



Policy (Public) – Quality & Governance Statement

“This policy sets out how Greenwich Home Care Ltd ensures the delivery of safe, effective, caring, responsive and well-led services through robust quality assurance and governance systems.”

Issued: 27 October 2025 | Review Due: 27 October 2026

Purpose

To describe our framework for monitoring, reviewing and continuously improving the quality and safety of our services, and for meeting legal and regulatory duties.

Legal and Regulatory Framework

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- CQC Fundamental Standards and quality statements
- NICE Home Care Guidelines (NG21)
- Local authority contract standards where applicable

Leadership and Accountability

- Director and Registered Manager hold overall accountability for quality, safety and compliance
- Clear lines of responsibility, delegation and cover, with decision logs for governance meetings
- External professional advice (e.g. HR, quality, finance) used to strengthen assurance where appropriate

Quality Assurance Framework

- Regular audits of care plans, medicines, safeguarding, IPC, health and safety and documentation
- Spot checks, observations and service user outcome reviews
- Themes from incidents, complaints, compliments and feedback analysed and acted upon
- Monthly governance meetings to review performance, risks and improvement actions
- Quality Improvement Plan (QIP) maintained and reviewed quarterly; progress shared with teams

Service User Involvement



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- Co-production of assessments and care plans with people and those important to them
- Routine reviews at least annually and sooner on change
- Accessible surveys and feedback routes; advocacy support available on request

Workforce Capability

- Safe recruitment (enhanced DBS, references, employment history) and structured induction
- Ongoing training, supervision and competency checks aligned to roles and risk
- Wellbeing support and open reporting culture to encourage learning and improvement

Information Governance

We protect personal data and confidentiality in line with UK GDPR and the Data Protection Act 2018. Secure digital systems support accurate records, timely communication and audit trails.

Continuous Improvement

Findings from audits, incidents and feedback feed into training, policy updates and service design. We benchmark performance and celebrate good practice to drive high standards.

About this Document

This is a public summary of our Good Governance Policy. The full policy and detailed procedures are held internally and are available to the Care Quality Commission (CQC) on request.

This document is available in alternative formats or community languages upon request.