

## QUALITY ASSURANCE POLICY

### **Aim of the Policy**

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

### **Policy Statement**

Golden Recruitment Solutions Ltd. places a strong emphasis on providing the highest quality service possible for all of its service users. It works on the basis that no matter how good its present services, there is always room for improvement.

The **Fundamental Standards: Good Governance**. Regulation 17 of **The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**, which relates to the protection of service users and others who may be at risk, against the risks of inappropriate or unsafe care and treatment, by means of the effective operation of systems.

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

All service users of this agency should:

- (a) expect the highest quality care possible
- (b) be given a say in the running of the organisation through routine evaluations of each care episode and a larger survey of service user opinion carried out on an annual basis. This survey is confidential but the results are published and distributed to all service users and purchasers. Comments and feedback are also sought from service users' relatives, carers, friends, advocates and other stakeholders
- (c) 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 agency operates a robust complaints procedure. (See the agency's Complaints Policy and Procedures for details on how this works.)

### **Procedures**

Every member of staff of the agency from the top to the bottom is expected to demonstrate a total commitment to quality and quality improvement in every aspect of their working day. In particular:

- (a) the management team bear the responsibility for establishing, maintaining and implementing a quality management system for the agency. This system helps to set standards and to make changes to achieve the standards and the process is reviewed regularly
- (b) every employee is responsible for the quality of their work and is trained to perform their duties to our specified quality standards
- (c) contractors employed for specific functions are required to meet our specified standards
- (d) 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 service users, staff and relatives.
- (e) the agency is consistently listening to its service users and stakeholders and conducts annual user satisfaction and feedback surveys using a standardised questionnaire and follow up interviews with a random sample of its service users, representatives and stakeholders. The findings are analysed and incorporated into its development plan
- (f) the agency's managers monitor closely the quality of its staff's work by regular supervision, which includes direct observation of people's care practice and occasional unannounced visits to service users' homes when staff are expected to be there
- (g) the agency has a timetable for regularly self assessing its activities against each of the domiciliary care standards, information from which informs its improvement and annual development plans.

### **Personnel**

Haddy Njai is responsible for quality in the organisation and is responsible for preparing and distributing the annual questionnaires and collating the results.

### **Audit**

At least one quality audit is conducted on an annual basis. All data collected during the audit are treated as confidential.

## **Training**

The management team are committed to the idea 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:

- (a) each member of staff has a personal development plan in which their training needs are identified and a plan made as to how such needs will be met. (See the agency's policy on Development and Training.)

The agency'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.