

Nansen Highland's philosophy statement

General Statement of Philosophy

Nansen Highland makes a commitment to partnership, participation and consultation with all its stakeholders.

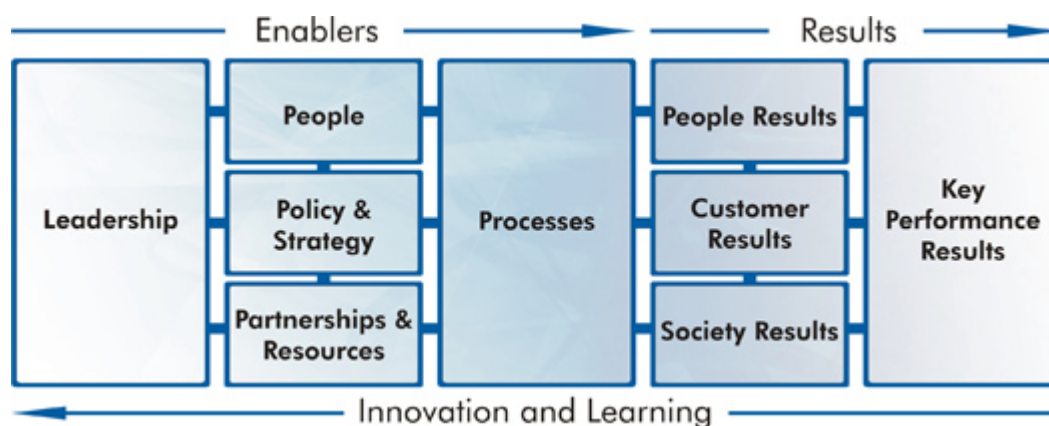
Nansen highland's stakeholders are the trainees, residents, parents, carers, care managers, associated professionals, staff and non-executive directors.

Aims of the philosophy

The aims of the philosophy are to engage as many as possible of the stakeholders in the quality control of our services and in the development of our services.

To this end, we adopted the EFQM Excellence model.

The Excellence Model takes a holistic view of an organisation and, when used as a diagnostic tool, it allows our organisation to assess our strengths and areas for improvement in detail.



On a regular basis, Nansen will contact its stakeholders to seek their views and will make the results public and will be posted to the Nansen Highland website, www.nansenhigland.co.uk.