

Meet some of our fantastic Quality Checkers...

'Hello I am Scott. I've been a Quality Checker for two years. I enjoy what I do. It's nice to give something back and help others using my experience.'



'Hi everyone. I am Patrick. I enjoy meeting people and making sure they are happy with the support they get. I always look forward to doing a quality check. I enjoy it and look forward to doing more.'



'Hey, I'm Emma. I have been a Quality Checker for two years now and have had a great experience doing it. It's important to me to ensure people are getting the right support and it's always interesting talking to the residents.'



'Hello, I'm Michelle. I am a new Checker. I really like going to the other houses and getting to meet different people.'



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ambient
Passionate About People

Quality Checkers



**Listening, helping and
supporting people...**

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Who are Quality Checkers?



Quality Checkers are people with lived experience of mental ill health who want to make things better for other people that live in their own home with support.

They understand how support should be because they also receive support in their own homes.

Why do they do Quality Checks?

Quality Checkers want to help people and make sure that others get the right support to live happy and full lives.

What do they do?

They find out what people think by getting to know people.

They talk to people in lots of ways.

They might choose to:

- Talk with people on the telephone
- Talk to people in their home
- Talk to people somewhere else where they would be happy to meet
- Talk to someone who knows a person well with their permission



Why should I take part?

Only people that tell us they want to help will be spoken to. Taking part makes a big difference and can change lives for the better.

How do they check what people think about their home and support?

The Quality Checkers ask questions but more importantly they listen to people. They may ask people questions about:

- Where they live
- How they are supported
- How things could be better

The team of Quality Checkers make sure they communicate with people clearly and in a way that suits them.

What do they do with the information they are given?

The Quality Checkers do a great job and the feedback they give helps to make sure the support the support people receive is the very best it can be.

How can I contact the Quality Checkers?



Telephone us on: **0208 313 9725**



Email: **hello@ambient.org.uk**

Questions



1. What do you think about it?

- Good
 Bad
 Not sure

