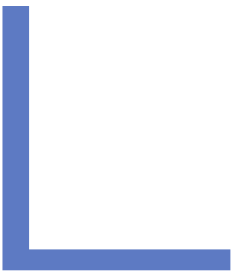


Quality Assurance Policy

Contents

Introduction	1
Quality Assurance Audits	2
External Audits	2
Internal Audits	2
Participation & Consultation	3
Continuous Improvement Plan	3



Introduction

Tudom Care Limited is committed to providing the highest possible quality of service to the people who use our services, the organisations who purchase services on their behalf and all other customers and stakeholders and we believe that, no matter how good our present service, there is always room for improvement.

All of our services are registered under the CQC (Care Quality Commission). The Care Quality Commission is the independent regulator of all health and adult social care in England.

CQC regulates care provided by the NHS, local authorities, private companies and voluntary organisations. Its aim is to make sure better care is provided for everyone – in hospitals, care homes and people's own homes. CQC publish its inspection reports on their website www.cqc.org.uk, which also provides details of all social care services available throughout the UK.

The high standard of service we aim for is achieved through the implementation of a plan of continuous improvement, which covers all of our operational functions from delivery of care and support through to our internal management systems. Staff at all levels of the organisation are involved in this process of improvement and this commitment to staff involvement is reflected in our on going support and reward for staff.

We provide evidence-based and continually improving services, which promote both good outcomes and best value, which includes:

- Ensuring a person centred approach to the care and support for each individual.
- Enabling the people we support to set Customer Standards and involving them in the auditing process.
- Internal Quality Monitoring Audits, identifying recommendations and requirements to ensure the improvement and development of the service, as well as identifying commendations for good practice and achievements.
- Obtaining feedback from others who are involved with our services, such as healthcare professionals and relatives.
- Policies, procedures and guidelines, which detail how these agreed levels of service are to be achieved.
- Auditing of our systems to ensure that our high quality standards are maintained and to highlight areas for improvement.

Quality Assurance Audits

External Audits

The organisation works within a number of externally imposed quality frameworks that define standards. The most important of these include:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2015
- Fundamental Standards set by the Care Quality Commission (CQC)
- Other regulatory standards, e.g. Health & Safety Executive, Fire Authority, Environmental Department
- Contracts compliance as set by the placing authority

In general these external quality frameworks all aim to ensure that quality is built into services through setting and implementation of standards, through processes for review, and through monitoring to ensure that services meet the needs of service users and other stakeholders.

Internal Audits

We aware that other key aspects of quality assurance include mechanisms for the monitoring or auditing of services to ensure they are being delivered as originally intended.

These include:

- **Monitoring Visits**- Unannounced spots checks to observe staff performance in a real world setting)
- **Monthly Managers check** - Monthly audit of Essential Standards of Quality & Safety, examination of buildings, fixtures, fittings, risk assessments, equipment, policies, procedures, records, reports
- **Complaints monitoring and effective “open door” policy**
- **Policies, Procedures & Practices** - Review of policies, procedures and practices in light of changing legislation and reflection of good practice as advised by appropriate authorities or multidisciplinary body
- **Satisfaction surveys** – collection of service users’ questionnaires, family/advocates questionnaires, stakeholder questionnaires to gain insight directly from those benefiting from the services provided. To be handled without prejudice, discrimination or recrimination.
- **Service User Involvement** – Quality assurance begins and ends with the service users – the key customer. In order for any quality assurance programme to be successful, their views must be sought on a regular basis and action taken if a service no longer appears to be meeting their needs.

Participation & Consultation

- **Service user meetings** – Meetings will be held at least every six months to enable service users to have a forum to share and discuss issues concerning the running of the business and its activities.
- **Family meetings** – to enable families to work in partnership with staff and service user.
- **Key working meetings** – to ensure all aspects of the key working contract is fulfilled.
- **One-off meetings** – Where there are specific important issues or changes on which service users should be consulted.
- **Care plan review meetings** – to be held monthly for each service user, the service user is to attend if at all possible and the meeting recorded in the care plan.

Continuous Improvement Plan

The service will have a continuous development plan for quality improvement, based upon feedback from service users, staff and others. The improvement plan will become part of an agreed 'live' ongoing commitment to continuous improvement. The plan becomes 'live' because it is regularly reviewed, amended and added to.

The files which may be in situ for continuous improvement may be:

- Discovered – complaints, suggestions, and compliments, good and innovative practice.
- Health & Safety – risk assessments
- Inspections visits – management visits, CQC inspections.
- Management – budgets, procedures, guidelines, codes of practice.
- Service users – surveys, meetings and individual comments.
- Staff – meetings & individual comments, training, conferences.