

*July 2017*

# Quality Assurance Policy

Live  Care

Date Written	14.07.2017
Author(s)	Registered manager
Version	2.0
Date Signed Off	19/07/2017
Reviewed by	

Unit 1 Chandos House,  
Hankridge Way,  
Taunton,  
Somerset  
TA1 2LR

# Review Data

## Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	14.07.2017
Registered manager	Registered Manager	RA	04.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

## Change History

Version	Date	Details of Change	Author
2.0	14.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

## Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	



## CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 17: Good Governance	To meet this regulation; providers must have 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.

## Key Lines of Enquiry

KLOE	How this applies to Equality and Diversity
Well-Led	This policy falls under the category of Well-Led as Quality Assurance is a system that operates at Living Carers Ltd to help us protect and promote the quality of our care and support services through effective leadership and good governance. The system involves monitoring what we do, measuring how well we do it and using this information to understand where we can do things better
Effective	This policy also falls under effective by meeting the expectations of our Clients, the families of Clients, staff, and all other associated stakeholders. We will monitor our performance and customer satisfaction levels in all key areas of our operations and will review, evaluate and implement improvements, where necessary, on a continuous basis

## Related Documents

This policy should be read in conjunction with our:

1. Risk Assessment Policy
2. Incident Reporting Policy

## Policy Statement

### Policy Aims

This policy will explain what Quality Assurance is and how it operates at *Living Carers Ltd.*

It will help you to understand how we go about monitoring our performance and the quality of the services we deliver and it will describe your role in that.

Reading this policy should enable you to:

- Understand what Quality Assurance is
- Understand how Quality Assurance works at *Living Carers Ltd*
- Understand your role in our Quality Assurance processes
- Understand how we can all work together to improve the quality of the services we offer.

Living Carers Ltd. aims to be the **provider of choice** within our catchment area and believes we will accomplish this aim by meeting the expectations of our Clients, the families of Clients, staff, and all other associated stakeholders. We will monitor our performance and customer satisfaction levels in all key areas of our operations and will review, evaluate and implement improvements, where necessary, on a continuous basis.

This is to ensure that we:

- Promote high quality, person-centred services
- Provide relevant and responsive services
- Meet national standards and Local standards and performance targets :

Living Carers Ltd. understands the importance of delivering services that maintain and promote the dignity of the Client. Clients should receive services that are individually tailored to their needs and which offer real choice and control. Clients should be involved centrally in planning their care and in all decisions taken about their care. Our expectation is that this commitment will be upheld at all times for all Clients.

## Our Vision of Excellence.

### At Living Carers Ltd, Excellence Means

Our Clients are never at risk from harm or abuse.

Our Clients are involved in planning and shaping their care and support and are involved in every decision taken about their care and support.

Our services are person-centred and are tailored around the needs and wishes of the Client.

Clients are supported to lead enriching and enjoyable lives.

Clients are treated at all times with dignity and respect.

## What is Quality Assurance?

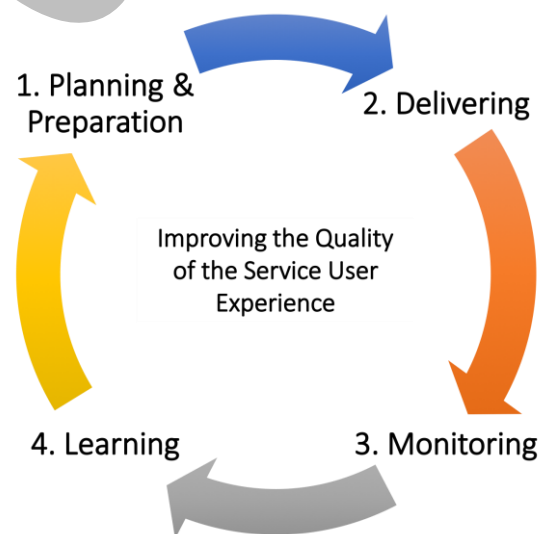
Quality Assurance is a system that operates at Living Carers Ltd to help us protect and promote the quality of our care and support services. The system involves monitoring what we do, measuring how well we do it and using this information to understand where we can do things better.

