# Quality Assurance

**Introduction**

It is the aim of My Support and Care Services Ltd to provide the highest quality service to those people who choose us to support them.

We therefore feel it is necessary to ask our Customers, their family, friends, and / or advocates, their care managers and all other parties involved in their care, for their feedback about the services we provide.

We pride ourselves on our needs led, outcome focused services and welcome compliments, complaints, ideas and suggestions about ways in which we can shape and develop our services to meet our Customer’s needs and wishes better in the future.

This document is designed to give information about how we aim to review and monitor our services, gain feedback and use this information to develop our services and assure our high quality standards.

**Policy**

**What we want to know**

* What services are provided to the Customer
* Whether the Customer is happy with the support they receive
* Outcomes of the support
* Quality of support
* Value for money
* Ideas and suggestions about how we can improve and develop the service

**How are we going to get this info?**

# *1:1 planning Sessions* – Customer’s will be offered a 1:1 session with their allocated worker(s) on a monthly basis, this is an opportunity to discuss any worries, concerns, ideas or suggestions the Customer may have about the care and support services they receive. A record of this meeting will be kept in either the Customers contact book or planning session book.

Any feedback regarding the service will be passed on to the service manager..

***Annual Reviews*** – Annual reviews are held for each Customer by their funding authority, this is an opportunity to review and monitor the package of support that is provided, review the Customer’s needs, goals for the coming year, Customer’s wishes and aspirations, the Customer’s views and opinions about how they wish to be supported or cared for and what we can change or develop to offer them a better service. All parties involved in the Customers care and support will be invited to attend this meeting if the customer so wishes, minutes will be taken with a list of actions and any deadlines set. Other parties will also be asked to contribute to reviewing the Customer’s needs and the provision of support. A record of this will be kept in the form of assessment of needs, plans, risk assessments and meeting minutes; these documents will be held on Customers personal file and are reviewed a least 6 monthly.

***My Support and Care Services Ltd Quality Assurance Questionnaires*** – Questionnaires will be produced and distributed to:

* Customers
* Customer’s family / friends / advocates
* Care Managers
* Other Professionals and Agencies involved with the Customer and My Support and Care Services Ltd i.e. G.P, Community Nurse Etc.
* Employees

Questionnaires will be produced in a format appropriate to the Customer’s needs and Customers will be encouraged to seek support from external sources to complete the questionnaire in order to ensure that My Support and Care Services Ltd remain impartial.

The responses and information from these questionnaires will be collated and represented in various formats (graphs, tables, charts etc) and reviewed. From this information a list of recommendations for improvements to the service will be drawn up and an action plan set in place in consultation with all parties involved.

A record of the findings and the outcomes will be produced in a report & available for all interested parties.

 These documents will be on display at head office, published on our website and available on request from the service manager.

***Compliments and Complaints*** *–* We welcome feedback via the compliments and complaints procedures, Customers are reminded that these procedures exist and are encouraged to use them when they feel necessary. The complaints form has been produced in a format which is appropriate to the needs of the people we support; once a complaint had been lodged it is dealt with in accordance to the policies and procedures. This information is held within the Compliments and Complaints file, this is reviewed and monitored on a monthly basis by the service manager. Customers and employees will be consulted about and changes or improvements or further developments that may be required to improve the service as an outcome of the compliment of complaint.

***Supervision Sessions and Performance Appraisals*** *–* All employees will be invited to attend a formal supervision session with their line manager; these will take place on a bi monthly basis. These are an opportunity for the employee and employer to discuss performance, expectations of the employee, standards to which the employer wishes the employee to work to, opportunity to reflect on care practises, share ideas and suggestions about how we can change our improve the service for the Customers and the employees.

Performance Appraisals will be undertaken at least annually.

***Team Meetings*** *–* Our aim is to meet with employees at least monthly, however we know that this can be difficult due to the nature of our service. Team meetings will be held at head office and will be arranged for a and notice given to all employees. Employees are encouraged to add any items they wish to raise or discuss at the meeting to an agenda list.

Team meetings are an opportunity to discuss quality assurance, challenge and reflect on our practises, receive feedback from employees about how we can change, improve upon and shape the service to meet Customer’s needs. Minutes of these meetings will be recorded and held at head office, included in the minutes will be any agreed actions to complete and deadlines by which to complete them. All staff are required to read and sign the minutes.

***Business and Development Plan*** – My Support and Care Services Ltd has both a business plan and a development plan, these documents state our aims and goals, how we are going to maintain and develop the business further along with the risks posed to the organisation. These documents are reviewed and the progress and developments monitored on a 6 monthly basis.

My Support and Care Services Ltd prides itself on providing local services for local people, our head office is in a central location and is open from 9-5pm Mon-Thurs and 9-4pm Fri, we welcome our Customers and anyone else who contributes to their care and support to come and visit us or contact us via telephone or E-mail to discuss any compliments, complaints, suggestions and ideas to help us improve our services.

***Policies and Procedures*** – Policies and procedures are implemented to give employees, Customers and those parties involved in the Customers care and support guidance about the standards of which My Support and Care Services Ltd expect our employees to work to and the standard of support and care that we aim to deliver to our Customers.

These policies and procedures constantly monitored and are formally reviewed, and revised where necessary, at least annually; employees and Customers are asked to contribute to this process to ensure that the information and guidance in these documents is useful, practical and meets the needs of the Customers, the employees and the organisation.

**Related Documents**

* Compliments and Complaints Policy and Procedure
* Performance Appraisals
* Supervision
* Business Plan
* Development Plan

**Other Relevant Information**

Details of organisations or literature mentioned in this document can be found at:

* CQC – [www.cqc.org.uk](http://www.cqc.org.uk)
* Department of Health – [www.dh.gov.uk](http://www.dh.gov.uk)