

QA Report

Quality Assurance Officer: C Orton

Areas: IOM

Meeting Site Location: Motiv8 Douglas

Facilitator: Louise McColgan (with support from 2 other participants)

Meeting Type: SMART Recovery MA meeting

Review Date: 12th March 2026

Report Date: 12th March 2026

Meeting Review:

- **Did the Facilitator create warm and welcoming environment?**

Yes, the room was of a therapeutic nature, the temperature was ideal, participants were offered a beverage and there were snacks and fruit also available in the room. There was a comfort break built in about halfway through. The chairs were comfortable and set out in a circle. There were 6 participants in total.

- **Did the Facilitator engage/ encourage all participants to contribute to the meeting?**

Yes one participant read out the opening statement. Another read out the meeting conduct rules and Louise read out a Motiv8 specific statement. Each person did a check in and they were given ample opportunity to say what they wanted to say before moving on to the next person. They entered into conversation with each other about their check in to offer validation, support and encouragement.

- **Did the Facilitator follow the SMART Meeting Structure:**

- Opening Statement – yes this was read in full by a co-facilitator/participant.
- Meeting Guidelines – yes these were read out in full by a participant.
- Check-In – Everyone was given ample time and space to share how they are, to mention any struggles and to also say what's been helping them over the last week.
- Agenda Setting – the group didn't specifically set an agenda but they were all clearly aware of the structure and that tools would be discussed with a tool demo at the end and they were all happy with this structure/agenda that followed as per the order of this list.
- Tools – these were interwoven into conversations. Motivation was explored and how people are motivated by different things as were values. The following tools and techniques were mentioned: HOV, Hula Hoop, Balance, Choices, preparing for an event like a birthday and coping strategies, hobbies/VACI, ABC. The final 20 minutes of the meeting Louise got out the new handbook and demonstrated the mooring lines tool. Everyone identified examples of what their mooring lines were or could be. She then gave each participant the tool printed on paper to take home and use.

- Check Out – (2 participants had to leave before the end as they had other commitments) but the check out was served as a reminder of how SMART mutual aid is a mooring line and how connection is important.
- Time Keeping – the facilitator kept a check on the time and progressed the meeting well to finish on time/3 mins early.

- **Did the Facilitator introduce at least one Tool?**

Yes the mooring lines was specifically demonstrated.

- **Any issues raised by participants that required signposting?**

No.

Areas of Development:

I am unable to suggest areas for development. The meeting was ran in an exemplary manner.

I would encourage participants to purchase a handbook if they can so that they have this reference document outside of the meeting and can practice the tools at home or read more about the science behind the programme. Participants should be made aware of all the SMART resources available to them e.g the website, the books and that they can 'follow us' on social media to hear more about what the organisation is up to.

Any Items Requiring Follow-Up/Assistance:

No