

Birchwood Highland, local mental health service provider confirmed as excellent

Birchwood Highland's Inverness and Easter Ross based services supporting people locally with mental ill health, both 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 support, care and training from staff.

Cath MacInnes, Manager of the Inverness and Easter Ross based services said:

"I found the Care Commissioner to be very helpful. Services users were present at both service's feedback and she explained clearly what the remit of the Care Commission is and what she actually looked for in terms of evidencing what we had said we were doing in our self-evaluation.

I found it really reassuring that there has to be evidence that we actually do what we say and that this was checked against records, but also verified by people who use the service. We had actually scored ourselves lower in all areas and so were absolutely delighted with the final scores of 5x6 and 1x5.

We want to continue including the people who use our services in developing and improving our services, so we will always be looking for ways to have open, honest feedback through forums, questionnaires and informal methods."

Comments from service users included: "the staff are just the best; the score was deserved."

"Birchwood Highland deserve a good score, they have a good reputation and provide a good service."

"The staff are good at giving feedback to service users on anything that is going on."

"They deserve a good score because they work very hard and give a good service."

Peter Cattanach, Chief Executive of Birchwood Highland commented: "These ratings were warmly welcomed by all at Birchwood Highland as formal recognition of the excellent work that staff do on a daily basis."

ENDS

Note 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 Inverness, Easter Ross, Lochaber and Caithness.

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

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Birchwood Highland website: www.birchwoodhighland.org.uk

Care Commission's website: www.carecommission.com