



Review Sheet



Last Reviewed
18 Jul '19



Last Amended
18 Jul '19



Next Planned Review in 12 months, or
sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy has been reviewed with minor changes to content. There has been some streamlining of information within the policy section for ease of reading. There has been the addition of the GOV.UK document 'Quality Matters'.

Relevant legislation:

- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | Human Rights Act 1998
- | The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- | Management of Health and Safety at Work Regulations 1999
- | Safeguarding Vulnerable Groups Act 2006

Underpinning knowledge -
What have we used to ensure that the policy is current:

- | Author: Care Quality Commission, (2019), *Themes in health and social care*. [Online] Available from: <http://www.cqc.org.uk/publications/themes-care/themes-health-social-care> [Accessed: 7/18/2019 12:00:00 AM]
- | Author: The NICE Collaborating Centre for Social Care (NCCSC), (2017), *Quality standard resources*. [Online] Available from: <https://www.scie.org.uk/nccsc/quality-standard-resources.asp> [Accessed: 7/18/2019 12:00:00 AM]
- | Author: GOV.UK, (2019), *Adult social care: Quality matters*. [Online] Available from: <https://www.gov.uk/government/collections/adult-social-care-quality-matters> [Accessed: 7/18/2019 12:00:00 AM]
- | Author: Healthcare Quality Improvement Partnership, (2017), *Social Care audit guidance*. [Online] Available from: <https://www.hqip.org.uk/resource/social-care-audit-guidance/#.XKIZ0HdFyUk> [Accessed: 7/18/2019 12:00:00 AM]

Suggested action:

- | Encourage sharing the policy through the use of the QCS App
- | Ensure the policy is discussed in planned supervision sessions with relevant staff
- | Ensure relevant staff are aware of the content of the whole policy



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1. Purpose

1.1 To detail what Mower's Ark CIC defines as "quality" and ensure that the policies and processes at Mower's Ark CIC promote and deliver this quality.

1.2 To support Mower's Ark CIC in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

1.3 To meet the legal requirements of the regulated activities that Mower's Ark CIC is registered to provide:

- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | Human Rights Act 1998
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**2. Scope**

- 2.1** The following roles may be affected by this policy:
- | All staff
- 2.2** The following Supported Individuals may be affected by this policy:
- | Supported Individuals
- 2.3** The following stakeholders may be affected by this policy:
- | Family
 - | Advocates
 - | Representatives
 - | Commissioners
 - | External health professionals
 - | Local Authority
 - | NHS

**3. Objectives**

- 3.1** To provide clarity and a signpost to support staff as they navigate through the quality and quality assurance systems within Mower's Ark CIC.
- 3.2** Mower's Ark CIC has a culture of continuous improvement and ensuring that high levels of quality and safety are met. Mower's Ark CIC believes that its values and behaviours are the foundations of a quality service.

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**4. Policy****4.1 Mower's Ark CIC Defines a Quality Service as:**

- | The provision of care and support to Supported Individuals and their families which is in accordance with the individual wishes of the Supported Individuals, whilst fully supporting their human rights, and the principles of the Mental Capacity Act 2005
- | Delivering a management style, policies and day-to-day practices that promote open communication, a culture of problem resolution rather than blame, and the involvement of all stakeholders
- | Nurturing a culture that is supportive of continuous improvement that is maintained by way of regular audit and review of standards of performance across the service, followed by open discussion about strengths and weaknesses, with action-planning to resolve weaknesses

4.2 The key processes which must be followed in order to provide a quality service at Mower's Ark CIC are identified as follows:

Admission

- | Processes are in place to identify the physical, psychological and social needs of the Supported Individual prior to admission
- | Processes match the Supported Individual to Mower's Ark CIC which ensures that the needs of the Supported Individual can be met by the services that Mower's Ark CIC is able to offer
- | Processes on admission are in place to ensure that the previously identified requirements of the Supported Individual are made known to all staff who will be concerned with the Care of the Supported Individual

Care Planning

- | Processes are in place to ensure that care and support for each Supported Individual are informed by a Care Plan which records sufficient, current information to provide an individualised and planned service to each Supported Individual
- | Processes ensure that the Care Plan supports the regular review of Supported Individuals' needs and services, revision of the plan of care, communication of those changes to all persons concerned with the Care of the Supported Individual, review of the effect of the changes, followed by further review
- | Individually named members of staff are identified as primarily responsible for the coordination and review of Supported Individuals' Care

Discharge

- | Processes on discharge to other care facilities ensure that Supported Individuals 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 Supported Individual and the staff who knew the Supported Individual are sensitively supported through their grieving process

Human Resources

- | Processes identify the number and skill level of staff that are required to deliver quality services to the specified number of Supported Individuals
- | Processes within recruitment identify skill specification and are driven by values-based recruitment
- | Processes are in place to ensure that applicable staff adhere to their professional codes of conduct and registration requirements
- | Processes inform staff 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 support the personal development of staff through induction and throughout their employment with Mower's Ark CIC, ensuring that the needs of Mower's Ark CIC and the skills of staff are regularly reviewed and matched via a development programme
- | Processes ensure that staff are managed in accordance with best practice, regulation, and legislation

