Quality For Health® Level 2

Healthy Minds
(Operating as Calderdale Wellbeing)

Assessment Report
Second Edition (2017)

A quality assurance system for the voluntary, community and social enterprise sector delivering health services

vac
Improving local lives

NHS
Calderdale
Clinical Commissioning Group

Assessment Details

Group	Healthy Minds
Address	1 King Street, Halifax HX1 1SR
Tel	01484 428955
Lead person	Dianne Darby
E mail	dianne@healthymindscalderdale.co.uk
First or renewal	First
Date work pack received	4th March 2020 (then cancelled in light of Covid)
Assessor	Mark Wilde
Desk top review completed	19th November 2020
Assessment plan agreed	3rd December 2020
Assessment date	7th December 2020
Verifier	Tamsin Woodhead
Verification date	22nd January 2021

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Summary of assessment process

Methodology

- Internal/Desk Top Evidence including Additional Evidence requested through the assessment plan and supplied
- Virtual (Zoom) Discussions with Managers/Service Leads, delivery Staff including Board Chair and CEO, Volunteers and Service Users

People Interviewed (Zoom)

Dianne Darby	Operations Manager
Peter Boyle	Operations Manager including Health & Safety Lead
Tracey	
Nicola Marran	
Neelam Singh	
Kath Crowther	
Lou Abdy	
Paul Hunt	Chair
Jonny Glenn-Richardson	Chief Officer

Telephone Conversations

Volunteers (Telephone)

Caroline

Danielle

Service Users

Dean

Sam

Nikki

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Context

Healthy Minds (operating as Calderdale Wellbeing) working across Calderdale in West Yorkshire to promote positive mental health and recovery for people affected by mental distress.

The service offers the following:

- Advice, information, and support to those experiencing mental distress.
- Offer recovery courses, within an asset-based model, focusing on individual strengths, and supporting people to identify barriers to good mental health and develop their own strategies for improving mental health
- Provide training on mental health awareness and anti-stigma in schools and local organisations across Calderdale
- Offer peer support groups on a range of mental health themes
- Provide a Welfare Rights and Employment support service aimed at supporting individuals with some of the biggest causes of stress, providing advice on benefits, debt and money management
- Gather information about unmet need and ways in which this might be addressed.

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Assessment criteria

Overarching criteria:

- All indicators must be achieved across all quality areas.
- Organisations will have robust organisational structures, processes and policies and procedures that are reviewed throughout all levels of the organisation.
- Organisations must be able to demonstrate that their services support them to meet the requirements set out in the CQC 5 questions.
- Evidence of working with the law and the rules and policies and procedures of the organisation across all areas.
- Organisations will be required to demonstrate impact, leadership, partnership working and innovation in the development and delivery of person-centred approaches.
- Developing outcome focused approaches and evidence of interaction/communication with local cross sector strategic partners in relation to contributing to local clinical and strategic priorities.
- Evidence of supporting and/or mentoring other providers.
- Relationships and networking with other service providers and strategic partners must be evident.
- Written policies and procedures and evidence of embedding at all levels within the organisation and clear communication about the policies and procedures throughout.

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Report Summary:

I would like to thank the Team at Healthy Minds for the warm welcome received on my recent virtual visit by team members who spoke with warmth and passion regarding Healthy Minds ad the work they are involved in.

Healthy Minds is well organised with a Senior Leadership Team in place who are highly thought off by everyone associated with the Charity - echoed by service users, staff and volunteers.

The Charity is well organised, structured in terms of Policies and Procedures embedded across the organisation with clear strategic priorities up to 2022.

In response to the CQC 5 questions. I was able to evidence from discussions a safe, and conducive environment for service users.

Those Service Leads/Managers, Staff I spoke with were complementary about their employer feeling valued and supported. Feedback included one colleague referring to the team as a “big family” another said “my opinions are listened to and I am encouraged to speak”

It was clear from discussions and the evidence provided by Healthy Minds is effective in their person-centred approach whereby service users feel treated with respect and dignity resulting in positive outcomes such as reduced anxiety, being able to manage how they feel.

