

QQ13 - Quality and Quality Assurance Policy and Procedure

Purpose

- | To identify what the organisation defines as “quality”.
- | To ensure that the policies and processes which will promote that definition are in place, and to ensure that those processes are carried out in accordance with the definition.
- | To comply with statutes, regulations and quality standards.

Scope

- | All processes herein defined.

Policy

- | The organisation defines quality service as:
 - | The provision of Care and support to Service Users and their families which is in accordance with the clearly identified individual wishes of the Service User (or their appointed advocate where it is clearly identified that the Service User is unable or unwilling to express their wishes), fully supporting their human rights, within the confines of legal and fiscal constraints.
- | The organisation believes that the management style, policies and day-to-day practices within the organisation should support the human rights of its Service Users by promoting open communications, a culture of problem resolution rather than blame, and the involvement of all participants in the services provided.
- | The organisation believes that a culture that is supportive of continuous improvement must be maintained by way of regular auditing and reviewing of the standards of performance in all aspects of the organisation and its personnel, followed by open discussion of strengths and weaknesses and action planning to resolve weaknesses.
- | The key processes which must be followed in order to provide a quality service in this organisation are identified as follows:

Admission

- | Processes to identify the physical, psychological and social needs of the Service User prior to service commencement.
- | Processes to match the Service User to The Agency, which ensure that the stated needs of the Service User are within the services that The Agency is able and willing to offer, and provide a negotiation path to an agreed compromise in situations where The Agency is unable to provide the requested service but the Service User is willing to modify their requirements.
- | Processes on service commencement to ensure that previously identified requirements of the Service User are made known to all Care staff who will be concerned with the Care of the Service User; ensure that the reception of the Service User is personalised and welcoming; encourage and support further information gathering and recording in order to guide the actions of staff.

Care Planning

- | Processes to ensure that Care and support for each Service User is informed by a Care Plan which records sufficient static and dynamic information to provide an individualised and planned service to each Service User.
- | Processes to ensure that the Care Plan supports and accommodates the regular reviewing of Service Users' needs and services, revision of the plan of care, communication of those changes to all persons concerned with the Care of the individual, review of the effect of the changes, followed by further review.
- | Individually named members of staff are identified as primarily responsible for the organisation's interaction with each respective Service User.

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Discharge

- | Processes on discharge to other Care facilities/agencies which ensure that Service Users who are transferring are accompanied by sufficient information in order to minimise the disruption caused by the move and to help the receiving organisation to begin providing quality Care services as soon as possible.
- | Processes for discharge on death are to ensure that the family and friends of the Service User, and the employees who knew the Service User, are sensitively supported through their grieving process.

Human Resources

- | Processes which identify the number and skill-level of employees that is required to deliver quality services to the specified number of Service Users.
- | Processes which recruit employees according to the identified skill specification, and whose values match those identified as important by the organisation, particularly with respect to the preservation of the human rights of Service Users.
- | Processes which inform the employee about the management framework within which they work, the standards of performance required of them, and the opportunities for development which are open to them.
- | Processes to support the personal development of the employee through induction and throughout their employment with The Agency, ensuring that the needs of the organisation and the skills of the employees are regularly reviewed and matched via the development programme.
- | Processes which ensure that employees are managed in accordance with best practice and statutes, signifying the value of the employee to the organisation.

Administration

- | Processes to ensure the financial stability of the organisation.
- | Processes which identify and accurately record all value transactions between the organisation, the Service User, and the Service User's representatives, including any sponsoring organisations.
- | Processes to ensure the organisation's compliance with its statutory responsibilities.
- | Communication processes to ensure that all employees are fully and accountably informed of information required to carry out their duties.
- | A complaints receipt and recording process which promotes the ability of the Service User to control their living environment.
- | Processes to control the quality of goods and services brought into the organisation.
- | Processes which inform the organisation, its employees and customers of the legal, financial and administrative framework within which they interact.
- | Processes which check that all audit and review processes are carried out as specified, action planning takes place, planned actions are carried through, and the effects of planned action are fed back into the management process.

Ancillary services

- | Processes to enable the Service User to maintain their normal life patterns, and their normal connections with their communities.

Procedure

- | Quality will be assured by the existence and adherence to the relevant policies and procedures.
- | See following Policies and Procedures Table.

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Policies and Procedures Table (Part 1)

Quality Criteria	Process
Processes to identify the physical, psychological and social needs of the Service User prior to service commencement.	Enquiry Record Sheet Support Planning Pack A - Service Commencement Or Service Start Pack B - Support Plan
Processes to match the Service User to The Agency to ensure that the stated needs of the Service User are within the services The Agency is able and willing to offer, and provide a negotiation path for an agreed compromise in situations whereby The Agency is unable to provide the requested service but the Service User is willing to modify their requirements.	Support Planning Pack A - Service Commencement Or Service Start Pack B - Support Plan
Processes on service start which ensure that the previously identified requirements of the Service User are made known to all Care staff who will be concerned with the Care of the Service User; that the reception of the Service User is personalised and welcoming; that encourage and support further information gathering and recording in order to guide the actions of staff.	Support Planning Pack A - Service Commencement Or Service Start Pack B - Support Plan
Processes to ensure that Care and support for each Service User is informed by a Care Plan which records sufficient static and dynamic information to provide an individualised and planned service to each Service User.	Service Start Pack B - Support Plan Service User Care Planning Notes Service User Care Planning Policy and Procedure Support Planning Pack A - Service Commencement
Processes to ensure that the Care Plan supports and accommodates the processes of regular review of Service User needs and services, revision of the plan of care, communication of those changes to all persons concerned with the Care of the individual, review of the effect of the changes, followed by further review.	Care and Daily Living Policy and Procedure Care Communication and Information Policy and Procedure Changes in Health State Policy and Procedure Promoting Independence with Continence Policy and Procedure Review of Care/Support Policy and Procedure
An individual member of staff is identified as primarily responsible for the organisation's interaction with the Service User.	Choice of Carer Gender Policy and Procedure Key Worker Policy and Procedure
Processes on discharge to other Care facilities/agencies which ensure that Service Users transferring are accompanied by sufficient information to minimise the disruption caused by the move and help the receiving organisation to begin providing quality service as soon as possible.	Hospital Discharge Policy and Procedure
Processes for discharge on death to ensure that the family and friends of the Service User, and the employees who knew the Service User, are sensitively supported through their grieving process.	End of Life Care Planning Policy and Procedure Hospital Discharge Policy and Procedure
Processes which identify the number and skill level of employees required to deliver a quality service to the specified number of Service Users.	Business Plan Training Policy and Procedure

