




QUALITY ASSURANCE

Validated	October 2022
Scope	All forms of quality assurance require organisations to have their own systems and processes for checking that they are working correctly and effectively to achieve their goals and to take corrective actions if they find that they are not. Through the information obtained from the various management activities involved in monitoring, reviewing and auditing, the organisation can judge its own performance. The information will also feed into the information base of any outside assessors (inspectors or local authority quality standards sections) and contribute to their respective assessments.
Purpose	We put an emphasis on achieving the highest quality service possible for all our clients and the service users we support. However, we also think that, no matter how good our present service is, there is always room for improvement.
Procedure owner	Galaxy Staffing Ltd.
Last review date	October 2021
Next review date	October 2023
Review frequency	Annually
Authorisation	Sulochna Chhetri
Signature	

Policy

We think that providing the highest-quality care and support is an absolute right of every service user we support. Our continuing aim is to provide a professional and efficient service to meet everyone's needs and requirements and to achieve satisfactory outcomes for each person. Our long-term goal is to obtain the highest possible level of satisfaction from our clients, staff, service users and relatives by:

- expecting the highest-quality care possible
- given a say in the running of the service
- being free to complain about any aspect of the running of the service and to have their complaints welcomed and acted upon promptly; all complaints are responded to in accordance with the established complaints procedure
- The Operations Manager is responsible for establishing, maintaining and implementing a quality management system. They do this with the help of all members of the management and staff teams and the full involvement of our clients.



- We seek the views of our clients, their service users, relatives and others involved in their care through regular meetings and through an annual survey. The survey is confidential with the overall results published and distributed to all clients and others. We always encourage comment and feedback from clients, service users, relatives and other stakeholders.
- We base our approach on continuous self-assessment and regular monitoring, reviewing and auditing of our practices and procedures. We aim to be responsive to all forms of external feedback from inspectors and (where involved) quality assurance assessors. In these ways, we measure our achievements against the required standards and make changes where needed to make improvements.
- We seek to make every employee responsible for the quality of their work and provide all the training they require to perform their duties to the specified quality standards.
- We ensure that any contractors employed for specific functions meet our specified standards.
- Our annual development plan for quality improvement, which is drawn up as part of our business plan, always considers the contributions of the people receiving our services and their views on how the facilities and services might be improved.
- Annual development plans are fully costed. They identify specific measurable goals, the actions and resources allocated to achieve them. All plans are rigorously monitored and reviewed.
- We have in place a programme for auditing all the standards and key procedures, including the seeking and obtaining of clients' views and others involved.