There is strong leadership and management provided by the Chief Officer, Senior Leadership Team, Board Chair and Trustees.

Healthy Minds works with partners and stakeholders providing an enhanced experience, led by service users, person-centred, focussed on individual need, that is empowering, encourages greater independence and meet the requirements as outlined in the 5 CQC questions.

Having reviewed evidence uploaded to the portal, additional material reviewed on the day including discussions and further evidence submitted primarily by the Operational Manager. I recommend Healthy Minds be awarded the Quality for Health Level 2 standard.

Congratulations to the Team and all the very best as you continue to grow and develop in 2021.

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Assessor Report: Service User Experience

Quality area 1 indicator result

1a

We treat our service users with dignity, kindness, compassion, courtesy, respect, understanding, and honesty.

Indicator met	Yes ☒	No ☐

1b

Service users are given information about the services they can expect, and these are tailored to their needs.

Indicator met	Yes ☒	No ☐

1c

We involve our service users in the development and planning of services.

Indicator met	Yes ☒	No ☐

1d

We have methods in place to talk to, listen and learn from the experience of service users.

Indicator met	Yes ☒	No ☐

1e

We have a policy and procedure for service users to complain and these are collated, analysed, and reviewed by the governing body.

Indicator met	Yes ☒	No ☐

1f

We have procedures in place to ensure changes made and learning from complaints are fed back to the complainant.

Indicator met	Yes ☒	No ☐

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1g		
Indicator met	**Yes** ☒	**No** ☐
1h **We can demonstrate that we deliver our support and services in a person-centred manner to meet the needs of service users.**		
Indicator met	**Yes** ☒	**No** ☐
1i **We encourage and support our service users to be involved in local engagement and consultation around health services.**		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 1
The services and the support provided by Healthy Minds are tailored to the client's individual needs and receive information as to what they can expect. The views and opinions of service users are very much valued by Healthy Minds who are regularly provided with opportunities to inform and influence services. The organisation in 2019 carried out the Big Healthy Minds Census to find out how the Charity was doing, who they were reaching and what they could be doing. Those service users I was able to talk to during the virtual assessment are treated with respect and kindness by staff, volunteers and managers which contributes hugely to them feeling comfortable and speaking warmly as to their experience in addition to returning to the service when in need of support. One service user referenced how she was helped find other sources of support All staff undergo mandatory and development training including Safeguarding, Mental Health, Equality and Inclusion. Service users are issued with material as to what they can expect from Healthy Minds. There is a structured complaints procedure and process in place for dealing with. I have reviewed evidence in relation to a complaint and the detailed response from the Chief Officer in response. Healthy Minds record each complaint, feedback actions taken etc
Areas of excellent practice
Person Centred Approach. The trust between Healthy Minds and Service User.
Summary of the difference made for service users
A welcoming, supportive environment for service users endorsed by Service Users *Feedback: "Healthy Minds is a god send; they have helped me a lot" Service users return feeling comfortable when in need of support.* *Staff and volunteers described as "brilliant people who are supportive"* *"They saved my life"* *"I could not have coped without them"* *"I feel privileged – they listen to me they are absolutely brilliant I can really talk to them; it feels like I am talking to friends, they are always there for you"*

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Areas for improvement for quality area 1
Consider recruiting 1-2 service users to the board.

