interviews with mental health staff** (wanting to see their level of understanding of the programme, their willingness to refer and to determine whether they believe people should be stable before becoming employed)
- **Employment consultants (EC) will be interviewed** to get a sense of how they support clients, whether they receive supervision, field mentoring and are in the community doing 6 face-to-face employer contacts. Reviewers will check that EC notes are integrated into client mental health files and that RTWA and job plans are attached
- **IPS supervisor will be interviewed.** Reviewers are looking for evidence of supervision, field mentoring and whether the supervisor is working alongside mental health staff to manage the IPS employment support programme
- Reviewers will facilitate a **focus group with people** who use services – they want to hear about people's experiences, whether they have been supported with disclosure, engaging with Work and Income, job search and in-work supports
- Reviewers will **observe an MDT meeting** looking for how well the EC converses and makes shared decisions alongside clinicians
- Reviewers will observe an **employment team meeting**, to ensure meetings are IPS focused, cases are discussed, celebrations recognised and sharing of job leads
- Reviewers will observe the **EC conducting employer engagement**. Can the EC secure an appointment upon a first visit with an employer? Can the EC ask good open-ended questions and listen attentively when doing a visit with an employer they already have an established relationship with?
- Reviewers will **interview a Work and Income case manager** whom the EC has a working relationship with to identify that they meet monthly and discuss the needs and entitlements of clients

- **Documentation review** will be conducted of client files, to see that disclosure has been discussed on more than one occasion, RTWA, job search and employment support plans are all completed, with regular notes in client files. Reviewers will check for:
    - first appointment to first employer contact
    - whether plans are individualised
    - evidence of benefits planning (Work and Income support),
    - evidence of job search
    - whether the EC meets with the client within 1 week before starting a job, 3 days after, weekly for the first month, and contacts client within 3 days of a job loss
    - assertive engagement and outreach activities. Have they worked with the clinician or contacted family/consented contacts to attempt to re-engage clients?

What else to consider

- Ensure Reviewers have a room or space to use for the duration of the review
- Ensure that staff and clients involved in interviews have been given an information sheet, letter and consent form
- When scheduling, allow an hour for lunch and 15 minute comfort breaks, as required
- Schedule MH staff interviews for half an hour, EC interviews for an hour, document reviews for 2+ hours and job development observations for 1.5 hours.

Reviewers look at multiple sources of information during a review and only consider what is currently happening and what is currently in place. Future planning or service development is not used to rate fidelity items.

Information to prepare in advance

- List of current jobs held, including titles, start dates and job end dates if applicable, type of job and names of employers. If the EC has fewer than five people employed, job placement data for the past six months will be required
- Any IPS Development Plans, Quality Assurance Reports and Steering Committee minutes
- Field mentoring notes, supervision notes and employment team meeting minutes
- Access to client records for document review
- Career profiles (RTWA), job search and in-work support plans attached
- Employer contact logs: eight weeks' worth of entries for each employment consultant
- Outlook calendars that indicate time in community: two weeks' worth of entries.

After the review

- **Draft report** is sent out for feedback. A response template will be attached for the site to offer feedback and provide additional evidence
- **Response template** is to be completed and returned to Work Counts
- **Report** is finalised
- **IPS Development Plan** is completed with actions identified to improve fidelity.