

***Running a CAPA system or thinking of doing so?  
Working well but wanting to go further?  
NOT SURE WHAT IT IS?***

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CAPA is a **continuous service improvement model** founded on methods that are known to improve outcomes for service users/consumers. It improves accessibility and client engagement, increases work satisfaction in staff and provides clarity of information for managers and commissioners.

It combines collaborative shared decision making, goals and outcome measures in combination with clinical skills mapping and flow management processes to enhance efficiency and effectiveness of service delivery. Since 2004 CAPA has spread by word of mouth around the world and is **used in mental health services across the age range** in the UK, Ireland, Belgium, Netherlands, Canada, New Zealand and Australia. [www.capa.co.uk](http://www.capa.co.uk)

Implementation requires leadership and planning, as would any change. Ongoing monitoring and adaptation to local needs are crucial for continued improvement in quality. We know from experience of working with teams, and from surveys, that there are many misunderstandings about CAPA that, when dispelled or eliminated, support ongoing change.

A range of tools are available to support implementation including training workshops, fidelity and monitoring checklists.

Ann moved from her clinical service in 2014 and now works full time in quality improvement, which is her absolute passion- to support services to develop into ones that are excellent for those who use services and great places to work in. She has extensive experience in service development in her team and internationally.

Ann currently works in a range of paid and unpaid roles in England. All are focussed on improving quality in services, through working with individuals, teams and organisations, to service review, national policy development and implementation, accreditation and inspection.

For further information, please browse the website: [www.capa.co.uk](http://www.capa.co.uk)  
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