

PHA quality standards for services promoting mental and emotional wellbeing and suicide prevention

Independent Assessment Review

Here's what a few of the organisations who have underwent the independent assessment had to say about the process.

<p>So, why would other organisations in the community / voluntary sector benefit from the PHA quality standards process?</p>	<p><i>“Internally: It is an excellent tool to review, assess and identify all the areas of an organisation. It encourages a service to reflect and update where necessary. It is an ongoing practice that each organisation can learn to carry out if not already doing so.”</i></p>
	<p><i>“Externally: It is a quality stamp achievement which in turn demonstrates an organisations, professionalism, credibility, good governance all of which are essential elements in today’s service provision in obtaining, funding, contracts etc.”</i></p>
	<p><i>“Most importantly we owe it to the people we help and support to provide the best possible service we can and this framework is an excellent way of giving our service users the confidence in choosing where to seek help and our staff the guidance in how best to run an agency and deliver the services to a high standard.”</i></p>

Top tips for other organisations just starting to complete their self-assessment framework

<ul style="list-style-type: none">• Get familiar with the framework to help you understand what is required.• Attend the workshops that offer the necessary guidance for completing the framework.• Set time aside and space to complete the self-assessment framework.• A methodical approach is helpful. Start at the beginning and work your way through it, one part at a time.• Find out how your organisational practice meets the standards and how you can work towards addressing gaps.• Be honest, open and reflective on real practice not just practice as set out on paper.	<p><i>“Communication is key throughout the whole process.”</i></p> <p><i>“Include a working team e.g. Board of Directors, Administrator, Volunteer, Counsellor, Trainer, etc.”</i></p> <p><i>“Make use of the supporting documentation especially the full framework as well as the example completed worksheets.”</i></p> <p><i>“Consult with the CLEAR team for clarification when required.”</i></p>
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The CLEAR Project would like to thank the following organisations for their comments and taking time out to complete the follow-up questionnaire:

- Zest
- Rainbow Project
- Upper Springfield Development Trust
- Action Mental Health

Download the
Standards from
PHA website

<http://bit.ly/MHstandards>

January 2018