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Quality Assurance System

Do

Use a quality assurance system to specify outcomes and check that the inclusion project is working effectively.

Story

Jobs in Mind is a supported employment project that provides vocational support, information, advice and guidance to people with mental health needs. They work with Camden residents aged 18-65 who are subject to the Care Programme Approach or see a

psychiatrist and are motivated to return to training or mainstream employment. They see about 200 people a year and were one of the winners of the 2004 Matrix Excellence Awards. They paid external assessors to review their processes under the headings of impartiality, Confidentiality, individualised Services, Equal Opportunities, Transparency and Accessibility. It was a lot of work, despite most systems being already in place (Harper),

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Hints & Hazards

A variety of quality assurance frameworks are available from the commercial or Information, Advice and Guidance sectors. Both numbers and stories are collected from a variety of viewpoints to give both summary data and a rich picture of what is happening in people's lives. Accounts from people using the service should be at the centre of the evidence. There should be a regular cycle of evidence gathering, aggregation, analysis and action on the basis of the findings. Everyone should share in the commitment to continuous improvement, and share in the quality assurance cycle.