Result for Quality Area 1	Assured ☒	Deferred ☐

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Assessor report: Safety and Safeguarding

Quality area 2 indicator result		
2a **Staff, volunteers, and governing board members receive information about key policies and procedures around safety and safeguarding as part of their induction into our organisation. These are understood and implemented throughout our organisation.**		
Indicator met	**Yes** ☒	**No** ☐
2b **We have a system in place to manage and undertake where required both Disclosure and Barring Service (DBS) checks and work history checks prior to staff, volunteers and members of the governing body having unsupervised contact with service users. This is in line with the DBS code of practice.**		
Indicator met	**Yes** ☒	**No** ☐
2c **We ensure that staff, volunteers, and the governing body undertake safeguarding and health and safety training as appropriate to their role.**		
Indicator met	**Yes** ☒	**No** ☐
2d **We are aware of, and work within, local policies and procedures where required.**		
Indicator met	**Yes** ☒	**No** ☐
2e **We understand and implement our responsibilities under Health and Safety Law, undertaking risk assessments that cover all aspects of delivery.**		
Indicator met	**Yes** ☒	**No** ☐

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2f **We have systems in place to record staff, volunteer and service user safety incidents and actions are taken to prevent re-occurrence.**		
Indicator met	**Yes** ☒	**No** ☐
2g **We store, manage and transfer information about service users in line with the General Data Protection Regulation (GDPR) and its principles.**		
Indicator met	**Yes** ☒	**No** ☐
2h **Our feedback methods around service user safety are implemented and aligned to those around service user experience.**		
Indicator met	**Yes** ☒	**No** ☐
2i **We have a designated lead for safeguarding who takes responsibility for managing and addressing concerns in a timely manner in accordance with our policy and procedures.**		
Indicator met	**Yes** ☒	**No** ☐
2j **We understand the role of the Safeguarding Board and local area arrangements for safeguarding within the Local Authority and Clinical Commissioning Group.**		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 2
It is recognised by the Charity having grown in the last few years, the induction of staff and volunteers is now more formalised including mandatory training. Employees including volunteers I spoke with were complementary regarding their induction and the training opportunities they have received to date. Internal safeguarding training. All staff and volunteers undergo an enhanced DBS checked and where a criminal record issue might arise this is followed up. Both Staff, volunteers including key trustee personnel I spoke to were familiar with the Charities policies and procedures including Safeguarding, Equality & Diversity, Health and Safety etc including reporting of incidents to the named contact. There is also a link trustee who leads on SG who reports regularly to the board. Healthy Minds has a designated safeguarding lead including other personnel who are available in the absence of cited in its policy with regular reporting in relation to safeguarding matters at various levels within the organisation with staff and volunteers clear as to the procedure and who they would go to. Accidents are recorded in the accident book. Appropriate Health & Safety signs are displayed around the building alerting users to potential hazards. The Charity has a Draft GDPR Policy ensuring information regarding service users is stored and managed accordingly with designated named personnel at operational and trustee level. Health & Safety is embedded across the organisation with a designated lead staff member. I have reviewed several detailed Covid risk assessments including those covering service delivery.
Areas of excellent practice
The detailed induction checklist including risk assessments Detailed follow up in relation to a DBS check.
Summary of the difference made for service users
Reassures service users the organisations places on safety and safeguarding.
Areas for improvement for quality area 2
Incorporate Mandatory Training, Policies & Procedures into Induction Checklist

Result for Quality Area 2	Assured ☒	Deferred ☐

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Assessor report: Effectiveness