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Policies and Procedures Table (Part 2)

Quality Criteria	Process
Processes which recruit employees according to the identified skill specification, and whose values match those identified as important by the organisation, particularly with respect to the preservation of the human rights of Service Users.	Principles of customer care / philosophy of care Recruitment Policy and Procedure
Processes to inform the employee about the management framework within which they work, the standards of performance required of them, and the opportunities for development which are open to them.	Absenteeism Policy and Procedure Alcohol and Drugs Policy and Procedure Annual Holiday Policy and Procedure Casual ("Bank") Workers Policy and Procedure Development Appraisal Policy and Procedure Discipline Policy and Procedure Employee Handbook Family Leave Policy and Procedure General Management Protocol Policy and Procedure Grievances Policy and Procedure Harassment Policy and Procedure Moonlighting Policy and Procedure Notice Periods Policy and Procedure Part-Time Employees Policy and Procedure Poor Performance Policy and Procedure Principles of customer care / philosophy of care Public Holidays Policy and Procedure Sickness Absence Policy and Procedure Staff Rota Policy and Procedure Statement of Main Terms and Conditions of Employment – Variation Statutory Time Off Policy and Procedure Supervision Policy and Procedure Temporary Workers Policy and Procedure
Processes which support the personal development of the employee through induction and throughout their employment with The Agency, ensuring that the needs of the organisation and the skills of the employees are regularly reviewed and matched via the development programme.	Induction Policy and Procedure Recruitment Pack – Induction and Job Start Training Policy and Procedure
Processes which ensure that employees are managed in accordance with best practices and statutes, signifying the value of the employee to the organisation.	Employee's Appearance Policy and Procedure Employee Termination Record Keeping Policy and Procedure Equality and Diversity Policy and Procedure Maternity Leave Policy and Procedure Monitoring of Business Communications Policy and Procedure Working Time Regulations Policy and Procedure

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Policies and Procedures Table (part 3)

Quality Criteria	Process
Processes to ensure the financial stability of the organisation.	Business Plan Financial Administration Policy and Procedure
Processes which identify and accurately record all value transactions between the organisation, the Service User, and the Service User's representatives, including any sponsoring organisations.	Financial Administration Policy and Procedure Service User's Finances Policy and Procedure
Processes which ensure the organisation's compliance with its statutory responsibilities.	Access to Information Policy and Procedure Accident and Incident Reporting Policy and Procedure Archiving, Disposal and Storing of Records Policy and Procedure Disabled Workers Policy and Procedure First Aid Policy and Procedure Health & Safety Policy and Procedure Moving and Handling Policy and Procedure Tender Information Policy and Procedure
Communication processes which ensure that all employees are fully and accountably informed of information required in order to carry out their duties.	Action Planning Policy and Procedure Administration Communication and Action Communication Policy and Procedure Document Publication Policy and Procedure Management Meetings Policy and Procedure Personnel Communication and Action Quality Meetings Policy and Procedure
A complaints receipt and recording process which promotes the ability of the Service User to control their living environment.	Advocacy Policy and Procedure Complaints, Suggestions and Compliments Policy and Procedure Service User Communication with Organisation Policy and Procedure Service User Satisfaction Survey-Domiciliary Care
Processes to control the quality of goods and services brought into the organisation.	Purchasing Policy and Procedure Receipt of Delivered Goods Policy and Procedure
Processes which inform the organisation, its employees and customers of the legal, financial and administrative framework within which they interact.	Service User's Finances Policy and Procedure Service Users' Handbook Statement of Account Policy and Procedure
Processes which check that all audit and review processes are carried out as specified, action planning takes place, planned actions are carried through, and the effects of planned action fed back into the management process.	Administration Audit and Action Plan Care Audit and Action Plan Personnel Audit and Action Plan Management Meetings Policy and Procedure

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Policies and Procedures Table (Part 4)

Quality Criteria	Process
Processes to enable the Service User to maintain their normal life patterns, and their normal connections with their communities.	Promotion of Recreational Activities Policy and Procedure Service Start Pack B - Support Plan Support Planning Pack A - Service Commencement

Auditing

- | Audits.
- | Each area to be audited will be supported by a full policy statement (purpose/scope/policy/procedure).
- | The purpose of audit is to verify the implementation of stated and documented policy, procedure and standards.
- | Audit reports will identify action required to achieve compliance.
- | Employees will be involved in the audit process, and results will be reported to them.
- | Specific communication strategies will be implemented to support audit and the carrying out of remedial action and improvements, such as Quality Meetings, Team Meetings, Staff meetings and Management Meetings.

Key Lines of Enquiry Table

Key Line of Enquiry (KLOE)	Supporting
W3 - How are the people who use the service, the public and staff engaged and involved?	✓
W4 - How does the service continuously learn, improve, innovate and ensure sustainability?	✓

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.