

Care Governance Policy

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Review Sheet

Last Reviewed

April 2024

Last Amended

April 2024

Next Planned Review

Within 12 Months

Policy Owner

Olatoye Akinpelu

Relevant Legislation

- Health and Social Care Act 2008
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Regulated Activities) (Amednement) Regulations 2015
- Health & Safety at Work etc Act 1974
- Medicines Act 1968
- GDPR 2016
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurances Regulations 2013 (RIDDOR)

Introduction

The essential goal of social care is to ensure that people receive good quality and safe services that deliver the outcomes they want. Care Governance provides a framework through which Tudom Care Limited can be assured and the delivery of good quality care supported.

Scope

Care Governance can be defined as a framework within which personal social services are accountable for continuously improving the quality of their services and taking corporate responsibility for performance and for providing the highest standard of social.

Social care governance is a framework for making sure that social care services provide excellent ethical standards of service and continue to improve them. Tudom Care Limited values, behaviours, decisions and processes should be open to scrutiny as Tudom Care Limited develops safe and effective evidence-based practice. Good governance means that we recognise our accountability, we act on lessons learned and we are honest and open in seeking the best possible outcomes and results for people.

The Health and Social care Act 2008 (Regulated Activities) (Amendment) Regulations 2015: Regulation 17 requires providers to have in place: effective governance, including assurance and auditing systems or processes.

These must assess, monitor and drive improvement in the quality and safety of the services provided, including the quality of the experience for people using the service. The systems and processes must also assess, monitor and mitigate any risks relating the health, safety and welfare of people using services and others. Tudom Care Limited must continually evaluate and seek to improve their governance and auditing practice.

In addition, Tudom Care Limited must securely maintain accurate, complete and detailed records in respect of each person using the service and records relating the employment of staff and the overall management of the regulated activity. Any personal information collected and store must be held inline with the latest regulations set out by The Information Commissioner's Office (ICO) and any amendments or changes to General Data Protection Regulation. As part of their governance, Tudom Care Limited must seek and act on feedback from people using the service, those acting on their behalf, staff and other stakeholders, so that they can continually evaluate the service and drive improvement.

Care Governance Core Values

The core values of care governance are:

- Continuous improvement of services, care and support.
- The service user experience is the central focus in decision making, meeting their needs and aspirations and keeping them informed.
- Commitment to quality, which makes certain that all staff are up to date in their practice, are expertly supervised and develop an environment where learning and tackling discrimination is built into everyday practice.
- Commitment to equality and diversity
- Openness to share and report mistakes, errors and adverse effects of intervention as well as a commitment to learn from them.

Components Of Care Governance

Care governance covers all aspects of services that have a direct or indirect impact on the delivery of care and support to Service Users. The following components are interrelated and form a framework for Care Governance:

- Service User experience
- Service User/carer and partnership involvement
- Risk management / Health and Safety
- Quality Assurance and auditing
- Staffing, staff management and HR policies and procedures
- Safeguarding policy and procedures
- Equality and diversity
- Education, Training and continuous professional and practice development
- The use of information to support the delivery of service including evidence based practice and learning from complaints, compliments and adverse incidents.

Culture

We will create an organisational culture that promotes human rights and social justice, that:

- Recognises the contribution of staff through the application of best practice including learning and development
- Is transparent and open to innovation, continuous learning and improvement
- Recognises the valuable contribution of those who use the service who will be encouraged and enabled to contribute to the monitoring and improvement of the safety and quality of care
- Underpins the work of all staff and based on openness and honesty in seeking the best possible outcomes and results for people who use our service
- Ensures that staff are accountable for standards of care.

Quality Management

Tudom Care Limited will ensure that we have in place an up to date quality management system (policies and procedures) that complies with the requirements of the Health and Social care Act 2008 (Regulated Activities) (Amendment) Regulations 2015, the Care Quality Commission fundamental Standards and Key Lines of Enquiry.

All staff will follow our policies and procedures to ensure quality and consistency in the delivery of care to Service Users.

