


QUALITY ASSURANCE

VERSION No	4	
REVIEWED BY	Mariana Philipova	
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Policy Statement

This policy is intended to set out the values, principles and policies underpinning this organisation's approach to maintaining and improving quality and high standards.

The Policy

We place a strong emphasis on providing the highest quality service possible for all of its residents. It works on the basis that, no matter how good its present services, there is always room for improvement. We are committed to continuous improvement and have established a quality management system which provides a framework for measuring and improving our performance. We have the following system and procedures in place to support us in our aim of resident satisfaction and continual improvement throughout our organisation:

- ✔ Regular gathering and monitoring of resident, family or relevant person feedback
- ✔ A complaints procedure
- ✔ Selection and performance monitoring of supplier against set criteria
- ✔ Robust and value based recruitment, selection and retention process
- ✔ Training development for employees
- ✔ Regular monitoring and observation of staff
- ✔ Regular audit of internal processes
- ✔ Measurable quality objectives which reflect organisational aims
- ✔ Management reviews and audit results, feedback and complaints

We believe that having the highest quality care is the absolute right of all of our residents. The continuing aim of the organisation is to provide a professional and efficient service to meet all of the requirements of its residents, and the long-term goal is to obtain the highest possible level of satisfaction from residents and relatives.

Residents' views will be sought, collated and used to inform the services we provide.

All Residents Should

- ✔ Receive the highest quality care and support possible;
- ✔ Have a say in the running of the organisation through routine evaluations information is gathered and a larger survey of resident opinion carried out on an annual basis. Although confidential, the results of this survey are published and distributed to all residents and purchasers. Comments and feedback are also sought from residents' relatives, carers, friends, advocates and other stakeholders;
- ✔ Be free to complain about any aspect of the running of the services provided, and to have their complaints welcomed and acted upon promptly. To this end the organisation operates a robust complaints procedure.
- ✔ All staff, including the managers and the deputy, are expected to demonstrate their commitment, understanding and adherence to delivering the highest standards of quality care services to all of our residents, in all aspects of their day-to-day roles, and to discharge their responsibilities accordingly. In particular:
- ✔ The registered manager bears the responsibility for establishing, maintaining and implementing a quality management system. This system helps to set standards and to make changes to achieve improved standards, the process is reviewed regularly;
- ✔ Every employee is responsible for the quality of their work, and is trained to perform their duties to the required legal and organisational standard.
- ✔ Contractors employed for specific functions must meet specified standards;

- ✔ The organisation has an annual development plan for quality improvement drawn up as part of its business plan and which is based upon feedback from residents, staff and relatives. The plan is costed, focusing upon specific measurable standards and includes named staff as responsible for each aspect;
- ✔ The organisation listens constantly to its residents and stakeholders, and conducts annual user satisfaction and feedback surveys via a standardised questionnaire and follow-up interviews with a random sample of its residents, representatives and stakeholders. The findings are analysed and incorporated into its development plan;
- ✔ Manager closely monitor the quality of work by regular supervision, which includes direct observation of people's care practice and, unannounced visits to residents' homes when staff are expected to be there;
- ✔ The organisation has a timetable for regularly self-assessing its activities information from which informs its improvement and annual development plans.

Personnel

The Registered Manager is responsible for ensuring quality within the company.

The **admin assistant** is responsible for preparing and distributing the annual questionnaires, and for collating the results.

Audits

At least one quality audit is conducted annually. All data collected during the audit is confidential. Regular, ongoing surveys are conducted, including during the review process. All views are recorded and acted upon.

Training Statement

The owner and management team are committed to the premise that, in order to provide a quality service, the organisation requires high-quality staff who are suitably trained, supervised and supported. In particular we are committed to ensuring that:

- ✔ All new staff read, understand and become committed to the policy on quality as part of their induction training
- ✔ Each member of staff has a personal development plan in which their training needs are identified and a plan made for how such needs will be met
- ✔ The organisation's management undertake to ensure through instruction, practical example and training that quality is the aim of all members of staff, and that each employee has a proper understanding of the importance of the quality system and its direct relevance to the success of the business.

Additional Guidance

To encourage residents to participate in any type of resident forum or quality assurance group, the Social Care Institute for Excellence (SCIE) issue a guide to assist in getting started. Guide 17 is available at: <http://www.scie.org.uk/publications/guides/guide17/index.asp>

Related Policies
Complaints
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