

Birchwood Highland, local mental health service rated as excellent

Birchwood Highland's Lochaber 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, Shona MacGillivray said: "the team rally to ensure that they do the extra mile to promote recovery in the work that they do." Other comments from the team included:

"the relationship both within the team and between staff and service users is excellent"

"the team always take any comments from service users and carers on board and this is a great achievement to get the hard work of the Lochaber team recognised by the Care Commission."

And Peter one of the service users said, "I feel that the service users and support workers work well together. Service users are made to feel part of the team and this allows for discussion between the two parties to be aired and vice versa."

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."

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.

For further enquiries: please e-mail: Emily Stokes, Operations Director:
Emily.Stokes@birchwoodhighland.org.uk Tel: 01463 236 507

Birchwood Highland's website: www.birchwoodhighland.org.uk

Care Commission's website: www.carecommission.com