

Heritage Care at Home Ltd

Quality & Quality Assurance Policy

Policy reviewed and valid from: 01/01/20



Purpose

This policy is intended to set out the values, principles and policies underpinning Heritage Care at Home Ltd's approaches to maintaining and improving quality and high standards. Heritage Care at Home Ltd will comply with statutes, regulations and quality standards.

Policy

Heritage Care at Home Ltd places a strong emphasis on providing the highest quality service possible for all of its Customers. It works on the basis that no matter how good it's present services, there is always room for improvement. We believe that having the highest quality of care is the absolute right of all of our customers. The continuing aim of Heritage Care at Home Ltd is to provide a professional and efficient service to meet all of the requirements of its Customers and the long term goal is to obtain the highest possible level of satisfaction from customers and relatives.

All Customers of Heritage Care at Home Ltd should:

- Expect the highest quality care possible
- Be free to complain about any aspect of the running of the services provided and to have their complaints welcomed and acted upon promptly.

To this end Heritage Care at Home Ltd operates a complaints procedure. (See our Complaints Policy and Procedures for details.)

Procedures

All staff of Heritage Care at Home Ltd are expected to demonstrate a total commitment to quality and quality improvement in every aspect of their working day.

In particular:

- The Directors and management team bear the responsibility for establishing, maintaining and implementing a quality management system for our company. This system helps to set standards and to make changes to achieve the standards and the process is reviewed regularly.
- Every employee is responsible for the quality of their work and is trained to perform their duties to our specified quality standards.
- Heritage Care at Home Ltd's managers monitor closely the quality of its staff's work by regular supervision, which includes direct observation of user's homes when staff are expected to be there.
- Heritage Care at Home Ltd has a timetable for regularly self assessing its activities against each of the domiciliary care standards, information from which informs its improvement and annual development plans.
- The management team will request Customers to complete Quality Assurance Questionnaires either at a home visit or by post if this is more convenient, on a regular basis. Regular Quality Assurance surveys will also be carried out with relatives.

Personnel

Are responsible for quality in Heritage Care at Home Ltd and are responsible for preparing and distributing the annual questionnaires and collating the results.

Audit

At least one quality audit is conducted on a quarterly basis. All data collected during the audit are treated as confidential.

Training

The owners and management team are committed to the idea that in order to provide a quality service, Heritage Care at Home Ltd requires high quality staff that are suitably trained, supervised and supported. In particular we are committed to ensuring that:

- All new staff read, understand and become committed to the policy on quality as part of their induction training.
- Each member of staff has a personal development review in which their training needs are identified and a plan made as to how such needs are met. (See our policy on Development and Training.)

Heritage Care at Home Ltd's management ensure through instruction, practical example 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.