We will ensure that transparency and candour are demonstrated in our policy, procedure and practice.

Health, Safety And Welfare Of People

Tudom Care Limited will have in place and follow health and safety, risk management and safeguarding policies and procedures to support and protect our Service Users.

We will support staff when they raise concerns in relation to practice that endangers the safety of Service Users and other wrong doing in line with our whistleblowing and regulatory requirements.

Service Users Experience

Our service adopts a person centred approach to the delivery of the service. This involves the assessment of the Service User's needs, their choice, aspirations and preferences.

The service provided will be subject to planned review to ensure that the Service Users expectations have been met.

The service will respond to the changing needs of Service Users and where necessary reassess and produce a new person centred care plan.

The auditing of our services will include learning from the experiences of people who use the service.

Seeking The Views Of Service Users

Tudom Care Limited will carry out surveys to evaluate the level of our Service Users satisfaction with the services we provide.

We will support Service Users to make complaints when they are dissatisfied with the service and seek resolution of complaints to Service Users Satisfaction.

We will consult with Service Users and seek their contribution to the development and operation of the service.

Continual Improvement

Tudom Care Limited will demonstrate through improvements to our service that we have acted upon the lessons learnt, including mistakes in the delivery of our service and complaints.

Following inspection, we will ensure that any shortfall in our service is addressed promptly. Inspection Reports on our service will be made available to Service Users and information will be made available to Service Users and the Regulatory Authority on how we have acted upon responses to satisfaction surveys and suggestions for improvement.

Staff

Training & Development

There will be in place a staff training and development plan that will equip our staff to meet the needs of Service Users, deliver agreed outcomes, and provide a quality service.

