

# Quest Update Webinar GPLUS38 Exercise Referral August 2022

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# Quest Exercise Referral

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# What is Quest?

- Quest is Sport England's recommended **Continuous Improvement Tool** for leisure facilities and has been designed to measure how well a facility is operating and how effective organisations are across a range of modules.
- The scheme is currently managed by Right Directions, on behalf of Sport England as part of Moving Communities. It is designed by leisure professionals, specifically for the leisure industry.
- Quest has become a highly effective improvement tool for many years and as a result, leisure sector management have become much more proficient at delivering a varied activity programme in a clean and well-maintained environment.
- Established over 20 years ago, it is an extremely well-respected award that continues to evolve year on year with the ever-changing pace of the sport and leisure industry.

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# Background

The Quality Standard for exercise referral was developed in Suffolk in collaboration with ERS scheme leaders, health professionals, and other key stakeholders in the county, to provide a set of locally tailored operating standards for exercise referral schemes.

The implementation of these standards aimed to ensure exercise referral schemes across the county were operating in line with the 2014 National Institute for Health and Care Excellence (NICE) guidelines for exercise referral and behavior change, and that pathways were in place for exercise referral aligned to evidence-based principles and best practice guidelines; as well as local health and wellbeing priorities.

## Who is it for:

- Ideal for smaller specialist community teams or specific exercise referral projects.
- Specialist Exercise Referral Teams who operate as independent teams within the community, or within a Leisure Facility setting.

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# Assessment Areas

The standard is intended to cover all elements of exercise referral, and is split into four key assessment areas which include:

- Scheme Safety
- Scheme delivery (including governance)
- Information sharing and the provision of information
- Scheme monitoring and evaluation

To support with the achievement of the standard, applicants are provided with a series of implementation checklists which provide an outline of the activities that should be undertaken to meet the standards for each of the assessment areas. These checklists can be found within the Exercise Referral Quality Standard document provided.

**To gain the Quality Standard, you must score Very Good.**

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# Assessment Process

## 1. Quest scheme

Facilities within the Quest scheme will have the option to select the Quality Standard as a Quest Plus (day 2) module at no extra cost, and assessment will be carried out as part of the ongoing Quest process.

## 2. Standalone Standard

For those facilities or teams who are not enrolled onto the Quest scheme, there will be the option can select the quality standard for ERS as a standalone module. *If this route is selected, there will not be an expectation to enroll onto the full Quest scheme to obtain the standard.* However, providers are encouraged to review the benefits of enrolling with Quest as a tool for promoting continuous improvement across the wider areas of service delivery.

## Timescales

Once your application is submitted, a date for your assessment is agreed (typically around 6-8 weeks) All dates are agreed in advance to provide adequate time for preparation.

# Application Process Continued...

- If completing as part of a Quest assessment, apply online by completing the application form and selecting GPLUS38 as a Day 2 module, <https://questaward.org/apply-for-quest>
- If completing as a standalone assessment, outside of a Quest assessment, email [Quest@rightdirections.co.uk](mailto:Quest@rightdirections.co.uk) or **01582 840078**
- The Purchase Order number is required at the point of application.
- Payments for a standalone assessment, outside of a Quest assessment will be paid to Right Directions Ltd. For a copy of our pro-forma email [Quest@rightdirections.co.uk](mailto:Quest@rightdirections.co.uk)
- Payments for Quest Assessments are to be made directly to 4 Global Consulting Ltd, if you need to add them to your Approved Supplier List and require further information, please email us in the office or contact 4Global directly via [finance@4global.com](mailto:finance@4global.com)

# Exercise Referral Prices

**Quest prices have been frozen until March 2023.**

As part of Quest Plus	Standalone Standard
<i>2 Day Assessment &amp; Mystery Visit</i>	<i>½ Day Assessment &amp; Observation</i>
£1450	£595

*\* Prices do not include VAT*

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# Terms & Conditions

**Our terms and conditions have been updated, so please ensure that you read them in full before applying for your Quest assessment or Standalone Exercise Referral Standard . Key things to be aware of include:**

- Charges may apply for any changes in assessment dates
- Hot/cold drinks should be provided for the assessor
- Where possible, free parking should be provided for the assessor
- Where possible, provide the assessor with access to an internet connection. If this is not possible please notify the assessor in advance so that they can come prepared.
- Reports will not be issued until payment has been received.

# Preparation & Observation

## Preparation

- Full guidance and preparation forms are available online, [Module Guidance - Quest \(questaward.org\)](http://questaward.org)
- Please make best use of these forms and plan ahead for your assessment so that you can evidence and showcase your facility to its best.

## Observation

- The assessor will observe a practical exercise referral session. This can be a partial observation of a specialist program review, initial consultation, exercise class, group gym session or induction.
- Please inform participants in advance that an external assessment is taking place and that part of their “session” will be observed.
- The assessor will also observe where activities take place to ensure that they are operating within a safe and suitable environment.

# Scheme Grading & Reports

- Schemes will be scored using a combination of 'Yes or No' and scaled banding questions, from unsatisfactory, satisfactory, good, very good and excellent.
- Some elements of scheme delivery are seen as essential and must be performed to achieve the standard. Other elements will be scored on a scale to reflect where there is room for progress and flexibility in terms of locally tailored approaches to delivery.
- An overview of assessment elements and scoring is provided in **Exercise Referral Quality Standard document**.
- To gain the Quality Standard, you must score an overall Very Good.

## Reports

- Sent within 28 days of the assessment date.
- Available on the RD-Dash Reporting and Benchmarking platform.
- The RD-Dash allows organisations and teams to fully analyse and benchmark data, as well as being able to download reports from their own dashboard.

# Best Practice Documents

Full details are provided within the Exercise Referral Standard Document. This includes the provision of:

## **Best Practice Document examples:**

- Delivery Pathway and framework for delivery
- Template referral form
- Physical Activity Readiness Questionnaire (Par-Q-+)
- Sample Irwin Morgan risk stratification tool
- Health Commitment Statement
- Referrer checklists
- Leisure provider checklist
- Scheme monitoring & evaluation checklist

## **References:**

- Includes links to specialist guidance from the British Heart Foundation, Sport England, Health Education England, National Institute of Health and Care Excellence (NICE) and the National Obesity Observatory.

# Benefits

## Benefits of the Exercise Referral Standard will include your ability to:

- Support the growth of exercise referral schemes
- Strengthen the local evidence-base on the effectiveness of schemes
- Facilitate understanding and navigation of a local referral processes, making it easier for referring healthcare professionals to engage with schemes and individuals to participate in ERS
- Facilitate continuous learning and sharing of best-practice
- Promote continuous improvement of schemes, ensuring residents receive high-quality exercise programmes which are tailored to their needs.
- With the accreditation offering a “stamp of approval” assists delivery organisation to strengthen their case and their conversations with local health partners and health funding streams
- By using health sector standard criteria/indicators/data for the monitoring and evaluation of schemes delivery organisations can meet the expectations of partners within that sector and “talk their language”



**Thank-you for your time.**  
***Any Questions...***

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