Quality area 3 indicator result		
3a **Our services are based on evidence of need and where possible aligned to local clinical priorities, strategies, and the Joint Strategic Needs Assessment.**		
Indicator met	**Yes** ☒	**No** ☐
3b **Our interventions are based on evidence and, where appropriate, clinical evidence which is proven to create positive health benefits and good service user outcomes.**		
Indicator met	**Yes** ☒	**No** ☐
3c **The health benefits of our services are clear, and we discuss these with our service users.**		
Indicator met	**Yes** ☒	**No** ☐
3d **Staff and volunteer training, qualifications and professional memberships are appropriate to our services**		
Indicator met	**Yes** ☒	**No** ☐
3e **Leaders and managers encourage creative and innovative approaches to health interventions at all levels within the organisation.**		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 3
The services Healthy Minds deliver relate directly to local priorities, strategies, and the Joint Strategic Needs Assessment in West Yorkshire are also in direct respond to the needs of those service users identified through discussions, consultation, feedback, evaluations etc contributing to improved wellbeing. A variety of training and qualifications including First Aid in Mental Health, Working with People in Crisis, PTLLS, Facilitation Skills, PG Diploma in Counselling and Psychotherapy by those who work with and support service users across services who talk through the benefits of services with service users. Leaders and Managers encourage staff and volunteers to be creative, innovative who come together regularly through workshops, meetings and feel able to make suggestions, contribute, share learning and best practice with peers. An example provided of a service user through her involvement which gradually evolved over time benefiting from arrange of activities and interventions contributed to her ideas to a discussion as to how the service might develop in future.
Areas of excellent practice
Person-centred approach commented upon by all those interviewed - Managers, Staff and Service Users. The social model adopted by Safespace staff supporting service users identify appropriate support the service user might find helpful.
Summary of the difference made for service users
Healthy Minds are flexible and responsive to the needs of the service users.
Areas for improvement for quality area 3
Continue to build upon what you are already doing.

Result for Quality Area 3	Assured ☒	Deferred ☐

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Assessor report: Health Promotion

Quality area 4 indicator result		
4a **We can show our understanding of the effects of health inequalities on service users. We use targeted approaches in working with individuals and groups experiencing the greatest inequalities.**		
Indicator met	**Yes** ☒	**No** ☐
4b **Our interventions promote approaches of primary prevention and self-care in the improvement of health.**		
Indicator met	**Yes** ☒	**No** ☐
4c **We work with service users to support them to manage their own health.**		
Indicator met	**Yes** ☒	**No** ☐
4d **We support Health Promotion by giving information and signposting to other services.**		
Indicator met	**Yes** ☒	**No** ☐
4e **We provide the opportunity for our staff, volunteers and governing body to access support and training around Health Promotion.**		
Indicator met	**Yes** ☒	**No** ☐
4f **We integrate Health Promotion activities and messages into the delivery of our services. We ensure that these are appropriate and accessible to all.**		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 4
Healthy Minds uses a range of methods including flyers/leaflets social media, web site and outreach work to promote health promotion working directly with services service users, agencies and partners. Service users are referred to other agencies who also promote health to further support service users. Health Promotion Training is offered widely amongst staff and volunteers and including Walk Leader, Alcohol Awareness, Smoking Cessation, with staff identifying other training such as dealing with bereavement. One service user attended a Beyond the Pain course and used the mindfulness exercises which the tutor was specifically experienced in to help manage the pain and her anxiety. The service user was able to talk to others experiencing similar issues and access other external resources made available, benefited from HM services and peer support therefore able to help herself and begin managing.
Areas of excellent practice
The thorough induction and the investment by Healthy Minds is making a difference to the lives of those the staff and volunteers they are providing support too.
Summary of the difference made for service users
The support and interventions provided by staff encouraging and supporting service users wherever possible to look after themselves is contributing to their longer-term health and mental well-being.
Areas for improvement for quality area 4
Continue to use any learning and reflection across Healthy Minds to inform and influence your Health Promotion Training and Development offer ensuring all opportunities are offered as widely as possible across the organisation including trustees.

Result for Quality Area 4	Assured ☒	Deferred ☐

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Assessor report: Equality and Diversity

