

STATEMENT OF PURPOSE

MOUNTAIN HEALTHCARE LIMITED

1. INTRODUCTION TO MOUNTAIN HEALTHCARE LIMITED

Mountain Healthcare (MH) is a leading UK provider of Health and Justice services, promoting improved patient outcomes. MH sits under the RCI Group. The RCI Group is an umbrella organisation formed by acquiring and integrating various healthcare service businesses, with Mountain Healthcare being the initial acquisition.

MH's world class provisions include healthcare in Sexual Assault Referral Centres (SARCs) and Police Custody. MH is the largest provider of Sexual Assault Referral Centre (SARC) services in the United Kingdom and partners with the Police and NHS England, to ensure public access to expert trauma-informed care 24 hours a day, every day of the year. Driven by the values Be Kind and Do the Right Thing, Mountain Healthcare provides patients with holistic and trauma-informed care that promotes improved health outcomes. Mountain Healthcare's premier clinicians ensure equal, effective and efficient care to all our patients and always put their health, safety and rights first.

THE CARE QUALITY COMMISSION

The Care Quality Commission is the independent regulator of all health and social care services in England.

MOUNTAIN HEALTHCARE CQC REGISTRATION DETAILS

SERVICE PROVIDER

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| PROVIDER ID | 1-1501026800 |
| PROVIDER NAME | Mountain Healthcare Limited |
| ADDRESS | First Floor Station Place Argyle Way Stevenage Hertfordshire SG1 2AD |
| TELEPHONE | 0330 223 0099 |
| EMAIL | governance@mountainhealthcare.co.uk |
| REG. COMPANY NO | 05578727 |
| NOMINATED INDIVIDUAL | Mrs Emelia Clare Spencer |
| POSITION | National Director of SARC |

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CQC REGISTERED LOCATIONS AND THE APPLICABLE CQC REGISTRANT MANAGER

SEXUAL ASSAULT REFERRAL CENTRES

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| DESCRIPTION | <p>These locations are dedicated Sexual Assault Referral Centres (SARCs). Mountain Healthcare is contracted to manage these centres which facilitates forensic examinations of Adults and Children who have alleged sexual assault or abuse.</p> <p>The SARCs provides a 'one stop shop' support service for patients through ISVAs (Independent Sexual Violence Advisors) and referral pathways into local GUM, Counselling, and other facilities as appropriate. The SARCs also support patients who independently refer and do not wish to engage in the Criminal Justice System.</p> |
| SERVICE TYPE | Acute Services (ACS) |
| REGULATED ACTIVITIES | <ul style="list-style-type: none"> • Treatment of disease, disorder, or injury • Diagnostic and screening procedures • Transport services, triage and medical advice provided remotely |
| SERVICE BANDS | Whole population |
| NO. APPROVED BEDS | 0 |
| AIMS & OBJECTIVES | <p>Delivery of improved patient health outcomes across the criminal justice system</p> <p>Delivery of therapeutic and holistic services to patients who have experienced Sexual Assault / Abuse</p> <p>Collection of forensic medical evidence to support the Police through the Criminal Justice System.</p> <p>Delivery of a consistent, non-discriminatory, and equitable provision of services to include onward referral to other agencies e.g. GUM, ISVA, Mental health teams, Counselling services etc.</p> <p>Delivery of services including triage and remote consultation.</p> <p>To securely and safely transport and store contemporaneous medical notes according to our Information Governance Policy and national guidance.</p> <p>To ensure that examinations are provided in a timely manner according to Local and National Directives.</p> |

