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# Policy on QUALITY ASSURANCE

Document Details

Version 2

F,{170d6dc1-6e09-48c0-b0ae-4b00dea97668}{196},3.6875,1.4375Date Issued October 2018

SIGNED Date 22/04/2021

Scheduled Review April 2023

**Policy Statement**

This policy is intended to set out the values, principles and policies underpinning this Charity’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 our members. The charity 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 and framework for measuring and improving our performance. We have the following system and procedures in place to support us in our aim of member satisfaction and continual improvement throughout our Charity.

* Regular gathering and monitoring of member, family or relevant person feedback
* A complaints procedure
* Robust and value based recruitment, selection and retention process
* Training development for all employees
* Regular monitoring and observation of staff
* Regular audit of internal processes
* Measurable quality objectives which reflect our Charity’s aims
* Management reviews and audit results, feedback and complaints

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

members’ views will be sought, collated and used to inform the services we provide.

**All Members Should**

* Receive the highest quality care and support possible;
* Wherever possible have a say in the running of the Charity. Through routine evaluations information is gathered and a larger survey of member opinion carried out on an annual basis. Although confidential, the results of this survey are published and distributed to all Members. Comments and feedback are also sought from Members’ 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 Charity operates a robust complaints procedure.

All staff, including senior managers, are expected to demonstrate their commitment, understanding and adherence to delivering the highest standards of quality care services to all our members, in all aspects of their day-to-day roles, and to discharge their responsibilities accordingly. In particular:

* The CEO (Chief Executive Officer) and management team bear the responsibility for establishing, maintaining and implementing a quality management system. This is reviewed by the Trustees. 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 Charity has an annual development plan for quality improvement drawn up as part of its business plan and which is based upon feedback from members, staff and/or representatives and relatives. The plan is costed, focusing upon specific measurable standards and includes named staff as responsible for each aspect;
* The Charity listens constantly to its members and stakeholders and conducts annual user satisfaction and feedback surveys via a standardised questionnaire and follow-up interviews with a random sample of its members, representatives and stakeholders. The findings are analysed and incorporated into its development plan;
* Managers closely monitor the quality of work by regular supervision, which includes direct observation of people’s care practice and, unannounced visits to members’ homes when staff are expected to be there;
* The Charity has a timetable for regularly self-assessing its activities information from which informs its improvement and annual development plans.

**Personnel**

The Service Lead is responsible for ensuring quality within the company.

The Operations Co-ordinator is responsible for preparing and distributing the annual questionnaires, and for collating the results.

**Audits**

At least one quality audit will be conducted annually beginning September 2020, completing a quality audit using the Charity Excellence Framework. Previous audits have monitored member satisfaction. All data collected during the audit is confidential. All views are recorded and acted upon.

**Related Policies**

Complaints

Duty of Candour

Good Governance

Meeting Needs

Responsive Services

**Guidance**

To encourage Members to participate in any type of Service User 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: <https://www.scie.org.uk/publications/guides/guide51/>

**Training Statement**

The CEO and management team are committed to the premise that, to provide a quality service, the Charity requires high-quality staff who are suitably trained, supervised and supported. 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 performance management in which their training needs are identified and a plan made for how such needs will be met
* The Charity’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.