

## What is a mini Quality Check?

A Mini Quality Check is a scaled down version of a much broader Quality Check. It is designed to focus on specific areas of work or operations and gives a group or organisations a quick snap shot of how things are.

## The Aims

To give organisations, groups or individuals a snap shot of: What is working well / What could be done differently / What might need to change.

To give organisations, groups and individuals a starting point to initiate change.

To support good outcomes of ordinary lives.

### Who is this suitable for?

- People who receive support or use services.
- Parents, carers and families.
- Organisations, companies and groups.
- Service managers and support staff.

### What will our work cover?

We will agree the best way to do the work and how many people it would involve. This could take the form of:

- 1-1 interviews with people who receive support, support staff, parents, carers and family.
- Focus groups.
- Mystery shopping.
- Another form of group work or planning.

### What will it cost?

This can depend on the amount of time it will take to complete the Quality Check and the amount of people we interview. Usually, a mini Quality Check should take a day or two followed by writing up notes and a small report. This could cost in the region of £995 and £1800.

### What do customers say?

"The offer of a Mini Quality Check could not have come at a better time for Compass at Hansel. The customer Involvement Network needed to be evaluated, to ensure we were going in the right direction. VIAS have put together a plan for the day, keeping me informed at all times. Using a PATH, they will discuss with some customers what Compass has done, is doing and what needs to be done to make it better. As coordinator I really like the idea of an external organisation, with no preconceived ideas working alongside the people who use the service, to Quality Check the work and show us the right way forward."

**Gillian Barclay**  
Involvement Coordinator  
Hansel (Compass Group)

## Want to find out more?

Contact us today on **0141 212 3395** or email [info@viascotland.org.uk](mailto:info@viascotland.org.uk).