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SOUTH SARC REGION

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|--------------------|---|
| LOCATION NAME | Beech House |
| LOCATION ID | 1-3197587861 |
| LOCATION ADDRESS | Unit 7-8 North Court Armstrong Road Maidstone Kent ME15 6JZ |
| TELEPHONE | 0330 2230099 |
| EMAIL | bh.admin@nhs.net |
| WEBSITE | https://beechhousesarc.org/ |
| REGISTERED MANAGER | Gareth Hart |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | Solace Centre |
| LOCATION ID | 1-3806451194 |
| LOCATION ADDRESS | Cobham Community Hospital 168 Portsmouth Road Cobham Surrey KT11 1HT |
| TELEPHONE | 0330 2230099 |
| EMAIL | Surrey.sarc@nhs.net |
| WEBSITE | https://surreysolace.org/ |
| REGISTERED MANAGER | Gareth Hart |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | Saturn Centre |
| LOCATION ID | 1-1616771261 |
| LOCATION ADDRESS | Crawley Hospital West Green Drive Crawley West Sussex RH11 7DH |
| TELEPHONE | 0330 2230099 |
| EMAIL | mhl.saturncentre@nhs.net |
| WEBSITE | https://saturncentre.org/ |
| REGISTERED MANAGER | Danielle Mahoney |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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| LOCATION NAME | The Solace SARC - Slough |
| LOCATION ID | 1-6848715917 |
| LOCATION ADDRESS | Upton Hospital, Albert Street, Slough, Berkshire, SL1 2BJ |
| TELEPHONE | 0330 2230099 |
| EMAIL | To be confirmed |
| WEBSITE | To be confirmed |
| REGISTERED MANAGER | Gareth Hart |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|---|
| LOCATION NAME | The Solace SARC - Bicester |
| LOCATION ID | 1-6848101309 |
| LOCATION ADDRESS | Police Station, Queens Avenue, Bicester, OX26 2NT |
| TELEPHONE | 0330 2230099 |
| EMAIL | To be confirmed |
| WEBSITE | To be confirmed |
| REGISTERED MANAGER | Gareth Hart |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

EAST SARC REGION

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|--------------------|--|
| LOCATION NAME | The Emerald Centre |
| LOCATION ID | 1-8940479796 |
| LOCATION ADDRESS | 1 Doolittle Mill Froghall Road Ampthill Bedford MK45 2ND |
| TELEPHONE | 0330 2230099 |
| EMAIL | admin.emeraldcentre@nhs.net |
| WEBSITE | https://www.emeraldcentre.org/ |
| REGISTERED MANAGER | Rebecca Summerskill |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|---|
| LOCATION NAME | The Elms |
| LOCATION ID | 1-3151163614 |
| LOCATION ADDRESS | Hinchingbrooke Park Road Huntingdon Cambridgeshire PE29 6NT |
| TELEPHONE | 0330 2230099 |
| EMAIL | theelms.sarc@nhs.net |
| WEBSITE | https://www.theelmssarc.org/ |
| REGISTERED MANAGER | Rachel Matheson |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|---|
| LOCATION NAME | Herts SARC |
| LOCATION ID | 1-2482938953 |
| LOCATION ADDRESS | 98 Cotterells Hemel Hempstead Hertfordshire HP1 1JQ |
| TELEPHONE | 0330 2230099 |
| EMAIL | herts.sarc@nhs.net |
| WEBSITE | https://hertssarc.org/ |
| REGISTERED MANAGER | Emily Cooper |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | Oakwood Place |
| LOCATION ID | 1-2482906560 |
| LOCATION ADDRESS | C/O Brentwood Community Hospital Crescent Drive Brentwood Essex CM15 8DR |
| TELEPHONE | 0330 2230099 |
| EMAIL | essex.sarc@nhs.net |
| WEBSITE | https://oakwoodplace.org.uk/ |
| REGISTERED MANAGER | Rebecca Summerskill |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | The Ferns |
| LOCATION ID | 1-14437346051 |
| LOCATION ADDRESS | Unit 10 Delta Terrace West Road Ipswich IP3 9FH |
| TELEPHONE | 0330 2230099 |
| EMAIL | Suffolk.Sarc@mountainhealthcare.co.uk |
| WEBSITE | https://www.theferns-suffolk.org.uk/ |
| REGISTERED MANAGER | Rebecca Summerskill |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | The Harbour Centre |
| LOCATION ID | 1-14437346148 |
| LOCATION ADDRESS | 267 Reepham Road Norwich NR6 5QH |
| TELEPHONE | 0330 2230099 |
| EMAIL | Norfolk.SARC@mountainhealthcare.co.uk |
| WEBSITE | https://www.theharbourcentre.co.uk/ |
| REGISTERED MANAGER | Rebecca Summerskill |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

