



Case Study: Charity Gain an ISO

The Nelson Trust is a local Cotswolds charity, passionate about recovery from addiction, offering both residential rehab and specialist understanding of trauma for women & families. They provide treatment for around 150 clients each year from all over Britain and beyond. By working together in the local community in Gloucestershire and Wiltshire, they work with over a thousand individuals each year.

This year the Nelson Trust became ISO 9001 certified with the help of IMSM. Being certified shows that they have met the very highest international standard for their quality management systems. Sue Smith, Clinical Manager at The Nelson Trust, explained how ISO 9001 will benefit the trust: 'This is a quality assurance stamp. It will bring a huge amount of re-assurance to the Care Commissioners who make decisions about which rehab to choose.'

Michael Bright, Managing Director at IMSM, explained how none of this would have been possible without the help of Chris Mewis, Lead Auditor (IRCA), who coached Sue Smith through the process and reviewed their manuals, which will now be the cornerstone of Nelson Trust administration.

The IMSM charity committee voted to support The Nelson Trust last year, by helping to raise funds and to support them with achieving an International Standard. IMSM will continue to raise funds to enable The Nelson Trust to bring belief, hope and long-term recovery to lives affected by addiction. In total, including the cost of the ISO 9001 certification, IMSM have already raised £6,900 and plan to do much more over the coming year.

John Trolan (Nelson Trust CEO) states:

'We will not only be more efficient, but also give all external stakeholders even more confidence in working with us. So much of what we have achieved has come about because somebody cared enough to act. Support from businesses like IMSM makes it possible for us to bring hope to more families struggling with addiction.'



From left to right: John Trolan (left), CEO at The Nelson Trust; Sue Smith, Clinical Manager at The Nelson Trust; and Michael Bright, MD at IMSM in the garden of Wharf Cottage, one of The Nelson Trust rehabilitation centres.