**Service Development Plan for Quality Assurance**

**Policy**

Service Development is an on going process. My Support and Care Services (West Country) Ltd policies, procedures and working practises are constantly under review and any relevant changes constitute development.

Our goals for development in the next year (2018/2019) are:

* To be inspected by CQC
* To continue to be part of Devon’s Approved Providers List
* Continue to review and evaluate staffing levels in accordance to the hours of support that we are funded for.
* To continue to review and monitor the needs of the Customers.
* Promote the services of My Support and Care services Ltd with the aim of attracting new referrals for support.
* To further develop our person centred approaches through our staff recruitment procedures.
* To develop & introduce new services where appropriate. This will include the development of day time activities, incorporating a children’s service