

THE SOUTHEND ON SEA DARBY & JOAN ORGANISATION LIMITED

Quality Assurance and Management

Policy Statement

This organisation places a strong emphasis on providing the highest quality service possible for all of its residents. However, the organisation also believes that, no matter how good its present services, there is always room for improvement.

The organisation will continuously work towards maintaining high standards of care. It will continue to work to improve those standards where there is scope for further improvement.

The organisation works continuously within each of its home to achieve Outcome 16: Assessing and Monitoring the Quality of Service Provision, as described in the CQC *Guidance about Compliance: Essential Standards of Quality and Safety*.

The organisation expects all care staff and other employees to demonstrate their commitment to quality and quality improvement in every aspect of their work.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this organisations approach to quality.

Our Quality Policy

The organisation believes that having the highest-quality care and accommodation is an absolute right of every resident. The continuing aim of our homes is to provide a professional and efficient service to meet everyone's needs and requirements and to achieve satisfactory outcomes for each person. The home's long-term goal is to obtain the highest possible level of satisfaction from residents and relatives.

Everyone receiving the services of our homes should:

1. Expect the highest quality care and accommodation possible.
2. Be given a say in the running of the home.
3. Be free to complain about any aspect of the running of the home and to have their complaints welcomed and acted upon promptly. All complaints are responded to in accordance with the home's established complaints procedure.
4. Be told about Care Quality Commission inspections and should be given unrestricted and private access to inspectors during inspections.

Procedures

1. The registered person and Home Manager are responsible for establishing, maintaining and implementing a quality management system in the home. They do this with the help of all members of the management and staff teams and the full involvement of the people receiving our services.

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2. The organisation seeks the views of its residents, relatives and others involved in a person's care through regular meetings and through a satisfaction survey carried out bi-annually. The survey is confidential with the overall results published and distributed to all residents and others. The home positively encourages comment and feedback at all times from residents, relatives and other stakeholders.
3. The organisation bases its approach on continuous self-assessment and regular monitoring, reviewing and auditing of its practices and procedures. It aims to be responsive to all forms of external feedback from inspectors and (where involved) quality assurance assessors. In these ways it is able to measure its achievements against the required standards and make changes where needed to make improvements.
4. It makes every effort to ensure that its Quality and Risk Profiles held by the Care Quality Commission reflect the home's true achievements.
5. It seeks to make every employee responsible for the quality of their work and provides all the training they require to perform their duties to the specified quality standards.
6. It ensures that any contractors employed for specific functions meet our specified standards.
7. The organisation has in place a programme for auditing all the standards and key procedures, including the seeking and obtaining of residents views and others involved in their care.

Training

The organisation and management team believe that, in order to provide a quality service, the home requires high-quality staff who are suitably trained, supervised and supported. In particular the home believes in the following.

1. As part of their induction programme, all new staff receive training in the home's policy on and approach to assuring quality. They receive a copy of the home's quality policy and procedures and are expected to read, understand and apply them. They can expect to update their training on quality matters as part of their further development and training programme.
2. The home is committed to providing its staff with as many opportunities as possible for training to improve the quality of its service.
3. The home has strategies to meet all of the requirements of the national care standards for staff qualifications and training.

The registered manager and management team undertake to ensure through instruction, practical example supervision 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.

This policy will be reviewed annually