NORTH SARC REGION

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|--------------------|--|
| LOCATION NAME | Casa Suite |
| LOCATION ID | 1-2482884514 |
| LOCATION ADDRESS | 810A Hessle Road Hull East Riding of Yorkshire HU4 6RD |
| TELEPHONE | 0330 2230099 |
| EMAIL | casasuite.sarc@nhs.net |
| WEBSITE | https://casasuite.org/ |
| REGISTERED MANAGER | Carol Crone |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | Acer House |
| LOCATION ID | 1-2482905967 |
| LOCATION ADDRESS | Acer House, Hackness Road, Northminster Business Park, Upper Poppleton, York, YO26 6QR |
| TELEPHONE | 0330 2230099 |
| EMAIL | acerhouse.sarc@nhs.net |
| WEBSITE | https://arcerhousesarc.org/ |
| REGISTERED MANAGER | Kyrstie Hanson |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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| LOCATION NAME | The Hazlehurst Centre |
| LOCATION ID | 1-8940479987 |
| LOCATION ADDRESS | Turnberry Park Road Gildersome Morley Leeds LS27 7LE |
| TELEPHONE | 0330 2230099 |
| EMAIL | hazlehurstcentre.sarc@nhs.net |
| WEBSITE | https://hazlehurstcentre.org/ |
| REGISTERED MANAGER | Kyrstie Hanson |
| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | Hackenthorpe Lodge |
| LOCATION ID | 1-2482906517 |
| LOCATION ADDRESS | 126 Occupation Lane Hackenthorpe Sheffield South Yorkshire S12 4PQ |
| TELEPHONE | 0330 2230099 |
| EMAIL | hackenthorpelodge.sarc@nhs.net |
| WEBSITE | https://hackenthorpelodge.org/ |
| REGISTERED MANAGER | Natalie Brooks |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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| LOCATION NAME | The Angel Centre |
| LOCATION ID | 1-18392360073 |

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|--------------------|---|
| LOCATION ADDRESS | South Bank Block Gateshead Newcastle Upon Tyne NE11 0JT |
| TELEPHONE | 0330 2230099 |
| EMAIL | newcastle.sarc@nhs.net |
| WEBSITE | https://sarcnorthumbria.co.uk/ |
| REGISTERED MANAGER | Kyrstie Hanson |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | SARC Teesside |
| LOCATION ID | 1-12860078061 |
| LOCATION ADDRESS | North Ormesby Health Village 3 Trinity Mews North Ormesby Middlesbrough TS3 6AL |
| TELEPHONE | 0330 2230099 |
| EMAIL | MiddlesbroughandDurhamSARCS@mountainhealthcare.co.uk |
| WEBSITE | https://sarcteesside.co.uk/ |
| REGISTERED MANAGER | Rebecca Brokenshaw |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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| LOCATION NAME | The Meadows (Spoke with SARC Teesside) |
| LOCATION ID | 1-12860078061 |
| LOCATION ADDRESS | Newcastle Road Chester-le-Street County Durham DH3 3UA |
| TELEPHONE | 0330 2230099 |
| EMAIL | MiddlesbroughandDurhamSARCS@mountainhealthcare.co.uk |
| WEBSITE | https://sarcdurham.co.uk/ |
| REGISTERED MANAGER | Rebecca Brokenshaw |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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| LOCATION NAME | The Bridgeway SARC 1st April 2025 start |
| LOCATION ID | 1-2418837598 (current g4s ID) |
| LOCATION ADDRESS | 2 Tynefield Drive, Penrith, Cumbria, CA11 8JA |
| TELEPHONE | 0330 2230099 |
| EMAIL | governance@mountainhealthcare.co.uk |

