

Quality Assurance Policy

The Organisation is committed to delivering quality services and high standards of support and will achieve this through rigorous recruitment methods and staff management and through regular monitoring and review of the services provided to individuals.

Fylde Community Link has signed up to the [Social Care Commitment](#) and the [Driving up Quality Code](#) in order to enhance the delivery of continuous improvement and best practice. The Organisation also holds Investors in People accreditation.

What is Quality?

Quality service can be defined as a one which is:

- Safe
- Caring
- Responsive
- Effective, and
- Well-led

This policy applies to all staff and board members and to all of the people whom the Organisation supports.

Fylde Community Link strives to provide high quality services. We recognise that the underpinning characteristics needed to achieve high quality care and support are:

- Opportunities are provided for individuals, their families, carers and friends to be involved in and to comment on services and staff, with the aim of shaping services which meet their needs and preferences
- A positive, transparent and respectful culture exists and is based on Person-Centred Approaches and values which include choice, dignity and respect
- There is visible and proactive leadership which is linked to service outcomes
- Staff are recruited who share the values of the Organisation and who are competent to deliver services that support and enable people to live the best life they can
- The Organisation is committed to providing initial and ongoing training and development for all staff to ensure continuous improvement
- Performance management is undertaken regularly across the Organisation, with the information feeding into continuous improvement initiatives
- To ensure continuous improvement there are comprehensive policies and procedures and regular audits and reviews of services provided are undertaken

Quality Assurance Frameworks

External

Fylde Community Link works within a number of externally regulated quality frameworks that define care standards. The Organisation is registered under the terms of [The Health and Social Care Act 2008](#) and is compliant with the relevant regulations as defined in [The Health and Social Care Act](#)

[2008 \(Regulated Activities\) Regulations 2014](#) and by [The Care Quality Commission \(Registration\) Regulations 2009](#).

The Organisation also meets standards set by other bodies, such as the Health and Safety Executive and Commissioning Authorities.

Internal

In addition to external regulation, Fylde Community Link itself also monitors and audits services to ensure they are being delivered as originally intended.

Implementation

Fylde Community Link undertakes monitoring and auditing activities. These include:

- Incident and accident reporting
- Financial audit reports
- Satisfaction surveys for people we support and for families
- Friends, families and carers consultation events
- Commendations and complaints monitoring
- Workplace risk assessments
- Reviews of policies and procedures to ensure they are line with changing legislation
- Person-centred plan reviews
- Service quality reviews
- Support sessions and appraisals for staff
- House meetings
- Spot checks
- Reviews of Service Performance

Compliance

Regular audits and reviews of documentation and practices take place in order to ensure compliance with this policy.

Review

This policy is reviewed at least annually or whenever there are changes to legislation or significant changes to processes, procedures and circumstances.

Relevant Legislation

[The Health and Social Care Act 2008](#)

[The Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014](#)

[The Care Quality Commission \(Registration\) Regulations 2009](#)

Relevant Organisational Policies and Procedures

[Commendations and Complaints Policy](#)

[Equality and Diversity Policy](#)

[Health and Safety Policy](#)

[Safer Recruitment Policy](#)

[Staff Support Sessions and Appraisals Policy](#)

[Risk Management Policy](#)

Relevant Information

The Driving up Quality Code:

<https://www.drivingupquality.org.uk/home>

The Social Care Commitment

<https://www.thesocialcarecommitment.org.uk/>