Quality area 5 indicator result		
5a **We can demonstrate an understanding of the Equality Act 2010 and can identify those groups protected by the Act.**		
Indicator met	**Yes** ☒	**No** ☐
5b **We have an Equality and Diversity Policy and ensure this is understood and implemented throughout our organisation.**		
Indicator met	**Yes** ☒	**No** ☐
5c **We ensure that staff, volunteers, and governing body members receive equality, diversity, and anti-discriminatory training appropriate to their roles.**		
Indicator met	**Yes** ☒	**No** ☐
5d **We have fair recruitment processes for staff, volunteers, and members of the governing body.**		
Indicator met	**Yes** ☒	**No** ☐
5e **We are committed to anti-discriminatory practice and providing information and services that are accessible for all.**		
Indicator met	**Yes** ☒	**No** ☐
5f **We undertake equality monitoring of service users, volunteers, staff, and members of the governing body. This is considered by the governing body and action plans are devised to address any gaps.**		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 5
Staff and volunteers demonstrate a clear understanding of their Equality and Inclusion Policy which is reviewed regularly and firmly embedded from the outset when someone either paid or volunteer joins Healthy Minds. Staff and volunteers are provided with Equality Training. A Workshop was delivered. Having reviewed the recruitment processes I consider the recruitment process to be fair and comprehensive clearly stating the requirements for each post. The Charity has recently eternally recruited a new Chair and Trustees. Healthy Minds values it staff who also speak highly of their employer and how supported they feel. Staff take whatever steps are necessary in making sure all its services are accessible for all this includes presenting literature in different formats etc. The board receive report relating to equality monitoring - service user and recruitment information.
Areas of excellent practice
Summary of the difference made for service users
Described as “Inclusive” by service users and staff.
Areas for improvement for quality area 5
Equality & Diversity Training also offered to trustees as part of their induction. Feedback regarding the recruitment policy in ensuring Healthy Minds is representative of the communities it supports/work with.

Result for Quality Area 5	Assured ☒	Deferred ☐

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Assessor report: Leadership and Management

Quality area 6 indicator result		
6a **Staff, volunteers, and governing body members work within our policies and codes of conduct.**		
Indicator met	**Yes** ☒	**No** ☐
6b **Our recruitment ensures that staff and volunteers have the skills, training, knowledge, and abilities appropriate to their role.**		
Indicator met	**Yes** ☒	**No** ☐
6c **We plan our services and the resources we need in advance. Managers ensure plans are delegated and implemented throughout the organisation.**		
Indicator met	**Yes** ☒	**No** ☐
6d **We have appropriate support and supervision systems in place for all.**		
Indicator met	**Yes** ☒	**No** ☐
6e **We provide opportunities for learning and reflection throughout all levels of our organisation.**		
Indicator met	**Yes** ☒	**No** ☐
6f **Our staff, volunteers and governing body are equipped to communicate effectively across all levels using a range of methods that embrace dignity, kindness, compassion, courtesy, respect, understanding and honesty.**		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 6
Staff, volunteers, and trustees inducted into Healthy Minds possess the necessary skills, knowledge you would expect them to have in their respective role and work within the organisations policies and procedural framework. Both Staff and volunteers were complementary as to the daily catch up with their line managers and more formal documented discussions which take place every 4-6 weeks. The Chief Officer supervised by the Chair are in regular contact with one another. The Chief Officer has three clear objectives which are discussed then agreed upon by the board who will review actual performance against those objectives. The appraisal of the Chief Officer is undertaken by the Chair plus one other trustee. The CEO is currently exploring external mentoring being offered through Kings Fund. There is evidence of planning within teams and across the organisation including operational and service planning, minutes including recent discussions around succession planning. Opportunities for learning and reflection are embedded throughout utilising supervision, appraisals, development days and workshops which include space and time including the sharing of good practice through team meetings, bulletins, information shared and briefings. Staff and volunteers are encouraged to seek out training and development opportunities. A staff member is about to embark on a Level Three Team Leader Course From the conversations I had with staff and service users I would describe the Charity as a supportive and empowering environment where staff are supportive, respectful with professional relationships in place recognising the varying needs of those who access the service.
Areas of excellent practice
The supervision system in place and the daily support being provided by line managers to staff and volunteers which everyone was complementary about. The detailed volunteer record form.
Summary of the difference made for service users
The organisation and structure of the charity would instil confidence of service users and external partners/agencies.
Areas for improvement for quality area 6
Incorporate a question around Health Safety and Equality & Diversity into the supervision template.

