



Dudley Mind

Quality Policy

Mind Quality Statement:

Dudley Mind is committed to achieving high quality in the provision of services for people with mental health needs within the following principles:

- To strive for continuous improvement in all that we do
- To use recognised / agreed standards as a means of continuous improvement and not as ends in themselves
- To agree quality requirements with commissioners and service users and to try to adhere to these at all times
- To work in the best interests of our service users at all times

Quality Management in Mind

Dudley Mind is affiliated to National Mind and has adopted its quality assurance system. The system is tailored to Mind Local Associations and

- Covers organisational values and purpose
- Defines minimum standards
- Establishes performance indicators
- Ensures minimum standards are met
- Measures outcomes
- Encourages continuous improvement

The Chief Executive coordinates a cycle of quality reviews to assess quality in management and service provision. Staff, service users, carers and trustees contribute to the quality reviews, which form part of the National Mind affiliation process.

There a quality task force comprising of members of staff, service users and trustees that are working to an action plan detailing areas for improvement.

Supporting People Quality Assessment Framework (QAF)

Dudley Mind achieved an overall Level A in the Supporting People QAF in 2010.

Performance Monitoring

Dudley Mind has an annual strategy meeting every year which develops the Strategic Plan. This informs the business plan and each service produces an operational plan for the year that includes a review of the last's year progress on the service objectives. This is presented to the Trustee Board.

The strategy review include service users and staff. The views of other stakeholders are fed into the process.

The treasurer monitors the organisation's financial performance and reports this to the Trustee Board.

Manual and computerised information systems comply with Dudley Mind's policies on confidentiality relating to Record-Keeping and the Data Protection Act.

Evaluating Effectiveness

Services are evaluated against:-

- The service aims
- Agreed service standards
- Contractual targets

Feedback from service users, carers and stakeholders is a key component of service evaluation and is canvassed in various ways. These include monthly Service User Involvement Team meetings, an annual service user satisfaction questionnaire, suggestions boxes and a compliments and complaints procedure.

An annual Quality report is produced in November which is circulated to service users, staff, trustees and other stakeholders.

March 2011