

October 17, 2019

## **POLICY STATEMENT**

Homecare D & D Ltd places a strong emphasis on providing the highest quality service possible for all of its service users. Homecare Domiciliary and Domestic Ltd believes that, no matter how good its present services, there is always room for improvement.

This policy is intended to set out the values, principles and policies underpinning this organisation's approach to quality and high standards.

Homecare Domiciliary and Domestic Ltd believe that having the highest quality care is the absolute right of all our service users. The continuing aim of this organisation is to provide a professional and efficient service to meet all of the requirements of its service users and the long term goal of Homecare Domiciliary and Domestic Ltd is to obtain the highest possible level of satisfaction from service users and relatives.

### **The service user or those who act on behalf of the service user of Homecare Domiciliary and Domestic Ltd should:**

- a) Understand the care, treatment and be given support on the choices available to them
- b) Can express their views or have their views represented by others and be involved in making decisions, about their care, treatment and support needed
- c) Have their privacy, dignity and independence respected
- d) Have their views and experiences taken into account in the way the service is delivered

### **Homecare D & D Ltd will:**

- a) Recognise the diversity, values and human rights of its service users
- b) Uphold and maintain the privacy, dignity and independence of people who use its services
- c) Support service users to make their own decisions by providing information in a way they can understand
- d) Provide information for service users or those supporting them to enable decisions to be made about their care, treatment and support
- e) Support service users to understand the care, treatment and support provided and given time to make decisions relating to their care
- f) Enable service users to care for themselves where this is possible
- g) Encourage and enable service users to be involved in how the service is run
- h) Encourage and enable service users to be an active part of their community in appropriate settings
- i) Provide information and choices which will lead to a healthier lifestyle

October 17, 2019

- j) Monitor and review the care provided at least annually or more frequently as required to meet the needs of the service user
- k) Identify, monitor and manage risk to service users
- l) Take account of compliment and complaints, investigations into poor practice and advice from reports by CQC
- m) Audit communication logs, MAR sheets, Falls, Medication Errors, **Absences, Compliments & Complaints**.

## PROCEDURES

Every member of staff at Homecare D & D Ltd, from the top to the bottom, should demonstrate a total commitment to quality and quality improvement in every aspect of their working day.

In particular:

- a) The proprietor and the management team bear the responsibility for establishing, maintaining and implementing a quality management system in the organisation; this system will be internally audited against CQC standards and changes made to meet those standards and the process reviewed regularly
- b) Every member of staff is responsible for the quality of their work and will be trained to perform their duties to our specified quality standards
- c) The proprietor and the management team will ensure that feedback from service users, staff, observations of working practice, audits, adverse events, incidents, near misses, misconduct, compliments and complaints is all collated and data/trends identified will be fed back to the management team monthly
- d) Action will be taken to identify non-compliance and so reduce risks of non-compliance with CQC
- e) Results of non-compliance will be reported at future care team leader meetings to ensure all staff can benefit from actions for improvement
- f) Contractors employed for specific functions will be required to meet our specified standards
- g) The organisation will have an annual development plan for quality improvement drawn up as part of its business plan and based upon feedback from service users, staff and relatives; the plan will be costed, will focus upon specific measurements standards and will include named staff as responsible for each objectives
- h) Service users will be free to complain about any aspect of the running of the organisation and to have their complaints welcomed and acted upon promptly – all formal complaints will be responded to in writing within 7 working days
- i) Be told about Care Quality Commission (CQC) inspections and should be given unrestricted and private access to inspectors during inspections.

October 17, 2019

The registered manager is responsible for quality in the organisation.

## AUDIT

At least one quality audit will be conducted on an annual basis. All data collected during the audit will be treated as confidential. The registered manager is responsible for an audit in this organisation.

## TRAINING

The proprietor and management team of Homecare D & D Ltd believes that, in order to provide a quality service, Homecare D & D Ltd requires high quality staff who are suitably trained, supervised and supported. In particular this organisation believes that:

- a) All new staff should be encouraged to read the policy on quality assurance as part of their induction process
- b) Each member of staff should attend ongoing training as required
- c) Each member of staff should have a personal development plan in which their training needs are identified and a plan made as to how such needs will be met
- d) Each member of staff should be offered training to National Occupational Standards covering training needs identified within their development plans

The proprietor and management team undertake to ensure through instruction, practical example and training that quality is the aim of all members of staff and that each member of staff has a proper understanding of the importance of the quality system and its direct relevance to the success of this company.