At Living Carers Ltd, we put the Client at the very centre of our Quality Assurance System. Everything we do in terms of monitoring and improving quality is for their benefit and their views and perspective are important in how we understand quality.

A Quality Assurance System comprises four stages:

**Stage 1, Planning and Preparation.** This includes the all of the activities we must undertake to be ready to deliver high quality care, such as staff training, purchasing the supplies we need and planning our Clients' Support Packages. These activities must be managed carefully to bring about the best quality of care and support delivery.

**Stage 2, Delivery.** This stage refers to the direct delivery of care and support to our Clients. It covers all of the activities within the Support Package as well as the routine record keeping we must undertake as part of our responsibilities.



**Stage 3, Monitoring.** We monitor the quality of our service delivery in many ways. We routinely track our Client visiting and contact times, check and collect information from our own records, and ask Clients and other stakeholder for feedback about our services.

**Stage 4, Learning.** As we deliver our services and monitor information about the quality of what we do, we reflect on that use that information to help us learn lessons and make improvements. We learn where we can make changes and alterations to continually drive up the quality of our services and improve the experience of our Clients. We do this through internal audits.

## How Quality Assurance works at *Living Carers Ltd.*

Living Carers Ltd operates a comprehensive Quality Assurance System that include the four stages described above. This means that we plan our services with quality in mind, we pay attention to quality as we deliver our services, we routinely monitor our quality and we review and analyse the information collected to help us learn lessons about how we can do things better.

Our Quality Assurance System includes the following:

<p style="text-align: center; margin: 0;"><b>Stage 1</b></p> <p style="text-align: center; margin: 10px 0 0 0;"><b>Planning and Preparation</b></p>	<ul style="list-style-type: none"> <li>• The Director of Living Carers Ltd will clearly define our vision of excellence and communicate this to all staff so we all understand our quality goals.</li> <li>• Goods and service will be purchased only from reputable, high quality suppliers.</li> <li>• All candidates for care staff positions will be vetted, including sourcing past references and enhanced DBS checks, and selected according to detailed person and job specifications to ensure we have a suitable workforce.</li> <li>• All staff will receive induction training and will be directed to attend mandatory update training and we will support continuous professional development</li> <li>• We will ensure staff attend Safeguarding training and will maintain a nominated Safeguarding Officer who will co-ordinate our response to safeguarding concerns and will have responsibility for ensuring the safety and well-being of all Clients. <i>(see Safeguarding Vulnerable Adults [ref] for further details)</i></li> <li>• Care and Support Planning will be carried out only by a relevant manager and Care Co-ordinator with training and suitable experience in care planning.</li> </ul>
---	---

	<ul style="list-style-type: none"> <li>• We will maintain clear line management and supervision arrangements and responsibilities to ensure all staff have good levels of support and supervision.</li> <li>• We will maintain systems and procedures that comply with the Care Standards Act 2000, the Care Act 2014 and with the requirements of the Care Quality Commission.</li> <li>• We will be open and transparent at all times and maintain good communication with Clients, their families and with other stakeholders and the commissioners of our services.</li> </ul>
<p><b>Stage 2</b></p> <p><b>Delivering</b></p>	<ul style="list-style-type: none"> <li>• We will ensure, in all instances, that the service delivered meets the person’s assessment needs.</li> <li>• Clients will be receive services in a professional manner at all times.</li> <li>• The Client will experience continuity of care as much as possible</li> <li>• Services will be delivered in accordance with our policies and procedures at all times.</li> <li>• A high standard to competence will be achieved in all aspects of care and support delivery.</li> <li>• The Client will be treated with dignity and respect at all times.</li> <li>• The Client will be involved in planning and decision making in every aspect of their care and support.</li> <li>• Client confidentiality must be maintained.</li> <li>• Professional and diligent records of care delivery must be maintained in accordance with our Record Keeping Policy</li> </ul>
<p><b>Stage 3</b></p>	<ul style="list-style-type: none"> <li>• Clients will play a central role in our view and understanding of our quality assurance.</li> <li>• We will seek feedback from Clients about the quality of our services in a number of ways, including regular informal conversations, routine quality phone calls carried out by managers and annual satisfaction surveys.</li> </ul>

