

HOW WE ENSURE AN EFFECTIVE QUALITY SERVICE

We are committed to providing a high quality service that is well led. We have a defined Quality Assurance Policy and supporting procedures that enable us to comply with our obligations under our CQC registration. We monitor our effectiveness and the quality of our service through the following processes:

- Quality Audits Service – We review care plans, supervisions and appraisal records, accidents, safeguarding incidents, medication error records, consider complaints and staff retention
- Spot Checks – We check staff are wearing the correct uniforms, how they are delivering care, activity logs being completed and speak with service users.
- Satisfaction Surveys – We ask service users and family members to rate the quality of our services
- Performance feedback – We monitor performance and provide feedback to carers through monthly meetings with supervisors and line managers monthly.
- Annual appraisals - Performance is reviewed, training needs identified and career development opportunities identified and discussed during annual appraisals
- We operate in line with NICE guidance
- We adhere to the Skills for Care Code of Conduction for Healthcare Support Workers in England
- We embed the Principles to Practice to support good mental health in our service delivery
- Care Quality Commission - We are subject to announced and unannounced inspections
- Self-assessment – We conduct a self-assessment audit to assess our performance and improve service delivery
- We follow strict vetting procedures on new staff that include enhanced DBS checks.

A SAFE, CARING, EFFECTIVE AND WELL-LED SERVICE

Safe service – We believe it is important to understand the risks involved in providing the service delivery. We encourage positive controlled risk taking to promote independence and well-being. Through our proven procedures we manage risks in a pragmatic way and continuously improve; we identify the risk, we assess the options to manage, mitigate, avoid or eliminate the risk, we then plan the action, implement the plan, check that actions have resulted in the desired outcome and learn so that future care plans can benefit

Caring service - We pride ourselves in having carers that have a real passion for what they do and have a genuine desire to help service users. By having carers that 'care' and are not rushed and creating a work environment in which they can excel we maintain a motivated team driven to provide an excellent service.

We have a passion to provide a caring and flexible service which we infuse into our staff. We provide them with the wherewithal to sustain a high level of motivation by ensuring:

- They receive the training they need
- Have a realistic career development path
- They are employed with a non 'zero hour' contract after 18 months of loyal dedicated work.
- Are supported through management
- Have the right PPE
- They are duly rewarded with bonuses for attendance, punctuality and hard work from day one

Effective service – We take personal pride and accountability to ensure that our staff have the right skills, qualifications and behaviour to meet the requirements of our service users. We achieve this by having the right, processes, procedure, policies, training and leadership that creates a positive environment for our staff to excel in the service they provide. Our business is based on continuously improving the service we provide; we treat feedback from service users and health authorities and practices, whether good or bad, as a valuable source of information which can launch an improvement to our service. We build improvements into the way we work and we measure our performance to ensure we are improving and that praise outweighs complaints. We are never complacent; we know there is always room to improve and we know that time invested in making changes will reap benefits for all.

Well-led service – Keeping a team motivated does not happen by chance – the team requires support from management that understands the needs of carers as well as those of the service user. Removing the everyday frustrations that come with being stretched allows our team to focus on caring rather than coping. I have the necessary hands-on experience as a carer and fully understand the day-to-day challenges and frustrations the carers and service users face. This understanding has allowed me to provide guidance and leadership to a team of carers, I lead by example, I care, not only for service users but also for those that provide the service.