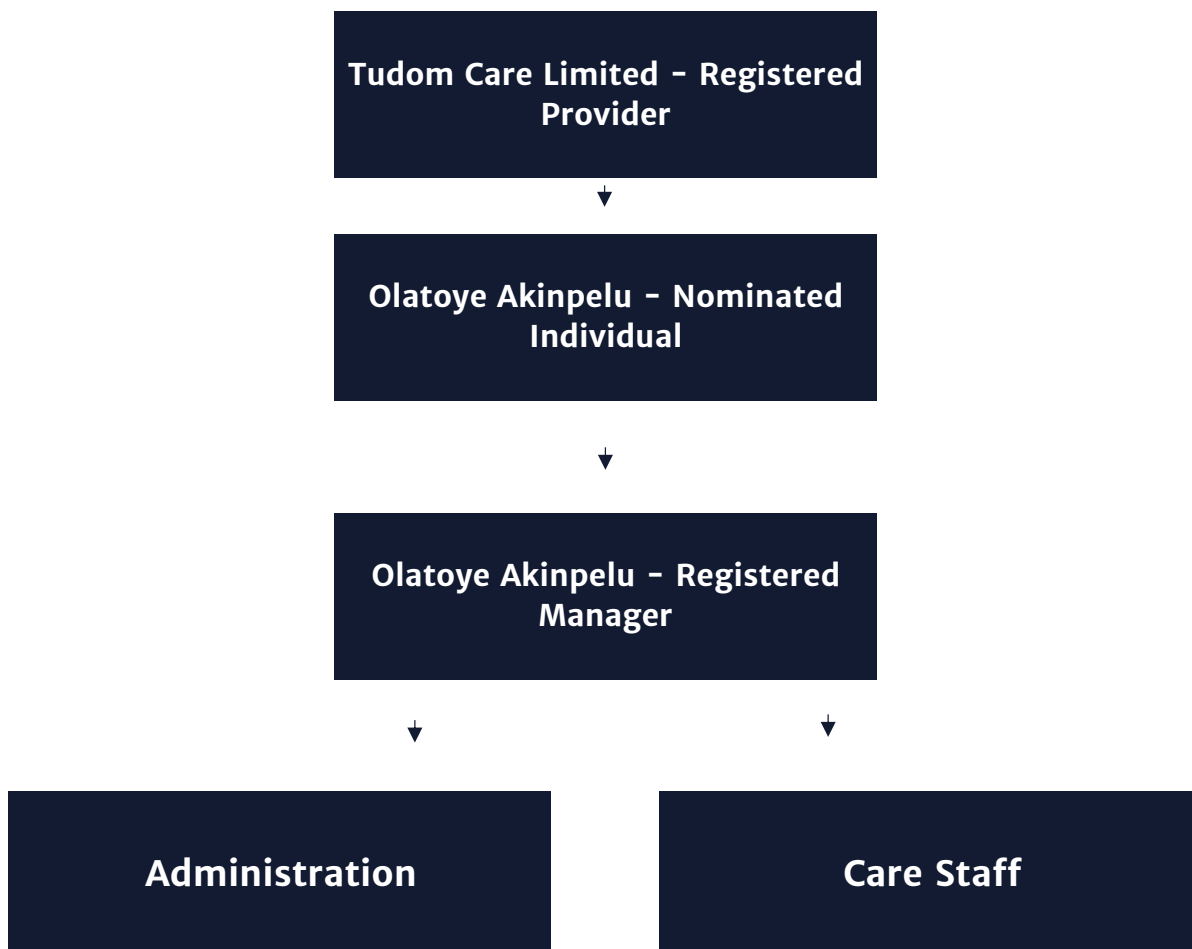
Supervision And Appraisal

All staff will receive scheduled supervision and appraisal.

Organisational Chart

The Organisational Chart at Tudom Care Limited details the staffing structure within the service. This will be maintained to reflect key lines of leadership and management within Tudom Care Limited, and where applicable, to demonstrate the wider management networks within the business.

We will have clear reporting lines in place and staff will be aware of who their line manager is.



Records

The service will maintain securely an accurate, complete and contemporaneous record in respect of each service user including a record of the care and treatment provided to the Service User and of decisions taken in relation to the care and treatment provided.

We are required to keep records that are fit for purpose defined as:

- Complete, legible, indelible, accurate and up to date, with no undue delays in adding and filing information, as far as is reasonable. This includes results of diagnostic tests, correspondence and changes to care plans following medical advice.
- An accurate record of all decisions taken in relation to care and treatment and make reference to discussions with people who use the service, their carers and those lawfully acting on their behalf. This includes consent records and advance decisions to refuse treatment. Consent records include when consent changes, why the person changed consent and alternatives offered.
- The records must be accessible to authorised people as necessary in order to deliver Service Users care and treatment in a way that meets their needs and keeps them safe. This applies both internally and externally to other organisations.
- Records must be created, amended, stored and destroyed in line with current legislation and nationally recognised guidance.
- Kept secure at all times and only accessed, amended, or securely destroyed by authorised people.
- Both paper and electronic records can be held securely providing they meet the requirements of the Data Protection Act 2018.
- Decisions made on behalf of a person who lacks capacity must be recorded and provide evidence that these have been taken in line with the requirements of the Mental Capacity Act 2005 or, where relevant, the Mental Health Act 1983, and their associated
- Information in all formats must be managed in line with current legislation and guidance.
- There must be systems and processes in place that support the confidentiality of people using the service and not contravene the Data Protection Act 2018

Assessing, Monitoring And Auditing

Tudom Care Limited will carry out scheduled audits of our quality management system (policies and procedures) to ensure they are fit for purpose.

The audit will include the components of care governance included in this policy. and will assess and monitor our service against Regulations 4 to 20A of Part 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (as amended), as required by the Care Quality Commission.

Overall responsibility for scrutiny of the system will rest at director level or equivalent where appropriate.

Regular Audits will include:

- Health and Safety
- Medication Management
- Care Plans
- Safeguarding
- Risk Management
- Complaints Procedure
- Staff performance
- Service user satisfaction
- Staff development

Reporting to The Care Quality Commission

When requested, our service will provide a written report to CQC setting out how we assess, monitor, and where required, improve the quality and safety of their services.