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Induction Checklist covers several headings which you would expect to see as well as cover. I would explicitly detail the key policies and procedures in the checklist such as Safeguarding, Equality etc

A suggestion was made around professional/clinical supervision being provided to delivery staff.

Result for Quality Area 6	**Assured** ☒	**Deferred** ☐

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Assessor report: Governance

Quality area 7 indicator result		
7a **Our governing body ensures that we work within the objects and rules set out in our governing document.**		
Indicator met	**Yes** ☒	**No** ☐
7b **Our governing body members understand their role and responsibilities and work within agreed codes of conduct.**		
Indicator met	**Yes** ☒	**No** ☐
7c **We have procedures in place to manage conflicts of interest.**		
Indicator met	**Yes** ☒	**No** ☐
7d **Our governing body meet at least once a quarter to monitor the finances and services delivered. All meetings have minutes and agendas.**		
Indicator met	**Yes** ☒	**No**
7e **Our governing body ensures we meet our legal and regulatory obligations.**		
Indicator met	**Yes** ☒	**No** ☐
7f **Our governing body sets and reviews appropriate policies and procedures for the organisation including financial procedures.**		
Indicator met	**Yes** ☒	**No** ☐

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7g Our governing body ensures that our organisation holds appropriate insurance.		
Indicator met	**Yes** ☒	**No** ☐
7h **Our governing body sets and monitors the strategic direction of our organisation.**		
Indicator met	**Yes** ☒	**No** ☐
7i **We can demonstrate our commitment to quality and the continued improvement of services.**		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 7

There is a clear governance structure in place with an experienced and talented board. Their experience includes governance, Service Delivery, Finance, Commissioning, Mental Health. Trustees have also taken on additional responsibilities including Safeguarding, and GDPR reporting back regularly to the board.

The board are actively taking forward the 19/20 action plan which came out of an Away Day. Significant progress has been made in relation to strengthening governance, addressing the gaps which were identified which included a review of trustee induction in October 19, recruitment of a new Chair who has 20 years of experience in Health & Social Care

The Chair and the Chief Officer work well together and are in regular contact by telephone.

Several trustees have also recently been recruited and recently undergone induction which was followed up by a "how was it for them" as a way of testing out the induction process. Discussion have taken place at board level around induction with a clear plan as to what this needs to look like including the trustee web site where key inductions documents can be found.

Minutes and papers of board meetings are well structured with clear action points.

A policy is in place to manage conflicts of interest, tabled at every board meeting as a standard agenda item. The insurance certificate has been supplied.

Healthy Minds are committed to service improvement as well as their determination to complete the Quality for Health Standard having found the standard a "useful organisational development tool".

Areas of excellent practice

The supervision process not only captures performance but also the wellbeing of the employee.

Appropriate challenge offered by Trustees of Senior Leaders and welcomed.

There are currently no vacancies having already attracted the skills, expertise, and knowledge required including an experienced former CCG employee as Chair to the board of Healthy Minds.

Link trustee roles have been developed. This helps trustees to develop their understanding, knowledge and are better informed when making decision making

Summary of the difference made for service users

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Staff recruited have the appropriate skills, abilities, and experience in addition to being provided with training and development opportunities provided to support those with Mental Health.
Areas for improvement for quality area 7
Include Health & Safety, Equality as Standard Agenda Items at Board Meetings A Training Programme specifically developed for the Board. I would recommend a Training and Skills Audit be carried out yearly. Develop trustee induction material ready for when you embark on any further trustee recruitment should someone leave unexpectedly, or board membership be reviewed and expanded. Recruit one or two service users to the board who has first-hand/direct experience of Healthy Minds.

