

Birchwood Highland, local mental health service rated as excellent

Birchwood Highland's Caithness based services which supports people locally with mental ill health received five 6's (the highest rating available in a scale of 1-6) and one 5 in a formal review and assessment carried out by the Care Commission recently.

The Care Commission as independent regulators for the Scottish Government ensure that organisations such as Birchwood Highland provide the best possible care services, working to the national care standards. They look for evidence of continuous improvement, service user and carer involvement in the delivery of services and the achievement of high standards in all areas of care, support and training from staff.

Staff and service users were delighted with the results. Team Manager, Trevor Walker said: "We always aim to deliver an excellent service and I would like to thank the people who use the service, their carers and the staff team for helping to achieve such a positive result".

Other comments from a service user included: "It was good to meet with the Care Commission Officer to give my views on the service, I felt like I was giving a little back after they have given me a good service" and a member of staff "I'm thrilled about the results, and very proud to be part of the Caithness Team".

These ratings were also warmly welcomed by Birchwood Highland's Chief Executive, Peter Cattanach as "formal recognition of the excellent work that staff do on a daily basis. Our Caithness team join our other teams in Easter Ross, Inverness and Lochaber in receiving these extremely high ratings, which are most welcomed."

ENDS.

Notes for Editors:

Birchwood Highland is a charity dedicated to the support and care of some of the Highlands' most vulnerable adults and young people.

Our mission is to improve the quality of life of people with mental health issues and complex needs by promoting recovery, inclusion and independence.

We work with individuals to help them to manage their difficulties, recover, and lead the best lives possible with friends, jobs and families.

We provide residential and outreach support covering Lochaber, Inverness, Easter Ross and Caithness.

Photographs from the service can be provided on request to accompany any article.

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Birchwood Highland's website: <http://www.birchwoodhighland.org.uk>

Care Commission's website: www.carecommission.com