<p><b>Monitoring</b></p>	<ul style="list-style-type: none"> <li>• We will involve Clients’ families and professional stakeholders in Quality Assurance System and seek feedback from them in order to gain a broad view of the quality of our services.</li> <li>• We will monitor our own performance in the following ways:             <ul style="list-style-type: none"> <li>○ We will use Electronic Call Monitoring to monitor the timeliness and duration of our care calls.</li> <li>○ We will conduct regular ‘spot checks’ of care visits to assess competence, professionalism and conduct.</li> <li>○ All staff will be required to engage in supervision sessions with their immediate line manager.</li> </ul> </li> <li>• We will engage staff in our Quality Assurance System and hold regular staff meetings to seek feedback and suggestions for improvement.</li> <li>• We will conduct routine audits of the Electronic Call Monitoring system data, Support Plans and all other records, such as Medication Administration Records and Risk Assessments</li> <li>• We will keep detailed and summary records of any complaints received. All Clients will have a copy of our Complaints Procedure and will be encouraged to use it to highlight areas where we fall short of our commitment to them.</li> <li>• We will keep detailed and summary call logs of all inbound calls received, identifying any missed calls.</li> </ul>
<p><b>Stage 4</b></p> <p><b>Learning</b></p>	<ul style="list-style-type: none"> <li>• We will take any and all opportunities to drive up the quality of our services and the Client experience.</li> <li>• At Living Carers Ltd, quality is an evolving challenge and we never accept we have reached our end goal.</li> <li>• Living Carers Ltd senior staff will be responsible for:             <ul style="list-style-type: none"> <li>○ Assessing all quality monitoring information available and highlighting potential areas of improvement and development.</li> <li>○ Establishing Improvement Action Plans to address the above and assigning lead responsibilities for each point.</li> <li>○ Assessing the completion and impact of each point within the Improvement Action Plans</li> <li>○ Authoring an annual Quality Improvement Report summarising the improvement achievements over the preceding 12-month period.</li> </ul> </li> </ul>



- All staff are encouraged to play a role in driving up our standards and identifying areas where we could do better.

## Key Responsibilities for Quality Assurance.

Living Carers Ltd.'s Registered Manager, Registered manager, has overall responsibility for the quality of our services. They will be supported in this role by the Director.

### Director

The Director have responsibility to make sure everyone has a clear understanding of our vision of excellence and that we are all working to the same goals. They also have a responsibility to make sure the tools and infrastructure are in place to enable everyone to do their job to the best of their ability and to our required standard of quality.

### Registered Manager

It is the duty of the registered manager to maintain the quality of our planning and preparation, delivery, monitoring and learning and reflection procedures.

The registered manager will provide support to on-going guidance to enable all staff to achieve the highest standards possible.

The Registered manager has responsibility for driving our continual improvement processes and implementing and monitoring the impact of our improvement and development initiatives.

### Managers

Managers are responsible for the day-to-day management of quality, for undertaking high quality care planning, for supervising and managing the quality of our service delivery. They play a key role in managing the feedback and our performance monitoring systems and provide day-to-day support and supervision for our Care Staff.

### Care Workers

Care Workers are responsible for the quality of their work with Clients, for the quality of their overall conduct and for maintaining accurate, written records of their service delivery.

At Living Carers Ltd, we want Care Workers to play an important role in our Quality Assurance System through care delivery and through engaging in our monitoring and feedback systems and by contributing to our improvements and developments.

## Key Points to Take Away

Quality Assurance means considering the quality of the Client experience in everything we do.

It means planning for quality, delivering high quality services at all times and monitoring our performance and the quality of what we do. It also means learning continually and understanding where we can do things better.

At *Living Carers Ltd*, the Client is at the heart of all our quality-related decisions and actions.

We operate a system to help improve quality and we all play an important role in making that system work well.

## Learning Outcomes

After reading this Policy, you should:

- Understand that the Client is our prime concern in respect to the quality of our service delivery.
- Understand what Quality Assurance is and how a Quality Assurance System operates.
- Understand how Quality Assurance operates at *Living Carers Ltd* and have an awareness of the actions we undertake in planning, delivering, and monitoring quality and in learning about where we can make quality improvements.
- Understand the role you play in improving quality.

## Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

## Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

## Registered Manager

04.12.2017