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| WEBSITE | www.mountainhealthcare.co.uk |
| REGISTERED MANAGER | Kyrstie Hanson / Natalie Brookes |
| AGE BAND | Aged 0-12, Aged 13-18 years –Aged 18+ years |

MIDLANDS SARC REGION

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|--------------------|---|
| LOCATION NAME | Millfield House |
| LOCATION ID | 1-11175789081 |
| LOCATION ADDRESS | Hall Street Alfreton DE55 7BU |
| TELEPHONE | 0330 2230099 |
| EMAIL | derbyshire.sarc@nhs.net |
| WEBSITE | https://millfieldhousesarc.co.uk/ |
| REGISTERED MANAGER | Charlotte Parish |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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| LOCATION NAME | Topaz Centre |
| LOCATION ID | 1-5056179055 |
| LOCATION ADDRESS | Oxclose Lane Arnold Nottingham NG5 6FZ |
| TELEPHONE | 0330 2230099 |
| EMAIL | notts.sarc@nhs.net |
| WEBSITE | https://www.topazcentre.org/ |
| REGISTERED MANAGER | Jodi Shaw |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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| LOCATION NAME | Willow Tree Children and Young People's |
| LOCATION ID | 1-14469243708 |
| LOCATION ADDRESS | Darlaston Health Centre Pinfold Street Wednesbury WS10 8SY |
| TELEPHONE | 0330 2230099 |
| EMAIL | wmppaeds.sarc@nhs.net |
| WEBSITE | https://westmidsregionalcypsas.co.uk/ |
| REGISTERED MANAGER | Charlotte Parish |

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| AGE BAND | Aged 0-13 years Aged 13-18 years Aged 18+ years – note will see up to 25 for young people with complex needs |
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| LOCATION NAME | Grange Park SARC |
| LOCATION ID | 1-5579908131 |
| LOCATION ADDRESS | Building B Cobridge Community Health Centre Church Terrace Stoke-on-Trent ST6 2JN |
| TELEPHONE | 0330 2230099 |
| EMAIL | grangepark.sarc@nhs.net |
| WEBSITE | |
| REGISTERED MANAGER | Charlotte Parish (registration submitted) |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | Horizon Sexual Assault Referral Centre |
| LOCATION ID | 1-12244636687 |
| LOCATION ADDRESS | Roughlea Avenue Birmingham West Midlands B36 8GH |
| TELEPHONE | 0330 2230099 |
| EMAIL | horizon.sarc@nhs.net |
| WEBSITE | |
| REGISTERED MANAGER | Charlotte Parish |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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|--------------------|---|
| LOCATION NAME | The Blue Sky Centre |
| LOCATION ID | 1-5497183428 |
| LOCATION ADDRESS | George Eliot Hospital College Street Nuneaton Warwickshire CV10 7DJ |
| TELEPHONE | 0330 2230099 |
| EMAIL | blueskycentre.sarc@nhs.net |
| WEBSITE | |
| REGISTERED MANAGER | Charlotte Parish |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | The Glade Sexual Assault Referral Centre - Bransford |
| LOCATION ID | 1-877417833 |
| LOCATION ADDRESS | The Glade Bransford Worcester Worcestershire WR6 5JD |
| TELEPHONE | 0330 2230099 |
| EMAIL | theglade.sarc@nhs.net |
| WEBSITE | |
| REGISTERED MANAGER | Charlotte Parish |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

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|--------------------|--|
| LOCATION NAME | The Glade Sexual Assault Referral Centre - Telford |
| LOCATION ID | 1-877389019 |
| LOCATION ADDRESS | 30 West Road Wellington Telford Shropshire TF1 2BB |
| TELEPHONE | 0330 2230099 |
| EMAIL | theglade.sarc@nhs.net |
| WEBSITE | |
| REGISTERED MANAGER | Charlotte Parish |
| AGE BAND | Aged 13-18 years – note service will see 16+ Aged 18+ years |

SCOPE

Mountain Healthcare is clinically led and customer focused with a business reputation based on safety and quality. Mountain Healthcare identifies its resource requirements through an effective management structure to ensure that risk and improvement opportunities are identified and acted on to protect or improve the health and safety of patients, staff and visitors. Mountain Healthcare services consistently operates above the healthcare industry minimum level of quality, patient safety and compliance, set by legislation and professional standards.

