



Policy Number 47

Quality Assurance - Monitoring and Feedback

A24 Group aims to be the provider of choice within its area and believes that it will accomplish this aim by ensuring that it meets the expectations of its Clients, families of Clients, staff, and all other associated Stakeholders.

A24 Group will monitor satisfaction levels in all key areas of its operations, and will review, evaluate, and implement improvements, where necessary, on a continuous basis.

Monitoring Quality Assurance Procedure

The A24 Group has put in place systems for ongoing review of the quality of services supplied by Group companies.

Client feedback is obtained through:

- Regular telephone monitoring of Client satisfaction (minimum four-weekly), which is recorded on A24 Group's IT Booking System
- Feedback forms, where Clients are given the opportunity to indicate their level of satisfaction regarding an agency worker's competence, attitude and overall performance, through a range of performance satisfaction tick boxes
- Six-monthly formal appraisal, documented feedback in respect of the clinical performance of Care, Nursing and Medical Services agency workers.
- Annual national Client Satisfaction Survey
- A24 Group will ensure that all staff are involved in the process of evaluation and planning for improvements based upon the feedback from questionnaires