



Training • Counselling • Psychotherapy • Research

TCCR Quality Assurance Statement

Our commitment to quality

TCCR is committed to delivering the highest quality of service to all of its clients and to a culture of review and continuous improvement. We have a wide range of practices and review systems that give effect to this commitment and actively elicit feedback from users of our many and diverse services. We are also bound by the objects set out in its constitution and by the rules and regulations of the Charity Commission.

Management and staffing

The work of our clinicians and lecturers is directed and overseen by a highly qualified group of Directors and Service Managers. This group of managers reports to a quarterly Quality and Practice Committee (QPC) that considers all aspects of quality care and control including policies, systems and complaints. The QPC sends regular reports to the Board of Trustees that exercises overall control of TCCR.

Training and continuing professional development

TCCR ensures quality through ongoing CPD and clinical supervision.

The standards for the continuing professional development (CPD) of TCCR clinicians, supervisors and trainers are set out in our CPD Policy. Clinicians are expected to meet the minimum post-qualification CPD and supervision standards of all the relevant professional bodies. At least 12 hours per annum of this CPD must relate specifically to further training in working with couples. Clinicians must also attend mandatory training events at TCCR which are held at least one every term and keep up-to-date with all TCCR' clinical policies and procedures.

Supervision

All TCCR's clinicians, including those providing assessments to new clients, receive a high level of supervision on their work from senior practitioners. As well as assuring the quality of clinical work and supporting clinicians with the management of complex cases, supervision also helps identify ways that clinicians can develop, learn and improve.

Policy and procedures

All TCCR staff are required to keep up-to-date with all relevant policies and procedures. These are set out in a *Clinical Handbook* and a *Staff Handbook* both of which are kept under review and are updated regularly to comply with developments and best practice. New and amended policies are disseminated throughout TCCR in a number of ways including discussion at supervision groups and inclusion in a weekly Critical Information Bulletin sent to all staff and students.

Data protection and confidentiality

TCCR has a wide range of policies covering clinical work and training that aim to protect and ensure confidentiality of client information. Regular reviews of policies and systems are undertaken and TCCR has established a Confidentiality Task Group to ensure that best practice is identified and disseminated throughout all its activities.

Risk management

All complex cases, involving for example intimate partner violence or concerns about child welfare, are taken to a weekly meeting of the Clinical Services Leadership, and appropriate steps are taken if needed to mitigate the risks to both adults and children. Issues from these cases may also be logged to assist in organisational learning for the future. Supervisors of clinical staff have a duty to ensure that these complex cases are identified and brought to the attention of the clinical leadership team.

Training

TCCR maintains a wide range of processes to ensure the quality of its training offer. This includes a comprehensive student handbook covering learning and assessment, student support, and programme management. Our trainers and lecturers are all highly qualified experts in their field and attend ongoing CPD to ensure they are proficient in new material and delivery methods. TCCR's training staff are qualified and accredited by the relevant professional bodies, and appraised routinely. All our training programmes are monitored and evaluated, and all our professional training programmes are validated by the University of East London and the relevant professional bodies. To assure the quality of student assessment all course work is double marked and feedback from students on the quality of training is sought actively and incorporated into the development of future curricula.

Ethics

Ethics is embedded in TCCR's policies and structures at all levels of the organisation. We have a standing Ethics Committee with additional lay membership that oversees issues such as consent for publication, permissions for research projects and other ethical matters as they arise. All clinicians working under the auspices of TCCR are expected to abide by the Codes of Practice outlined in the staff handbook

Research

TCCR is committed to high quality research into the couple relationship and its links to parenting, mental health, psychotherapy and the demands of the life cycle. All services are evaluated routinely and we have a standing Data Committee that reviews progress in achieving positive outcomes for clients. We seek to partner with other organisations to find ways of developing better, more effective interventions for couples and to uphold internationally recognised standards for research ethics and practice. We support the development of therapist-researchers through an academically accredited doctoral programme of research training and through regular teaching and seminars on research.

User experience and involvement

TCCR takes several steps to capture information on the client experience. Clients are asked to complete an *Experience of Service Questionnaire* six weeks into their treatment. The responses

are collated and reviewed by the QPC. And in January 2014 TCCR established a *Service Users Group* which meets periodically at our offices to provide detailed feedback on aspects of the service they received.

TCCR takes all complaints about its services very seriously following its written complaints policy in all instances. A complaints log is maintained and reviewed monthly by the clinical leadership team and quarterly by the QPC.

Outcome monitoring

It is vital for TCCR and our clients that our clinical work is improving the lives and wellbeing of our clients. To this end we collect outcome monitoring forms from clients at regular intervals and analyse the returns to check that improvements in mental health and relationship satisfaction are being achieved.