

QUALITY POLICY

Aim of the Policy

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

Policy Statement

Basing Care 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.

Basing Care adheres fully to Outcome 16, Assessing and Monitoring the Quality of Service Provision of the CQC's Essential Standards, which relates to the extent to which quality standards are set and maintained and the service is run in the best interests of its service users.

Basing Care 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 company should:

1. expect the highest quality care possible
2. be given a say in the running of the company 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)
3. 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 company operates a robust complaints procedure.

Procedures

Every member of staff 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:

1. the owner and management team bear the responsibility for establishing, maintaining and implementing a quality management system for the company; this system helps to set standards and to make changes to achieve the standards and the process is reviewed regularly
2. every employee is responsible for the quality of their work and is trained to perform their duties to our specified quality standards
3. contractors employed for specific functions are required to meet our specified standards
4. the company 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; the plan is costed, focuses upon specific measurable standards and includes named staff as responsible for each aspect
5. the company 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
6. the company'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
7. the company 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

- Paula Readings is responsible for quality in the company
- Trisha Nickless 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 owner and management team are committed to the idea that in order to provide a quality service, the company requires high quality staff who are suitably trained, supervised and supported. In particular we are committed to ensuring that:

1. all new staff read, understand and become committed to the policy on quality as part of their induction training

2. 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 company'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.

Signed: _____

Date: 22nd December 2010

Policy review date: 22nd December 2011