

Hunts Mind



For better
mental health

Hunts Mind Quality Management Statement & Policy

Ratified by the Board of Trustees in June 2011

To be reviewed May 2014 or as legislation changes

**The Limes
24, New Street
St Neots
Cambridgeshire PE19 1AJ**

**Registered Charity number 1084452
Company Limited by guarantee 3949645**



HUNTS MIND QUALITY MANAGEMENT STATEMENT

1. Quality Statement

Hunts Mind is committed to providing services that are of the highest quality. All decisions made within the organisation will take this into consideration. The commitment to quality is inherent in Hunts Mind's mission statement and will be reported on as part of the Charity's annual report each year.

Hunts Mind will have a named Quality Lead and a Quality Working Group which will include Board members, staff, volunteers and users. This group will meet on a monthly basis to ensure the quality standards are being met. The Hunts Mind Quality Working Group will report bi-monthly to the Board of Trustees on all aspects of its work.

The following principles will apply to all our work:

- We will strive for continuous improvement in all that we do.
- We will use recognised and agreed standards as a means of continuous improvement.
- We will promote equality of opportunity throughout the organisation and all our services.
- We will agree quality requirements with commissioners and service users and will try to meet these at all times.
- We will work in the best interests of our service users at all times.

2. Quality Management

Hunts Mind is affiliated to National Mind and has adopted its Quality Assurance System. The system is tailored to Local Mind Associations and looks for best practice in the following areas:

- Commitment to Quality
- Measuring Performance
- Governance
- Planning and Policy Development
- Financial Management and Systems
- People Management
- Information
- Service User Involvement
- Equality and Diversity
- Networking and Partnerships
- Standards for Services
- Branding

The Hunts Mind named Quality Lead, in conjunction with the Hunts Mind Quality Working Group and Operational Lead Staff will co-ordinate a cycle of quality reviews to assess quality in management and service provision. Staff, service users, volunteers and trustees will contribute to the quality reviews, which form part of the National Mind affiliation process.

3. Cambridgeshire County Council and NHS Cambridgeshire

Hunts Mind currently contracts with Cambridgeshire County Council and NHS Cambridgeshire. Within these contracts, the commissioners require Providers to adhere to the prescribed Standards of Services. It will be the responsibility of the appropriate Project Manager to ensure that these standards are maintained at all times.

4. Service Evaluation and Monitoring

The Hunts Mind Quality Lead, with the support of the Hunts Mind Quality Working Group will keep a portfolio of evidence to demonstrate that all services are evaluated for service user satisfaction on an individual and group basis. This portfolio will be updated on an annual basis. It will include the evaluation systems that are used and the reports that are compiled on collation of the evaluation system.

This portfolio will be regularly scrutinised by the Hunts Mind Quality Working Group which comprise of staff, trustees, volunteers and service users.

5. Organisational Scrutiny

Hunts Mind has a number of different working groups that comprise of staff, trustees, service users and volunteers. These working groups look at various areas of performance. These include:

- Quality in Hunts Mind
- Health & Safety
- Finance and Fundraising
- Governance

The terms of references are attached for information. Reports and minutes of these meetings are available on request.

Ratified by the Board of Trustees on 20th June 2011

Signed:



Sharon Cox
Chair
20th June 2011