

Quality care from a nurses point
of view.

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What is a "nurses point of view?"

Registered & Non registered.

7 Days a week.

24 hours a day

In the most difficult darkest moments.

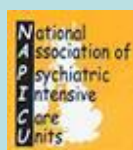
First person available.

The ability to define the daily experience.

What does quality in mental health services look like?



Who is responsible for ensuring quality?



What does it look like
when quality assurance
goes wrong?





What is quality of care
from a nurses point of
view?

- If the service users do not experience the affect of a quality initiative then its pointless.
- Quality of care is an endless journey never a destination.
- Quality of care arises from attitude and philosophy more so than skills education.
- Passion is important .
- Ability to listen and act.
- Connected leadership.
- An understanding that experience of service should sit alongside outcome.

