

Dear Mr Quinn,

### **Reference for Meridian Productivity Limited**

I am pleased to provide a reference for Meridian Productivity Limited following the completion of a 14-week project in our Milestone House Residential & Outreach Services. Meridian, led by their MD Jimmy Quinn, have been long-term supporters of Waverley Care and began working with the Organisation in August 2015; Meridian generously offered to run a 14-week project free of charge focusing on Milestone House to increase productivity, introduce management controls and improve the quality of the services we provide to our service users.

Meridian designed and installed a bespoke management control system with our staff & managers which has allowed our whole service to more accurately identify and manage any variances that arise. They have given us a more transparent, systematic approach to managing the performance of our people by utilising a series of quality reports which has enabled us to ensure that all staff are meeting their Service User contact targets, Service User Expected Discharge Dates and the demand generated from each Service Users' care plan.

This new system has helped the Organisation to achieve the following results:

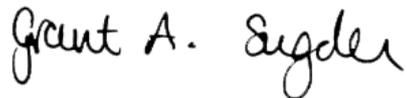
- Using our existing data on our current systems we have been able to create a bespoke *Service User Management Report* providing a transparent evaluation process of the volume of care each Service User is receiving. This report has allowed us to ensure that the amount of care each Service User is receiving is appropriate for their respective Recovery Care Plan whilst also ensuring that no Service Users' care is being neglected
- Increased Multi-Disciplinary Team participation and Recovery Care Planning which has increased the quality of patient care and staff involvement
- The introduction of Forecasting tools calculating the expected Bed Occupancy providing the Service with means to ensure that they are always meeting their occupancy targets
- The introduction and measurement of Organisation Service User Face-to-face contact targets for each staff member using the *Staff Management Report*
- Better quality of Clinical Paperwork through standardising and modernising the Clinical Administration Processes

Meridian's process of working with our staff was very professional and thorough. They held multiple group sessions to develop and agree the various stages of the project with the Milestone staff in order to allow all professionals to positively contribute and input which to the process which help ensure that all organisational needs were met. Meridian held 1:1 sessions to provide training and support with staff which targeted all aspects of the project in more detail.

The Service has just had an inspection from the Care Inspectorate who provided us with our best review on record and specifically mentioned the hard work and improvement Meridian have made.

Working with Meridian has been a very positive experience for the organisation and I have no doubt that we will go from strength to strength as we embed Meridian's work across our services. We would thus highly recommend them to other organisations to achieve real cost and efficiency results.

Yours sincerely

A handwritten signature in black ink that reads "Grant A. Sugden". The signature is written in a cursive, flowing style.

Grant Sugden  
Chief Executive