

## **Policy 1.3**

### **Quality Monitoring - Domiciliary Care**

A24 Group will demonstrate the performance of its agency workers and its services through a number of different systems.

- Client Surveys, which will be conducted on at least an annual basis, and the results monitored and used as part of our internal audit process
- Involvement of Service users and all stakeholders to develop company policies and procedures
- Client Reviews held at least annually and logged in client file.
- Feedback from phone calls on an ongoing basis to monitor service and staff performance
- Client Visits (as per contractual requirements) At least annually to both domiciliary and establishment clients and logged in appropriate file.
- Complaints and compliments procedure Customer feedback is the key element in measuring the achievement of these standards and should be sought at every opportunity.

### **Service User Plan**

In developing a Service User plan, A24 Group work closely with Service Users, their families, social services and any other representatives or health professionals.

### **QUALITY ASSURANCE SYSTEM**

- The Company's Equal Opportunities Policy will be adhered to when assessing, implementing and evaluating a Service User plan.
- Dignity and Human Rights will always be a priority. Monitored through feedback.
- Service user plans are reviewed and monitored by a specialist home care consultant
- All our Service Users are treated with respect, their dignity is preserved at all times and their right to privacy is always observed when assessing each individual Service User. Monitored through feedback and meetings.
- A24 Group will nominate a competent individual to assess, implement and evaluate every Service User plan, which will reflect the needs and circumstances of the Service User.
- The allocated agency workers will be briefed at the onset of the care according to the Service User plan.
- The Service User plan will be reviewed as required, however there will be at least an annually review with all relevant parties present.
- Response time for changes. Change of Agency worker/agency worker - 48 hours unless change is required immediately e.g. in cases of relationship breakdown.
- Major changes to care regime - this will be implemented as soon as agreed between provider, user and purchaser unless specialist skills requiring training are required. The response time will then depend upon the training needed and its availability.

- Any changes will be in discussion with the Service User or their next of kin, whether minor or by review, and will be transmitted to appropriate persons, written in the care plan and notified to the agency worker both verbally and via their work schedule.
- A daily log will be recorded on every visit. This record will be inspected at regular periods and the care provided monitored by branch staff via spot checks held on a regular basis.
- For any Service Users requiring nursing care, a Registered General Nurse undertakes the assessments.
- A24 Group will on an annual basis engage the services of an independent, senior registered nurse, or medical practitioner to review the appropriateness of our company's practices and policies (including and without limitation the our Company's Assistance and Administration of Medication Policy)

## Risk assessments

- Risk assessments will be undertaken by a competent and trained individual.
- They must be carried out no later than 48 hours of commencement of new Service User and reviewed at least annually or when deemed appropriate.
- Risk assessments will be undertaken for Service Users who require care in their homes. A record of this assessment will be retained in the client's files along with any action taken and communicated to the relevant interested parties.
- Any ongoing hazards will be recorded in the Service Users care plan. (see Risk Assessment Policy and Health and Safety Policy)

## Accessibility of Information

- The Company will ensure that Service Users or potential Service Users are fully informed about services available and how to obtain them. Where Service Users are to pay for any part of their care, the charges will be explained clearly.
- Information will be available on how to access interpretation or translation services.

## Security

- Agency workers will be fully aware of the need to respect the person and their home and to observe the Company's policy on Confidentiality.
- Any data relating to the Service User will be kept in locked cabinets or behind secure computer passwords.
- Agency workers will ensure that premises are secure and that the Key Holding Policy is observed and adhered to. When leaving Service User's home ensure as much as possible that the Service User is safe and well and any keys are where they are supposed to be.
- All Agency worker/agency workers are encouraged to report any fears or potential safety/security problems immediately to their consultant, and a suitably trained individual will attend and perform a risk assessment to assess level of risk or safety to both Service Users and staff.

- The Company abide by the Caldicott Protocols and the Data Protection Act.

## Consistency

- The organisation will always strive to provide service in a consistent manner. Wherever possible the same person or team will be provided to and introduced to the Service User for their approval.

## Training

- There is a Provision for good quality training and refresher training throughout the Company for staff. Locating local training will be centralised and managed by the Company training manager and teaching packages together with handouts and workbooks will be provided by head office.
- A24 Group facilitate training opportunities for all Agency worker/ agency workers of staff covering all areas of needs, which is deemed appropriate for a Agency worker/ agency worker's placement.
- All training is documented and certificates are held for each Agency worker/agency worker that has successfully completed training.

## Appraisal

Each worker will have an annual appraisal to review performance and agree a training and development plan. The appraisal will review all feedback.

## Staff Handbook

- The Compliance Manager will ensure that on completion of induction and prior to being sent on an assignment each Agency worker/agency worker receives a staff handbook and signs the declaration stating that they have received and read the handbook and agree to abide by the contents, including the Terms & Conditions of agency worker and all applicable policies, procedures and guidelines, as updated from time to time.

## Identification badges

Our Company insists that identification badges be shown to Service Users and worn at all times in a place where they are easily seen and appropriate uniform or dress is worn when carrying out duties. Identity badges must be updated annually when an identity badge is issued there must be documented evidence that it has been issued.

## Equal Opportunities

- Our Company is an equal opportunities company and will not countenance discrimination in its recruitment among those working on its behalf or in relation to those who receive the Company's services.

- You will not be discriminated against on grounds of gender, race, sex, nationality, national origin, marital status, disability, sexuality, age, and religious beliefs political or union affiliation or responsibility for dependants.
- The Company will use its influence to ensure all Agency worker/agency workers uphold this policy. (See Equal Opportunities Policy)