

## The Darlington Mind Quality Assurance Promise

As the leading specialized Mental Health Charity in Darlington & surrounding area you can trust and rely on us to provide you with the quality care and support services that you deserve.

To showcase our commitment to Quality Assurance and to ensure that high Quality Standards are met in every day working life by employees and volunteers, the organisation has embraced & achieves the following rigorous quality standards to offer confidence and trust to people who use or commission Darlington Mind services.



### National Mind Awards Darlington Mind Ltd Level 2 of the Mind Quality Mark



The Mind Quality Mark (MQM) is a robust quality assurance framework developed by National Mind and endorsed by the Charity Commission.

Every local Mind is required to comply with the Mind Quality Mark and submit the required information on time as part of its affiliation agreement with National Mind.

We have achieved Level 2 of the MQM quality assurance framework giving you the reassurance that you can trust in Darlington Mind and be confident we are a quality organization.

The MQM framework launched new standards in October 2017 and is made up of 24 standards and accompanying indicators that local Minds are required to meet to be able to demonstrate the delivery of high-quality, effective and sustainable services for people experiencing or at risk of developing mental health problems.

The MQM is a robust quality assurance framework. It sets out the required baseline of best practice and legal compliance in all areas of a local Mind's governance and activities.

The MQM provides assurance to you that the network of local Minds across England and Wales is healthy, ambitious and strong in providing the highest quality support to people experiencing or at risk of developing mental health problems.



The 6Cs, which underpin the Compassion in Practice strategy, were developed as a way of articulating the values which need to underpin the culture and practise of organisations delivering care and support. These are immediately identifiable as values which underpin quality social care provision too.

Darlington Mind Ltd has committed to focus on these values expressed in ways which increase consistency within all aspects of our work, workforce, and leadership within the organisation.

**The 6Cs link to the values, recruitment, qualifications and leadership frameworks in social care. It includes a grid mapping the 6Cs to:**

- Current social care qualifications from the Care Certificate through to the level 5 diploma
- The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England

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| <p><b>Care</b><br/>Care is our core business and that of our organisations and the care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them, consistently, throughout every stage of their life.</p> | <p><b>Communication</b><br/>Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for ‘no decision about me without me’. Communication is the key to a good workplace with benefits for those in our care and staff alike.</p> |
| <p><b>Compassion</b><br/>Compassion is how care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care.</p>   | <p><b>Courage</b><br/>Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.</p>   |
| <p><b>Competence</b><br/>Competence means all those in caring roles must have the ability to understand an individual’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.</p>   | <p><b>Commitment</b><br/>A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients, to take action to make this vision and strategy a reality for all and meet the health, care and support challenges ahead.</p>        |



**Darlington Mind paid and unpaid employees adhere to The Care Certificate set of standards for health and social care workers in their daily working life which are:**

- Understand Your Role
- Your Personal Development
- Duty of Care
- Equality and Diversity
- Work in a Person Centred Way
- Communication
- Privacy and Dignity
- Awareness of mental health, dementia and learning disability
- Fluids and Nutrition
- Infection Prevention and Control
- Safeguarding Adults
- Safeguarding Children
- Basic Life Support
- Health and Safety
- Handling Information



## Darlington Mind paid and unpaid employees abide by the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England which are to:

- Be **accountable** by making sure you can answer for your actions or omissions.
- **Promote** and **uphold** the privacy, **dignity, rights**, health and **wellbeing** of people who use health and care services and their Carers at all times.
- Work in **collaboration** with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
- Communicate in an open and **effective** way to promote the health, safety and wellbeing of people who use health and care services and their Carers.
- Respect a person's right to confidentiality.
- Strive to improve the quality of healthcare, care and support through **continuing professional development**.
- Uphold and promote equality, **diversity** and inclusion



## Investing in our Workforce

### Mandatory & Role Specific Staff & Volunteers Learning & Development Opportunities

Additionally, we invest in our employees' & volunteers' from recruitment and throughout our workforces' dedicated profession with us to ensure that the best possible standards are endorsed and sustained. Each new recruit to Darlington Mind is required to complete our comprehensive Mandatory Induction Training & Development Programme that includes 28 specific mandatory training requirements which are focussed on within the first 6-12 weeks of recruitment.

Each role specific mandatory training requirement is renewable every three years.

Moreover, on an annual basis we continue to invest in our workforce by analysing each individual's role specific & mandatory learning & development needs and this forms the basis of the employees' and volunteers' annual training & development opportunities each year.



Darlington Mind is committed to the application and framework of the EFQM Excellence Model.