

## Quality Assurance: Monitoring and Reviewing the Service Provision Policy Statement

This policy shows SSA Star Care Ltd commitment to complying with Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Good Governance and accompanying CQC guidance.

Regulation 17 requires care providers to have systems for regularly assessing and monitoring the quality of the services and of risks to the safety of the people who use the service as an integral part of their accountability role. In carrying out these activities providers must take into account service users' views and complaints and have procedures for responding to these.

This policy should be read and used in relation to the policy on Responding to the Experiences of Service Users.

SSA Star Care Ltd places a strong emphasis on providing the highest quality service possible for all of its service users. However, the agency also thinks that, no matter how good its present services, there is always room for improvement.

SSA Star Care Ltd will work towards maintaining high standards.

SSA Star Care Ltd expects all care staff and other employees to demonstrate their commitment to quality and quality improvement in every aspect of their work.

### Our Quality Policy

SSA Star Care Ltd thinks that having the highest-quality care is an absolute right of every service user. The continuing aim of the service is to provide a professional and efficient service to meet everyone's needs and requirements and to achieve satisfactory outcomes for each person. SSA Star Care Ltd' long-term goal is to obtain the highest possible level of satisfaction from service users and relatives.

Everyone receiving the services of SSA Star Care Ltd should:

1. Expect the highest-quality care possible.
2. Be given a say in the running of the agency.
3. Be free to complain about any aspect of the running of the agency and to have their complaints welcomed and acted upon promptly. All complaints are responded to in accordance with the agency established complaints procedure.
4. Be told about Care Quality Commission inspections and should be given unrestricted and private access to inspectors during inspections.

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## Procedures

Every member of staff is expected to demonstrate a total commitment to quality and quality improvement in every aspect of their working day.

1. The Director, the registered manager are responsible for establishing, maintaining and implementing a quality management system in the service. They will do this with the help of all members of the management and staff teams and the full involvement of the people receiving our services.
2. SSA Star Care Ltd will seek the views of its service users, relatives and others involved in a person's care through regular meetings and through an annual user satisfaction and feedback survey using a standardised questionnaire and follow-up interviews with a random sample of its service users, representatives and stakeholders. The findings are then analysed and incorporated into its development plan. The survey is confidential with the overall results published and distributed to all service users and others. The agency will positively encourage comment and feedback at all times from service users, relatives and other stakeholders.
3. SSA Star Care Ltd will base its approach on continuous self-assessment and regular monitoring, reviewing and auditing of its practices and procedures. It aims to be responsive to all forms of external feedback from inspectors and (where involved) quality assurance assessors. In these ways it is able to measure its achievements against the required standards and make changes where needed to make improvements.
4. It will make every effort to ensure that its Provider Information Returns completed for the Care Quality Commission as part of its intelligent monitoring reflect the agency's true achievements.
5. It will seek to make every employee responsible for the quality of their work and will provide all the training they require to perform their duties to the specified quality standards.
6. It will ensure that any contractors employed for specific functions meet our specified standards.
7. Its annual development plan for quality improvement, which is drawn up as part of its business plan, always takes into account the contributions of the people receiving our services and their views on how the services might be improved.
8. Annual development plans are fully costed. They identify specific measurable goals, the actions and resources allocated to achieve them. All plans will be rigorously monitored and reviewed.
9. There is a named person responsible for assuring and managing quality matters, who are currently Nirupama Singh, Care Manager. The responsible person will available a quality team comprising nominated staff members, service users, relatives and other stakeholders who are invited to contribute.
10. SSA Star Care Ltd has in place a programme for auditing all the standards and key procedures, including the seeking and obtaining of service users' views and others involved in their care.

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## Performance Improvement

SSA Star Care Ltd' management team will undertake to ensure through instruction, practical example, supervision 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.

We aim to make a reality our vision and our mission statement:

*Service  
with Dedication  
and Compassion*

We will do this by working to our values and measuring our performance against quality service standards and business priorities, objectives, outcomes and performance measures.

In doing this we will:

- Arrange high quality, best value services
- Protect and support those most in need
- Work with people who use services and families and carers to design, plan and deliver services
- Value the loyalty, skills and contribution of all staff
- Treat people fairly and with respect
- Work in partnership with other agencies and our commissioners

When dealing with people, we will:

- Be open and honest
- Take responsibility willingly
- Show respect, commitment and loyalty
- Work in partnership
- Value diversity and promote equality
- Strive for excellence

As a care organisation, we will:

- Continuously improve our performance
- Make timely decisions
- Make sure we have a skilled and flexible workforce
- Empower staff to work effectively and encourage feedback
- Acknowledge our successes and mistakes and learn from both
- Manage staff in a supportive and transparent way
- Be responsible and accountable for our actions
- Work co-operatively within and between teams
- Value every person's contribution

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## Training

To provide a quality service, SSA Star Care Ltd requires high-quality staff who are suitably trained, supervised and supported. In particular the service carries out the following activities.

1. As part of their induction programme, all new staff receive training in the service's policy on and approach to assuring quality. They receive a copy of SSA Star Care Ltd quality policy and procedures and are expected to read, understand and apply them. They can expect to update their training on quality matters as part of their further development and training programme.
2. SSA Star Care Ltd is committed to providing its staff with as many opportunities as possible for training to improve the quality of its service.
3. SSA Star Care Ltd has strategies to meet all statutory requirements for staff qualifications and training.

## Reviews

This policy will be reviewed on an annual basis to ensure it is being effectively implemented.

Signed: Nirupama Singh

Date: 23.8.2019

Policy review date: 22.8.2020

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