Quality Assurance Policy

1. POLICY STATEMENT

Halecroft Recruitment is committed to delivering quality services. The goal is to offer continuous improvement, ensuring effectiveness, efficiency, and value. This will be achieved within a framework of equality and values that promote the rights of all employees. Halecroft believe that no matter how good it's present service, there is always room for improvement and that every member of staff should demonstrate a total commitment to quality and quality improvement in every aspect of their work.

2. QUALITY ASSURANCE FRAMEWORKS

EXTERNAL

Halecroft services work within a number of externally imposed quality frameworks that define standards. The most important of these include:

- Regulatory standards, e.g., Health & Safety Executive, REC & TEAM
- Contracts compliance as set by the placing authority

In general, these external quality frameworks all aim to ensure that quality is built into services through setting and implementation of standards, through processes for review, and through monitoring to ensure that services meet the needs of service users and other stakeholders.

INTERNAL

Halecroft are aware that other key aspects of quality assurance include mechanisms for the monitoring or auditing of services to ensure they are being delivered as originally intended. These include:

- Incident & Accident reporting
- Audit reports, e.g., service users' money
- Satisfaction surveys – service users' questionnaires
- Workplace risk assessments
- Complaints monitoring
- Comprehensive policies and procedures which are regularly reviewed considering changing legislation
- Rigorous recruitment
- Health & safety audits
- A thorough Service audit to be conducted bi-annually

3. CLIENT AND CANDIDATE INVOLVEMENTS

Quality assurance begins and ends with the service users – the key customer. For any quality assurance programme to be successful, their views must be sought on a regular basis and action taken if a service no longer is meeting their needs. The continuing aim of Halecroft is to provide a professional and efficient service to meet all the requirements of the service users. The long-term goal of Halecroft is to obtain the highest level of satisfaction from service users.

To support this, service users will, have the following opportunities for involvement:

PARTICIPATION & CONSULTATION

- Client meetings – Meetings will be held at least bi-yearly to enable service users to have a forum to share and discuss issues concerning the running of the agency, its services, and its activities. These meetings are to be recorded, minutes taken, and action taken if appropriate.
- One-off meetings – Where there are specific important issues or changes on which service users should be consulted, one-off meetings can be organised.
- Joint staff and service user meetings – A representative from the service users will meet regularly with staff to jointly discuss issues concerning the day-to-day running of the home, its activities, policies, and procedures.
- Involvement in staff recruitment – A representative from the service users will be involved in the staff selection process.

REFERENCING

Reference checking is a mandatory part of our selection process, and we have a member of staff to chase all outstanding references. If an applicant has a work history, we seek a reference from an authorised person at an employer from the last 2 years. If an applicant has no work history, we request a character or educational reference covering a 5-year period from someone who is not a family member. We also obtain a letter of authorisation at point of registration in case the referee requests this to speed up this process. We work with the candidate to ensure that all references are obtained as quickly as possible.

4. CONTINUOUS IMPROVEMENT PLAN

The service will have a continuous development plan for quality improvement, based upon feedback from service users, staff and others. The improvement plan will become part of an agreed 'live' ongoing commitment to continuous improvement. The plan becomes 'live' because it is regularly reviewed, amended, and added to.

The files which may be in situ for continuous improvement may be:

- Discovered – Complaints, suggestions, and compliments, good and innovative practice.
- Health & Safety – Risk Assessments, Fire Officer, and Environmental Officer.
- Inspections visits – Management visits,
- Management – Budgets, procedures, guidelines, codes of practice.
- Service users – Surveys, meetings, and individual comments
- Staff – Meetings & individual comments, training, conferences.

IMPLEMENTATION

A key responsibility of the CEO is to ensure that any agreed improvements are carried out. In implementing the programme, the following should be included:

- Discussion with the staff team and service users to ensure clarity over the improvements required
- Ensuring that a person given a specific improvement task is clear what the task is, the standard required, and the level of authority and responsibility they have in achieving the task.

- Ensuring that a method is in place for checking progress, e.g., service user meetings, supervision, and staff meetings.
- Promoting among service users and staff the concepts of a team approach and commitment to service improvement.

MONITORING

A crucial element of the improvement process is management follow-up. The management's role is to confirm that the identified improvements have been carried out and that they meet an acceptable standard. In the follow up, consideration should be given to ensure that:

- A timetable is established, to review progress and to give a clear signal to service users and staff that management is committed to improvement.
- The best possible forums for promoting achievement and commitment to improvement are used
- All the improvement tasks are reviewed
- Help is given to resolve any problems that are being encountered in achieving any improvement.

5. TRAINING

To provide a quality service, Halecroft requires staff to be suitably trained, supervised and supported. In particular, the CEO will support the following:

- Each member of staff will have a personal development plan/portfolio in which their training needs are identified, and a plan made as to how such needs will be met.
- Each member of staff will be offered training to meet regulation and National Standards.

6. RELATED POLICIES

Equal Opportunities Policy

Health & Safety at Work Policy

Risk Assessment Policy

Recruitment Policy