



# Yowsun Care Quality Management Policy

This policy is intended to set out the values, principles and policies underpinning Yowsun Care's approach to maintaining and improving quality and high standards.

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This policy is to be implemented by all Operations team members.

This policy is addressed to all employees but is especially relevant to Operations team members.

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## **QUALITY MANAGEMENT POLICY**

### **Policy Statement**

Yowsun Care is engaged in the provision of quality care and support to individuals in their homes and recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, friendly and compliant with all statutory requirements and codes of practice. The organisation adheres fully to OUTCOME 16, REGULATION 10 (Assessing and Monitoring the Quality of Service Provision) of the Care Quality Commission Guidance about compliance, Essential standards of Quality and Safety, which relates to the extent to which quality standards are set and maintained.

### **Aim of The Policy**

Yowsun Care places a strong emphasis on providing the highest quality home care service possible for all of its clients. It works on the basis that no matter how good its present services, there is always room for improvement.

Yowsun Care adheres fully to Outcome 16, Regulation 10 of the Care Quality Commission Guidance about compliance, Essential standards of Quality and Safety, which relates to the extent to which quality standards are set and maintained and the service is run in the best interests of its clients.

Yowsun Care believes that having the highest quality care is the absolute right of all our service users. The continuing aim of the organisation is to provide a professional and efficient service to meet all the requirements of its clients and the long-term goal is to obtain the highest possible level of satisfaction from customers and relatives.

Customer's views will be sought, collated and used to inform the services we provide. All Service users of Yowsun Care Should:

- Expect the highest quality care possible
- Be given a say in how their care is delivered through routine evaluations of each care episode and a larger survey of client opinion carried out periodically. This survey is confidential, but the results are published and distributed to all clients.

- Feedback is also sought from clients' relatives, carers, friends, advocates and other stakeholders
- Be free to complain about any aspect of the services provided and to have their complaints listened to and acted upon promptly. To this end the organisation operates a robust complaints procedure. (See the organisation's Complaints Policy and Procedures for details on how this works.)

## **Procedures**

All staff including senior managers are expected to demonstrate their commitment, understanding and adherence to delivering the highest standards of quality care services to all of our customers in all aspects of their day to day roles and to discharge their responsibilities accordingly. In particular:

- The service provider and management team bear the responsibility for establishing, maintaining and implementing a quality management system for the organisation. 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
- Contractors employed for specific functions are required to meet our specified standards
- The organisation has a development plan for quality improvement drawn up as part of its business plan and which is based upon feedback from clients, staff and relatives. The plan is costed, focuses upon specific measurable standards and includes named staff as responsible for each aspect
- The organisation is consistently listening to its clients and stakeholders and conducts annual user satisfaction and feedback surveys using a standardised questionnaire and follow up interviews with a random sample of its customers, representatives and stakeholders. The findings are analysed and incorporated into its development plan
- Yowsun Care's managers monitor closely the quality of its staff's work by regular supervision, which includes direct observation of people's care practice and occasional unannounced visits to customers' homes when staff are expected to be there
- Yowsun Care has a timetable for regular self-assessment activities against each of the domiciliary care standards, information from which informs its improvement and annual development plans.

### **Personnel**

The registered manager is responsible for quality in the organisation

The Customer Relationship manager is responsible for preparing and distributing the annual questionnaires and collating the results.

## **Audits**

At least one quality audit is conducted on an annual basis. All data collected during the audit is treated as confidential. Regular ongoing surveys are conducted including during the review process. All views are recorded and acted upon.

## **Other relevant procedures**

**Duty of Care policy** – Our duty of care policy holds us responsible as a supplier of staff, in the health and social care sector, to work in accordance with the Care Act (2014) guidance and ensure that our services are carried out in adherence to this act. We therefore ensure that the standards we work by and demand of our employees, fit in with the requirements of the Care Act (2014), when delivering related services.

**Inspections** – We carry out periodic announced and unannounced field inspections into the homes of our service users and these will be commissioned to our field care coordinators who will be monitoring the performance of our PAs both in the field and via various modes of communication with service users and their relatives.

**Key care review** – There will also be periodic care reviews to ensure that the care services we deliver match the needs of our services users there will be key care review services, which will kick off at inception, from when a new care package is accepted and will be followed up periodically at least every six months. These reviews will be reported to the appropriate authorities, when and where adequate amendments may be required to better meet services user’s needs.

**Monthly telephone calls to service users** – Our quality assurance staff members will also make monthly telephone calls to service users, where appropriate to keep ahead of their needs, any updates to the care services we deliver as well as seek feedback on the care delivery and performance of their PAs.

**Enhanced Documentation** – There will be daily documentation of services, tasks, occurrences and updates delivered by our PAs and these documentations will be duly protected, kept securely, shared with relevant authorities when necessary and referenced when needed. These documentations will be our first port at monitoring the services and performances of our PAs.

Finally, we will always work with the council to address all complaints and queries raised by our service users, in respect of the services we provide regarding this project. We have a robust and transparent complaints procedure as outlined in our complaints policy and will be following this, should there be any reason for our service users to have complaints against our services.

## **Training**

The service provider and the management team are committed to the idea that in order to provide a quality service, the organisation requires high quality staff who are suitably trained, supervised and supported. In particular we are committed to ensuring that:

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

The organisation’s management undertake to 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.

### **Additional Guidance**

To encourage service users to participate in any type of customer forum or quality assurance group, the Social Care Institute for Excellence (SCIE) issue a guide to get started.

Guide 17 available at: <http://www.scie.org.uk/publications/guides/guide17/index.asp>

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