Result for Quality Area 7	**Assured** ☒	**Deferred** ☐

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Assessor report: Outcomes and Impact

Quality area 8 indicator result		
8a **We understand and deliver an outcomes-based approach tailored to the needs of our service users.**		
Indicator met	**Yes** ☒	**No** ☐
8b **Service users are involved in discussing and agreeing the health outcomes that matter to them.**		
Indicator met	**Yes** ☒	**No** ☐
8c **We involve our service users in measuring the difference we make in achieving these health outcomes.**		
Indicator met	**Yes** ☒	**No** ☐
8d **The ability of service users to manage their own health is measured as an outcome.**		
Indicator met	**Yes** ☒	**No** ☐
8e **We are clear about the health outcomes that our services achieve for service users.**		
Indicator met	**Yes** ☒	**No** ☐
8f **We are flexible and responsive to the needs of our service users.**		
Indicator met	**Yes** ☒	**No** ☐

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8g We are familiar with the local clinical and strategic priorities in health and social care delivery. We can explain and demonstrate how we contribute to these.		
Indicator met	**Yes** ☒	**No** ☐

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Summary of findings for quality area 8
Healthy Minds is person-centred, responsive to the needs of its service users whilst encouraging individuals to look after themselves as well as their health. The Charity reports to funders and commissioners on impact and the difference they are having on the lives of service users which they are involved in. Those working with service users are clear as to the difference Healthy Minds has on the lives of its service users and were able to share this with me as well as documented Service users are encouraged and supported to manage their health and use a self-assessment form using wellness indicators to measure and track their progress including anything further they wish to add at the end of a session which service users appreciate. Staff also use an internal database to track and record information. Also, Safe space service users meet with a member of staff to complete a review which is detailed gathering qualitative and quantitative information which evolves into a case study.
Areas of excellent practice
The Impact and difference being elicited by staff from service users attending activities, groups and services and the detailed case studies provided as evidence.
Summary of the difference made for service users
From taking either small or even large steps in managing their own health can lead onto other benefits such as increased confidence, greater self-esteem, feeling less anxious, feel calmer, more in control as well-being able to manage health conditions i.e., back pain.
Areas for improvement for quality area 8
It is recognised at board level there is a need for further work to be undertaken around greater reporting regarding impact and difference. Review the tools you are currently using to measure and track progress including the internal database against outcomes with service users to ensure this is providing you, as well as the funders and commissioners with the information needed to be able to “greater report on impact and difference”. Consider using an external consultant or a research student possibly to come into the Charity and undertake an impact study/evaluation in relation to other broader work you are doing. Someone outside of the organisation, can be invaluable resource in supporting you demonstrate and possibly even show case your impact and difference you are having thus contribute even further when making the case for further resources/funding.

Result for Quality Area 8	Assured ☒	Deferred ☐

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Assessor report: Connectivity

Quality area 9 indicator result		
9a **We understand the importance of informal and formal partnership working in improving service user outcomes.**		
Indicator met	**Yes** ☒	**No** ☐
9b **We engage and work with other health and social care services and, where appropriate, send and receive referrals.**		
Indicator met	**Yes** ☒	**No** ☐
9c **Information about our services is available to health and social care services and commissioners.**		
Indicator met	**Yes** ☒	**No** ☐
9d **We engage with activities and initiatives promoting the involvement of the VCSE in working in partnership with public sector bodies.**		
Indicator met	**Yes** ☒	**No** ☐
9e **We link into avenues of communication and local intelligence around health and social care provision.**		
Indicator met	**Yes** ☒	**No** ☐
9f **We actively seek information about and, where appropriate, take part in local informal networks that represent community groups and interest groups.**		
Indicator met	**Yes** ☒	**No** ☐

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9g We actively build relationships with statutory and other bodies governing the delivery of health and social care in our locality.		
Indicator met	Yes ☒	No ☐

