

How Can We support You?



By making sure you are supported in your role

- **Service user lead** for Quality Assurance team is there to support you in your role to help you to excel as an assessor
- **'Assessors get together'** group which takes place at the end of each cycle allowing you to reflect on your experiences and share it with the peers, share your thoughts for how the project and processes can be improved
- **Individual check-in** with each assessor before and after assessment visit
- **Regular and timely** communications from quality assurance team



By making sure you get all the training you'd need to succeed in your assessor role

- **Assessor training** for all new people joining the programme which equips you with wide ranging skills:
 - Facilitation skills
 - Confidence and assertiveness skills
 - Team working skills
 - Raising safeguarding concerns skills
- **Lead assessor training** for assessors who have attended at least 2 assessment visits and wishes to progress in the role
 - Report writing
 - Committee participation and chairing



By caring about you, your health & wellbeing

- **Access to quality assurance team** if you:
 - Need an immediate debrief if you had a 'difficult' visit and would like to share your concerns so you don't 'carry it' with you
 - Experienced a conflict within an assessor team
 - Need to make a last minute cancellation on the visit
- Quality Assurance team **has duty of care** to all our service users meaning we would be escalating any concerns in relation to safeguarding of children and adult
- If your needs become greater than those of an assessor, we would do our best to sign post you accordingly so that you get the best support available.