

# QUALITY ASSURANCE POLICY

Grace Care Services believes that Quality Assurance is a method of regular and systematic monitoring and evaluation of different areas of a service provision to improve the quality and standards of lives of those who use our service.

We are committed to ensure all the 'Essential Standards of Health and Safety' of Care Quality Commission and relevant legislative requirements are met.  
Quality is determined by our Service Users, their relatives, advocates and related professionals.

We are committed to deliver quality services and offer continuous improvement, effectiveness, efficiency and value for money. This will be achieved within a framework of equality and values that promote the rights and desires of those who use our services.

We believe that there is always room for improvement and all staff must adhere to total commitment to quality and improvement in every aspect of their work.

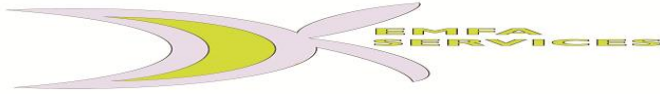
## **Monitoring Framework**

We aim to ensure that through a quality framework to liaise with all the carers, advocates and professionals regularly to ensure their views are heard and accommodated as far as possible by implementing the standards of quality and safety by the following methods:

- Service User feedback/survey forms
- Carers, advocates and professionals feedback/survey forms
- Complaints procedure and monitoring
- Compliments feedback forms
- Staff survey form (Team meetings, training, observations, supervision and appraisals)
- Equal opportunities in all aspects
- Fire risk assessments
- Health and safety audits
- Regular reviews and update of policies and procedure in light of changing legislation
- Incident and accident reporting
- Financial monitoring
- Medication monitoring
- Health Action Plan (recording and monitoring changing health needs)
- Workplace risk assessments
- Pre-employment checks to ensure the safety of Service Users
- Service User reviews annually

## **Implementation**

Managers to be responsible to ensure all policies are followed to meet Service Users' needs. Managers to ensure audits are carried out to identify the areas of improvement to meet the standards.



## **Director's Responsibilities**

The Director of Grace Care Services to ensure all the policies and procedures are implemented as to fulfil legal obligations.

## **Quality Assurance**

The quality of our services is of paramount importance to us and we believe that meeting the requirements, needs and expectations of our Service Users is the ultimate measurement of quality. We place our Service Users at the core of everything we do.

Our approach to achieving quality is by:

- Listening to Service Users and understanding what it is they want and why
- Engaging our Service Users in creating and sharing standards, processes and best practice
- Continuously striving to improve the quality of our services by:
  - providing the highest level of customer service
  - creating and sustaining effective partnerships with our Service Users
  - raising expectations, aspirations and standards
  - listening and being responsive to all of our Service Users
  - championing continuous improvement

We are registered with the **Care Quality Commission (CQC)**, which is an independent body that regulates care provided in England by the NHS, local authorities, private companies and the voluntary sector. The CQC carries out regular and rigorous inspections of care providers and the outcome of inspections are available to the public.

## **Continuous Improvement**

Feedback on the quality of services is highly valued and is a key indicator in ensuring that we deliver an effective and improving service to our Service Users. We believe that by listening we can make sure that our services continuously develop and improve so they meet our Service Users' changing needs. We measure customer satisfaction through direct feedback from individual Service Users.