Quality and Customer Engagement

Presented by Ian Harper
Service Quality Director for Thera West
About Me

Service Quality Director

Promoting advocacy

Checking quality

Supporting people to live full lives

Talking to young adults about transitions
A bit about my role

Service Quality Director

- support
- Being Heard
- inspire
- speaking

Thera West®
At Thera West’s Big Event

Ian and Richard (Non-Executive Director for Thera West)

Matthew (Director of Quality and Involvement) and Ian
What is quality?

- Being safe and supported well
- Being involved in the community
- Opportunities for employment
- Learning new skills
- Living life to the full
Supporting quality

Supporting Quality

- PODS
- Listening
- Events
- Advice
- The Fishbowl
- Dolphins' Den
Dolphins’ Den celebration event in Cheltenham
Customer engagement

Engaging people at Thera

- Community Bridge Builders
- Fundraising
- Person Centred Plans (PCPs)
- iplanit
- Being Heard
- Carers
- Worcestershire Association of Carers
- charity works
At the Gloucestershire Employment Showcase
Find out more about Thera West by visiting:

www.thera.co.uk/thera-west

Contact me:

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