BREAKDOWN OF SERVICES

- **Focus on Health and Justice:**

Mountain Healthcare specializes in providing healthcare services within the criminal justice system, including SARCs and police custody.

- **Trauma-Informed Care:**

We emphasize a holistic and trauma-informed approach to care, recognizing the impact of trauma on individuals' physical, mental, and emotional well-being.

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- **Patient-Centered Approach:**

Our services are designed to improve immediate and long-term health outcomes for patients, with a focus on empowerment and continuity of care.

- **Partnership with NHS England and the Police:**

Mountain Healthcare collaborates with these key organizations to deliver comprehensive and accessible healthcare services.

- **24/7 Availability:**

Our expert care is available around the clock, every day of the year, ensuring that patients can access the support they need when they need it.

- **Commitment to Equality and Diversity:**

Mountain Healthcare actively promotes an inclusive environment, valuing the differences that individuals can bring to the workplace.

- **Vision for Excellence:**

Our vision is to be a center of excellence in Health and Justice, continuously striving to improve the quality of care they provide.

Mountain Healthcare integrates its organisational structure, processes and procedures required to fulfil this policy and demonstrate improved quality outcomes.

Mountain Healthcare has an effective governance system that ensures accountability and provides internal and external assurance through reliable and relevant evidence. It operates through the Mountain Healthcare Governance, Risk and Quality Framework, which offers assurance from shop floor to board.

Mountain Healthcare engages stakeholders to understand, meet and exceed their needs and requirements for patient safety, clinical effectiveness, operational performance, patient and stakeholder engagement.

Mountain Healthcare maintains an ethical culture and environment to underpin the business values.

High standards of behaviour, employee engagement and empowerment with accountability is maintained to allow excellence in our services to flourish.

QUALITY IMPROVEMENT

Mountain Healthcare has established continuous quality improvement as a business philosophy for all processes and services to support safe and effective patient care. Mountain Healthcare continually monitors its activity, annually reviews its governance framework for its suitability and effectiveness.

All services complete regular Management Reviews at planned intervals to ensure objectives are monitored locally and changes or new systems, processes or procedures are implemented effectively. Satisfaction of users is seen as a key indicator of success in improvement of services. Mountain Healthcare is proactive in managing its business risks and has plans in place to ensure service continuity in all events.

WORKFORCE

Mountain Healthcare strives to maintain and develop a high quality, flexible workforce that is committed, engaged, trained and supported to provide the highest level of service to our users in accordance with relevant good professional guidance. Through recruitment, induction and training, employees will be made familiar with this policy and relevant content and procedures of the management system.

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Each employee holds a personal responsibility for the quality of the work that they perform.

Competency assessment and appraisal is used to ensure ongoing capability and identify individual personal development.

Managers and supervisors provide effective leadership and create a culture and working environment that allows operational performance and change management to be achieved by employees who are empowered to make suggestions and take decisions.

ASSESSMENT AND MONITORING

Key performance and quality indicators are used to enhance operational performance and remove variation from processes. The quality dashboard is used as part of the overall assurance mechanism along with clinical and internal audit to monitor adequacy of operating procedures and effectiveness of the quality system.

Quality tools and service improvement techniques are utilised, to ensure effective corrective actions are implemented and all lessons learned are disseminated in a timely manner.

We require all our employees to comply with data legislation including the General Data Protection Regulations (2018) and the Data Protection Act (2018) in addition to Mountain Healthcare policies. Data protection principles are reinforced throughout Mountain Healthcare via Information Governance mandatory training for all staff with regular monitoring.

We allow accreditation and regulatory bodies appropriate access to the knowledge systems which we maintain, to provide third party assurance to Mountain Healthcare and our stakeholders.

This policy statement is signed on behalf of Mountain Healthcare by:



Ron Gutu

Managing Director

Date: 29/07/25

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