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1 POLICY STATEMENT

AcademicSupply Recruitment Ltd (ACADEMICSUPPLY) is committed to delivering quality services. The goal is to offer continuous improvement, ensuring effectiveness, efficiency and value. This will be achieved within a framework of equality and values that promote the rights of all employees. ACADEMICSUPPLY believes that, no matter how good it's present service, there is always room for improvement and that every member of staff should demonstrate a total commitment to quality and quality improvement in every aspect of their work.

2 QUALITY ASSURANCE FRAMEWORKS

EXTERNAL

ACADEMICSUPPLY services work within a number of externally imposed quality frameworks that define standards. The most important of these include:

- Standards set by NHS PASA and the Healthcare Commission
- Other regulatory standards, e.g. health & safety, REC
- Contracts compliance as set by the placing authority

In general these external quality frameworks all aim to ensure that quality is built into services through setting and implementation of standards, through processes for review, and through monitoring to ensure that services meet the needs of service users and other stakeholders.

INTERNAL

ACADEMICSUPPLY are aware that other key aspects of quality assurance include mechanisms for the monitoring or auditing of services to ensure they are being delivered as originally intended. These include:

- Incident & Accident reporting
- Audit reports, e.g. service users money
- Satisfaction surveys – service user's questionnaires, family/advocates questionnaires, stakeholder questionnaires.
- Workplace risk assessments
- Complaints monitoring
- Comprehensive policies and procedures which are regularly reviewed in light of changing legislation
- Rigorous recruitment
- Health & safety audits.
- A thorough Service audit to be carried out 6 monthly.

3 SERVICE USER INVOLVEMENTS

Quality assurance begins and ends with the service users – the key customer. In order for any quality assurance programme to be successful, their views must be sought on a regular basis and action taken if a service no longer appears to be meeting their needs. The continuing aim of ACADEMICSUPPLY is to provide a professional and efficient service to meet all the requirements of the service users. The long term goal of ACADEMICSUPPLY is to obtain the highest level of satisfaction from service users. In order to support this, service users will, have the following opportunities for involvement:

PARTICIPATION & CONSULTATION

- Service user meetings – Meetings will be held at least bi-yearly to enable service users to have a forum to share and discuss issues concerning the running of the agency, its services and its activities. These meetings are to be recorded, minutes taken and action taken if appropriate.
- One-off meetings – Where there are specific important issues or changes on which service users should be consulted, one-off meetings can be organised.
- Joint staff and service user meetings – A representative from the service users will meet regularly with staff to jointly discuss issues concerning the day-to-day running of the home, its activities and policies and procedures.
- Involvement in staff recruitment – A representative from the service users will be involved in the staff selection process.

4 STAKEHOLDER INVOLVEMENTS

ACADEMICSUPPLY will involve other relevant groups, in order to ensure a quality service is being delivered.

SATISFACTION SURVEYS

Satisfaction surveys are to be sent to outside professionals or stakeholders annually, and to staff members of ACADEMICSUPPLY. The Operations Director is responsible for the distribution and collation of data. These surveys are confidential but summaries of the information will be made available.

ANNUAL REVIEWS

ACADEMICSUPPLY holds reviews for each service user every six months; the funding authority will normally attend once a year. The review allows the service user, stakeholder to discuss the service that they are receiving and discuss any concerns or positive aspects. These reviews are recorded and retained, minutes are also taken.

5 CONTINUOUS IMPROVEMENT PLAN

The service will have a continuous development plan for quality improvement, based upon feedback from service users, staff and others. The improvement plan will become part of an agreed 'live' ongoing commitment to continuous improvement. The plan becomes 'live' because it is regularly reviewed, amended and added to.

The files which may be in situ for continuous improvement may be:

- Discovered – complaints, suggestions, and compliments, good and innovative practice.
- Health & Safety – risk assessments, fire officer, and environmental officer.
- Inspections visits – management visits,
- Management – budgets, procedures, guidelines, codes of practice.
- Service users – surveys, meetings and individual comments
- Staff – meetings & individual comments, training, conferences.

IMPLEMENTATION

A key responsibility of the Operations Director is to ensure that any agreed improvements are carried out. In implementing the programme, the following should be included:

- Discussion with the staff team and service users to ensure clarity over the improvements required
- Ensuring that a person given a specific improvement task is clear what the task is, the standard required, and the level of authority and responsibility they have in achieving the task.
- Ensuring that a method is in place for checking progress, e.g. service user meetings, supervision and staff meetings.
- Promoting among service users and staff the concepts of a team approach and commitment to service improvement.

MONITORING

An important element of the improvement process is management follow-up. The management's role is to confirm that the identified improvements have been carried out and that they meet an acceptable standard. In the follow up consideration should be given to ensuring that:

- A timetable is established, in order to review progress and to give a clear signal to service users and staff that management is committed to improvement.
- The best possible forums for promoting achievement and commitment to improvement are used
- All the improvement tasks are reviewed.
- Help is given to resolve any problems that are being encountered in achieving any improvement.

6 TRAINING

In order to provide a quality service, ACADEMICSUPPLY requires staff to be suitably trained, supervised and supported. In particular, the Directors will support the following;

- Each member of staff will have a personal development plan/portfolio in which their training needs are identified and a plan made as to how such needs will be met.
- Each member of staff will be offered training to meet regulation and National Standards.

7 RELATED POLICIES

Equal Opportunities Policy
Health & Safety at Work Policy
Risk Assessment Policy
Recruitment Policy