Administration

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- | Processes ensure the financial stability of Mower's Ark CIC
- | Processes identify and accurately record all transactions between Mower's Ark CIC, the Supported Individual and the Supported Individual's representatives
- | Processes ensure the compliance of Mower's Ark CIC with its statutory responsibilities
- | Communication processes ensure that all staff are fully informed and therefore accountable when carrying out their duties
- | A simple suggestions, compliments and complaints process enables Supported Individuals' involvement that influences continuous improvement
- | Processes to control the quality of goods and services brought into Mower's Ark CIC
- | Processes to inform Mower's Ark CIC, its staff and Supported Individuals of the legal, financial and administrative framework
- | Processes to check that all audit and review processes are carried out as specified, that action planning takes place, that planned actions are carried through, and that the effects of planned action are fed back into the management process

Ancillary services

- | Processes to ensure that Supported Individuals' individual and collective requirements for food are established
- | Processes to ensure that Supported Individuals' clothing is adequately cared for
- | Processes to enable Supported Individuals to maintain their normal life patterns, and their normal connections with their communities
- | Processes to ensure that the environment is clean and safe and that Supported Individuals can influence its design, functions and features

**5. Procedure**

5.1 Quality will be assured by the existence of, and adherence to, the relevant policies and procedures within the management system.

5.2 Governance

Mower's Ark CIC will use governance to ensure the delivery of a consistently high standard of care and support to Supported Individuals

In relation to governance, Mower's Ark CIC will:

- | Ensure that everyone understands what the service is supposed to do
- | Ensure that everyone understands their role in delivering the service
- | Monitor all policies and procedures and how these are implemented
- | Review policies and procedures on a regular basis to identify where improvements can be made
- | Conduct internal audits
- | Share information and encourage staff members to raise any issues
- | Allow for Continuing Professional Development (CPD), staff training and development
- | Allow for (and encourage) Supported Individuals' suggestions

5.3 Auditing

- | The purpose of auditing is to verify the implementation of stated and documented policies, procedures and standards. Audit reports will identify the 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 the audit and the carrying out of remedial action and improvements, such as Quality Meetings, Team Meetings, Staff Meetings and Management Meetings



6. Definitions

6.1 Quality Assurance

- Quality assurance is a self-explanatory term which refers to the quality of a particular product or a particular service that has been provided by one individual or a company

6.2 Policy

- A policy is a deliberate system of principles to guide decisions and achieve rational outcomes. A policy is a statement of intent, and is implemented as a procedure or protocol



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Professionals have a duty to review their quality assurance systems to ensure that they remain fit for purpose, are current and reflective of national best practice recommendations and changing legislation & regulation. Quality changes all the time
- Quality is always determined and led by Supported Individuals, their relatives, advocates, and related professionals
- All staff must adhere to total commitment to quality and improvement in every aspect of their work
- The purpose of having policies, procedures and guidelines in place is to detail how quality delivery of service is to be achieved



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- Mower's Ark CIC is fully committed to providing the highest possible quality of service to you
- Mower's Ark CIC provides evidence-based care and continually monitors services to ensure they provide the highest quality of care and best value
- Mower's Ark CIC obtains feedback from others who are involved with its services to ensure that they remain fit for purpose and reflect your needs and wishes



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

The National Institute for Health and Care Excellence (NICE) has a host of best practice documents relevant for both health and social care as well as audit tools and e-learning. NICE can be accessed via: <https://www.nice.org.uk/>

The Social Care Institute for Excellence (SCIE) has a page on their website dedicated to available Quality Assurance resources and services and can be accessed via: http://www.scie.org.uk/atoz/?f_az_subject_thesaurus_terms_s=quality+assurance&st=atoz

The CQC has a range of resources that can be accessed via: <https://www.cqc.org.uk/publications/themes-care/themes-health-social-care>

Think Local Act Personal: A national partnership transforming health and care through personalisation and community-based support. They published their 'Driving up Quality' paper with key principles to quality assurance and have a range of resources on their website: <https://www.thinklocalactpersonal.org.uk/>

The Healthcare Quality Improvement Partnership (HQIP) offers a range of resources including audits and guides for the social care sector and care homes and can be accessed direct via: <https://www.hqip.org.uk/>

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**Outstanding Practice**

To be 'outstanding' in this policy area you could provide evidence that:

- | Mower's Ark CIC reviews practice to ensure that policies, procedures and audits are embedded and part of daily working practice
- | Mower's Ark CIC has a culture of learning, reflecting and reviewing of processes to ensure they remain fit for their purpose and are the most effective and efficient that they can be
- | Mower's Ark CIC seeks feedback from stakeholders at every opportunity to mould the service around the needs of the Supported Individual
- | Staff have access to a range of resources and have a competent understanding of quality and quality assurance
- | Mower's Ark CIC takes part in national audits relevant to its service and embeds any recommendations from the outcome of these
- | The wide understanding of the policy is enabled by proactive use of the QCS App