



Empowered Mind Services **Quality Policy Statement**

At Empowered Mind Services (EMS), we are committed to providing exceptional mental health support and services to our clients and our organisation is dedicated to upholding the highest standards of care, professionalism, and ethics in all aspects of our operations.

EMS is also committed to providing excellent customer service for our clients and therapists and a supportive learning environment for placement therapists. We recognize the importance of complying with relevant legislation and regulations to ensure the safety, dignity, and well-being of our clients and staff. As such, we adhere strictly to the Mental Health Act 1983 and subsequent amendments, the Health and Social Care Act 2008, and the Equality Act 2010, among other relevant laws and guidelines.

Our Mission:

Our mission is to reduce the stigma around mental health, whilst promoting the importance of mental health and wellbeing for all.

Our quality policy is centred around the following principles:

Client-Centred Care: We prioritise the individual needs and preferences of our clients, ensuring that their voices are heard and respected in the decision-making process regarding their treatment and support.

Accessibility and Affordability: We are on a mission to make therapy more accessible for all and see the importance of paying attention to those from marginalised backgrounds. We see it as our duty to raise awareness around mental health issues and provide affordable therapeutic services to promote mental and emotional wellbeing that reflect the community we serve.

Continual Improvement: We are committed to continually assessing and enhancing our services, processes, and systems to maintain the highest standards of quality and effectiveness in delivering mental health care.

Professional Development: We invest in the ongoing training and development of our staff to ensure they possess the knowledge, skills, and competencies necessary to provide evidence-based and culturally competent care. Providing high-quality training and placement opportunities for therapists of all levels to ensure a skilled workforce is available to deliver effective treatments.

Ethical Practice: We adhere to the highest ethical standards in all interactions with clients, colleagues, and stakeholders, maintaining confidentiality, respect, and integrity at all times.

Accountability and Transparency: We are accountable to our clients, regulatory bodies, and the wider community for the quality and safety of our services. We are committed to transparency in our operations and welcome feedback as an opportunity for improvement.

Collaboration and Partnerships: We recognize the importance of collaboration with other healthcare providers, community organisations, and government agencies to ensure seamless access to comprehensive mental health support services for all individuals.

Through the implementation of this quality policy, Empowered Mind Services aims to empower individuals to achieve optimal mental health and well-being, promoting resilience, recovery, and social inclusion for all.

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CEO of Empowered Mind Services