



For better
mental health

Telford Mind Quality Policy

- Telford Mind works to the standards set by National Mind, 'Quality Management in Mind' and self assesses annually against those standards, ensuring that it meets the minimum required at level one of the standards whilst aspiring to attain the higher levels.
- Where Telford Mind identifies any shortfalls in its performance, against the Mind standards and in reports from its executive teams (such as the Health and Safety, the Quality, the Centre renovation, the Fundraising or the Services teams) it ensures that the needs are addressed in strategic and operational plans for development and improvement.
- Telford Minds executive teams and development groups identify the need for additional services or changes to existing services to meet the needs of current and potential service users. They review solutions and ideas for development and improvement so that well developed service plans can be taken to and ratified at Telford Mind executive board meetings.
- Telford Mind agrees the scope of its activities and ensures, through the executive, that it offers appropriate, high-class services that meet the requirements of its users, within the legislative requirements. Services are delivered by a well trained and well supported workforce.
- In addition to the review, reporting and planning undertaken by the executive teams, by setting and reviewing performance objectives the Executive Committee is committed to monitor performance of the services being delivered and to continually improve the effectiveness of those services.
- Telford Mind works closely with the appropriate statutory organisations involved in mental health services in Telford and Wrekin and with other organisations that have specific knowledge and experience of specialist areas of mental health where such collaboration will be to the benefit of Telford Mind users. Where the assistance required by a user is outside the scope of expertise within Telford Mind the user is signposted to an organisation that can provide the required assistance.
- Telford Mind seeks funding from appropriate services and ensures that it gives the data and report required to the funders. It seeks to involve funders closely in its work, particularly in quality improvement.
- Telford Mind communicates this policy to all levels of the organisation and ensures that representatives of all interested parties review it annually to make sure that we are working to raise our quality standards.
- Telford Mind has a Quality Team, led by a member of the executive board, which meets monthly and reviews all policies as part of its quality improvement work. The Quality team has a standing agenda item at executive meetings.
- Through the executive teams Telford Mind ensures that all interested parties at all levels of the organisation are represented in decision making processes that drive, report, review

and plan for development and improvement. Service users' views and feedback are central to the review, report, improvement and development of services.

Signed:

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