

Customer of the Week

TCM^{GROUP}
Putting People First™

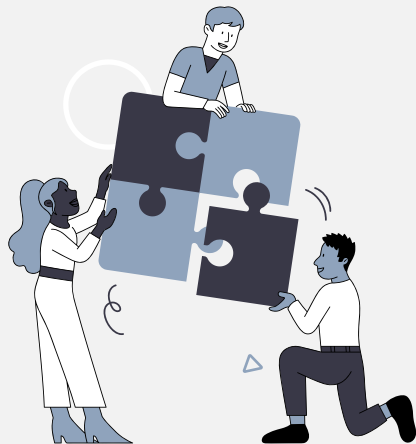
NHS
Kent and Medway
NHS and Social Care Partnership Trust

Marne Cheeseman

Deputy Director of HR Operations at Kent and
Medway NHS & Social Care Partnership Trust



www.thetcmgroup.com/cotw



Get inspired



Creating a culture of accountability



Kent and Medway NHS and Social Care Partnership Trust provide a wide range of adult mental health and learning disability services to their local population of 1.8 million people in Kent and Medway, as well as specialist services for adults in Sussex and Surrey. In short, they care about brilliant care for brilliant people.

In order to provide exceptional support and services externally, it's essential for organisations to take care of what's going on internally. Working with TCM as a trusted partner, we've collaborated on investigation services and, more recently, investigation skills training for colleagues.

Investigation skills training is vital for healthcare organisations to ensure patient safety, maintain quality of care, comply with regulations, manage risks, and continuously improve their services. It helps create a culture of accountability, transparency, and ethical conduct, which are fundamental in the healthcare sector.



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Our partnership is seamless.

Marne is an absolute pleasure to support.

Marne's passion for resolving workplace conflict in an objective and fair manner is complimented by how friendly and responsive she is.

Each time we have worked together has been seamless, and I very much look forward to continuing our partnership.

— **Chloe Pye**

Investigation Services Coordinator at The TCM Group



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