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Summary of findings for quality area 9
Healthy Minds work closely with a number of local agencies, organisations, and partnerships locally and across the area with local schools, The Open Minds - Emotional Health and Wellbeing Task Force, Healthy Minds Forum, Calderdale Suicide Prevention Group ensuring service achieves the best possible outcome for service users whether this be internally and/or externally from other agencies as well as Healthy Mind contributing to the development of services for those suffering from Mental Health. Service users are either referred to Healthy Minds or can self-refer. HM also refer clients to other services outside of Healthy Minds. Strong and effective relationships already exist with Local Authority Commissioners within Calderdale, external Funders including National Lottery Community Fund, BBC Children in Need, Calderdale Community Foundation and Kings Fund. Leaders took part in a regional/national workshop around funds being made available to small charities delivering Mental Health services hosted by Lloyds Foundation and NHS England. Healthy Minds produce local material promoting and raising awareness of the services, activities and groups including the use of Social Media and Website. Staff maximise every engagement opportunity possible to promote their work both locally and across West Yorkshire.
Areas of excellent practice
Healthy Minds is well connected and recognised within the Public Sector Health & Local Government.
Summary of the difference made for service users
The team's extensive knowledge of what is happening locally - partnerships, connections greatly complements their work adding value when supporting service users. Access to support and resources outside of the Charity contribute to the well-being of service users.

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Areas for improvement for quality area 9
Continue to maximise your existing networks, connections, and partnerships where there is a direct benefit to the Charity, remain realistic as to where you devote your time and energy and be able to add value.

Result for Quality Area 9	Assured ☒	Deferred ☐

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Areas for Improvement

Short - Medium Term (within 3-6 Months)
• Incorporate Mandatory Training, Policies & Procedures into your Induction Checklist • Incorporate Health & Safety, Equality and Safeguarding as Standard Agenda Items across all meetings including board. • Trustees consider reviewing its recruitment policy in ensuring Healthy Minds is representative of the communities it supports/work with. • Any policies and procedures that have not been reviewed recently need to be as soon as possible. I would also suggest including on the bottom of each, so it is clear to whoever is reading/reviewing them when they were approved and their review date at the bottom of each policy/procedure. • The Charity recognises the need for greater reporting around impact and difference. Review your existing tools being used to measure and track progress to ensure these are fit for purpose - providing you as Charity with the info you as well as the funders and commissioners require to be able to able to demonstrate the impact and difference.
Medium - Long Term (6-12 Months)
• Develop a Training & Development Programme specifically for the Board including Equality & Diversity Training as part of their induction. • Continue to use any learning and reflection across Healthy Minds to inform and influence your Health Promotion Training and Development offer ensuring all opportunities are offered as widely as possible across the organisation including trustees. • Undertake an annual Training and Skills Audit • Develop trustee induction material ready for when you embark on any further trustee recruitment should someone leave unexpectedly, or board membership be reviewed and expanded • Recruit one or two service users to the board who has first-hand/direct experience of Healthy Minds.

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- Consider using an external consultant or a research student to come into the Charity and undertake an impact study/evaluation in relation to other broader work you are doing. Someone outside of the organisation, can be invaluable resource in supporting you demonstrate and possibly even show case your impact and difference you are having thus contribute even further when making the case for further resources/funding.

- Continue to maximise your existing networks, connections, and partnerships where there is a direct benefit to the Charity, remain realistic as to where you devote your time and energy and bd able to add value.

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Recommendations

	Yes	No
I believe that this organisation meets all the requirements for achieving assurance for the Quality for Health Accreditation at level 2 and recommend it is awarded to them.	***x***	
Does the organisation need to carry out any immediate remedial work in order to achieve assurance for the Quality for Health Accreditation ?		***x***
Quality areas not met; please list: None.		

Assessor Name: *Mark Wilde*

Assessor signature:

Date: *21/12/2020*

Verifier Name: *Tamsin Woodhead*

Verifier Signature: *Tamsin Woodhead*

Date: *22/01/2021*

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