

Policy: Adult Services Directorate

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Quality Assurance Policy Statement

Purpose:

We are required through our regulatory and funding frameworks (Ofsted, Care Quality Commission, Local Authorities, and Integrated Care Boards) to ensure that we have a comprehensive approach towards monitoring the quality of our services.

This policy statement will set out the relevant guidance to ensure that all relevant personnel are able to implement our approach to quality effectively, to enhance the care and support of people accessing our services.

Our values:

- Innovative
- Promoting independence
- Person-centered focus
- Efficient and effective
- Aspirational

Outcome

That the people we support can be confident that we are monitoring quality across our settings to ensure we provide quality support services across Autism East Midlands that exceed the standards set out by our regulatory and funding frameworks.

Introduction

Robust governance is provided by the Senior Leadership team, including the Chief Executive, Director of Education, Head Teacher, Director of Services, Deputy Director of Services, Deputy Head Teacher, Assistant Head Teacher, Head of Finance and Head of Corporate Services who continually review our services and strategically develop the organization's business plans.

Mechanism	Further information
Board and committees.	The Board of Trustees provides overall oversight for the governance of the Charity and hold the Senior Leadership Team to account for the delivery of the Charities aims and objectives.
Policies and procedures	A database of documents which helps colleagues to provide a high-quality service and meet regulatory and legislative requirements.
Lessons Learned	A monthly review by the Senior Leadership team of incidents across the organization to ensure lessons are shared at service and organizational level.
Audits	A range of compliance checks and audits completed daily, weekly, and monthly audits are completed as per the governance schedule by the Service Manager, Assistant Manager, Deputy Director, Assistant Head Teacher, Deputy Head Teacher, Head Teacher, Director of Adult Services and Health and Safety Manager. (See Audit Schedule)
Service Visits	At least monthly service visits completed by the Deputy Director to review adherence to regulatory and organizational standards.

Operational Risk Dashboard / KPI's	A set of targets, including Quality, People, Finance and Estates, used organizationally to assess risk and determine level of support required by each service.
Training	A programme of training from thorough Induction training to advanced service specific courses and nationally recognized qualifications. Monitored through the completion of a training matrix.
Compliments, Complaints and Suggestions	A robust policy that makes sure that stakeholders can provide feedback, which drives service improvement.
Colleague Consultations	Our quarterly Staff Consultation Group, annual Employee Engagement Survey, Supervisions, Appraisal and Team meetings.
Service User Consultations	Including the Experts by Experience Panel, Service User Voice, Resident Meetings, Review Meetings and annual SU Satisfaction Survey.
Performance Management	Managers monitor performance and identify opportunities for training and development.

Regulation of Children's and Adults Social Care

For staff at all levels within the organisation it is important to understand the regulations that are worked to on a day-to-day basis and that those regulations underpin the daily good practice. It is the daily practice and interaction with residents that evidences compliance with such regulations. Government legislation and the regulatory framework is the structure upon which all service delivery is benchmarked.

Set out below is a non-exhaustive list of the main relevant regulators, demonstrating the complex and varied types of regulation currently in force

Please note: Local Authority or NHS contracts which are in place for residents each have a Service Specification, which should be viewed as a regulatory framework for the business to meet, and be monitored as to performance in meeting those contractual obligations.

Ofsted

National regulator of standards in Education, Children's Services and Skills. Ofsted inspect services providing education and skills for learners of all ages. Ofsted also inspect and regulate services that care for children and young people.

Ofsted home page:

<https://www.gov.uk/government/organisations/ofsted>

Care Quality Commission (CQC)

National regulator of health and social care. Includes care provided by the NHS, local authorities, independent providers and voluntary or charitable organisations in registered settings. They register care services and inspects and take enforcement action where necessary.

CQC homepage: www.cqc.org.uk

Health and Safety Executive (HSE)

National regulator for health and safety in the workplace. Works in partnership with co-regulators in local authorities to inspect, investigate and when necessary, take enforcement action.

On 1st April 2015 a Memorandum of Understanding (MoU) was introduced. The MoU reflects the changes in enforcement powers granted to the CQC by the Regulated Activities Regulations 2014.

The purpose of the MoU is to help ensure that there is effective, co-ordinated comprehensive regulation for patients, service users, workers and members of the public. The MoU outlines the respective responsibilities of CQC, HSE and LA when dealing with health and safety incidents in the health and adult care sectors.

HSE homepage: www.hse.gov.uk

Medicines and Health Care Product Regulatory Agency (MHRA)

Government agency responsible for ensuring that medicines and medical devices work and are acceptably safe. It is an executive agency in the Department of Health. It regulates medicines, medical devices and equipment within the NHS or used in healthcare settings. It looks after blood and blood products. It issues Medical Devices alerts.

MHRA homepage: <http://www.mhra.gov.uk>

National Institute for Health and Care Excellence (NICE)

NICE social care guidelines and quality standards identify good practice. As an organisation we reflect these guidelines and statements in many of our policies, to improve the quality of health and care services that we deliver and to support the following national aims of NICE to;

- Support the provision of care that has been shown to work and to be cost-effective
- Ensure a more consistent approach to social care provision across the country
- Support the development of joined-up working between agencies and professionals
- Help the social care sector demonstrate its importance as a key partner in the provision of care
- Raise the profile of social care

<https://www.nice.org.uk/guidance/published?type=sc>

Codes of Conduct

The Code of Conduct issued by Skills for Health and Skills for Care, for health and social care workers. This organisation promotes this Code of Conduct at recruitment and throughout the career of the staff member.

<http://www.skillsforcare.org.uk/www.skillsforhealth.org.uk>

Audit Schedule – Adult Services

