



Review Sheet



Last Reviewed  
01 April '23



Last Amended  
01 April '23



Next Planned Review in 12 months, or sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy explains how quality assurance can be achieved through meeting best practice and legislation, and creates a framework to identify and ensure quality by using tools to measure progress and development. It has been reviewed and updated, including a quality service statement added and an emphasis on a person centered approach to quality. References reviewed and updated.

Relevant legislation:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Care Quality Commission, (2021), *Guidance for providers*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/all-services/guidance-providers> [Accessed: 4/1/2022]
- Author: Skills for Care, (2020), *Effective Supervision - A practical guide for adult social care managers and supervisors*. [Online] Available from: <https://www.skillsforcare.org.uk/Documents/Learning-and-development/Effective-supervision/Effective-supervision-in-adult-social-care-Summary.pdf> [Accessed: 4/1/2022]
- Author: NICE, (2016), *Home care for older people*. [Online] Available from: <https://www.nice.org.uk/guidance/qs123> [Accessed: 4/1/2022]
- Author: The Kings Fund, (2014), *Managing quality in community health care services*. [Online] Available from: [https://www.kingsfund.org.uk/sites/default/files/field/field\\_publication\\_file/managing-quality-in-community-health-care-services.pdf](https://www.kingsfund.org.uk/sites/default/files/field/field_publication_file/managing-quality-in-community-health-care-services.pdf) [Accessed: 4/1/2022]



## 1. Purpose

1.1 To detail what Commenciz Ltd defines as “quality” through best practice and legislation.

1.2 To set out how Commenciz Ltd intends to achieve continuous improvement in all services, reflecting national and local requirements as well as the priorities of Commenciz Ltd.

1.3 To ensure the consistent delivery of safe, effective care that results in a positive Service User experience.

1.4 This policy should be read in conjunction with the following:

- Good Governance Policy and Procedure
- Mental Capacity Act Policy and Procedure

1.5 To support Commenciz Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
EFFECTIVE	E1: Are people’s needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
RESPONSIVE	R2: How are people’s concerns and complaints listened and responded to and used to improve the quality of care?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

1.6 To meet the legal requirements of the regulated activities that {Commenciz Ltd} is registered to provide:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018



## 2. Scope

- 2.1** The following roles may be affected by this policy:
- All staff
- 2.2** The following Service Users may be affected by this policy:
- Service Users
- 2.3** The following stakeholders may be affected by this policy:
- Family
  - Advocates
  - Commissioners
  - External health professionals
  - Local Authority
  - NHS



## 3. Objectives

- 3.1** To create a framework to identify and ensure quality at Commenciz Ltd that staff, Service Users and other stakeholders understand.
- 3.2** To confirm the commitment of Commenciz Ltd to quality and ensuring that robust governance processes exist, which meet the needs of its Service Users, its employees, the Care Quality Commission and other key stakeholders.
- 3.3** To have the tools to measure the progress and development of Commenciz Ltd and its staff in meeting quality in every aspect of the service.
- 3.4** To ensure continuous quality improvement at Commenciz Ltd, emphasise that the provision of evidence-based best practice underpins all activity within Commenciz Ltd and its processes are benchmarked against NICE guidelines and other best practice guidance.
- 3.5** To ensure employees at Commenciz Ltd understand the quality assurance process and roles and responsibilities to achieve consistently good service outcomes against quality markers.



## 4. Policy

**4.1** Commenciz Ltd will deliver safe, caring, efficient and high-quality care services which fully integrate quality, performance and governance as detailed in its vision and values to:

- Provide care and support to Service Users and their families which is in accordance with the individual wishes of the Service User, whilst fully supporting their human rights and the principles of the Mental Capacity Act 2005
- Deliver a management style, policies and day-to-day practices that promote open communication, a culture of problem resolution rather than blame, and the involvement of all stakeholders
- Nurture a culture that is supportive of continuous improvement that is maintained by way of regular audit and review of standards of performance across the service, followed by open discussions about strengths and weaknesses, with action-planning to resolve weaknesses

### **4.2 Registered Manager Responsibilities**

The Registered Manager has overall responsibility for:

- Ensuring there is ongoing compliance with regulatory and contractual requirements
- Ensuring compliance with policies and procedures
- Ensuring there are sufficient numbers of staff with suitable skills, experience and knowledge to deliver safe Care and maintain a high-quality service
- Reviewing and learning from accidents, incidents (including safeguarding), complaints and sharing this learning with staff
- Seeking feedback from Service Users and stakeholders
- Acting on results of audits and reviews of the service
- Developing systems for achieving continuous improvement
- Collation, reporting and using data to inform stakeholders of the quality of the service
- Promoting a supportive, transparent culture where Commenciz Ltd can learn from any mistakes
- Collaborative working with commissioners, London Borough of Havering and Clinical Commissioning Groups (CCGs) to identify opportunities to meet the needs of the local community

### **4.3 Governance**

Commenciz Ltd will ensure that there is effective governance in place, including assurance and auditing systems and processes. These will assess, monitor and drive improvement in the quality and safety of the services provided, including the quality of the experience for Service Users. The systems and processes will also assess, monitor and mitigate any risks relating to the health, safety and welfare of Service Users and others.

Commenciz Ltd is committed to ensuring that it continually evaluates and seeks to improve its governance and auditing practice.

### **4.4 Person-Centred Care**

Commenciz Ltd recognises that a quality service is one that understands the needs and circumstances of each Service User, because they are supported to give their views, and express their wishes in every aspect of their Care from design through to delivery. We will always ensure full Service User engagement in all elements of the service. We will ensure best interest decisions are made if a Service User is assessed as lacking capacity, consulting with the Service User's representatives, family and assigned professionals. We are dedicated to a quality service that ensures Care services are accessible, appropriate, safe and effective for all in the local community, and that this includes protected characteristic groups. We also believe that workplaces must be free from discrimination so that staff can thrive and deliver excellence.

### **4.5 Anticipate Change**

Commenciz Ltd will anticipate and be responsive to the changing needs of its diverse Service Users and the changing needs within its local area, working in partnership to understand the present and future needs. We are committed to providing the best possible Service User Care and value the professionalism of our staff.

### **4.6 Resources**

Commenciz Ltd will ensure that necessary resources are available to effectively monitor key performance indicators. This data will be used to inform management decisions which support the delivery of quality



services, ongoing quality improvement and business planning decisions.

### 4.7 Areas of Responsibility

Within Commenciz Ltd, key individuals with the appropriate skills, experience, and knowledge will be identified to have responsibility for the following:

- Implementation of quality procedures and systems
- Meeting legal, regulatory and contractual compliance
- Auditing of the service
- Collation of data and information to monitor performance against agreed quality standards
- Listening and responding to Service Users' concerns, feedback and views
- Listening and responding to concerns raised by staff at Commenciz Ltd and other key stakeholders



## 5. Procedure

**5.1** Quality will be assured by the existence of, and adherence to, the relevant policies and procedures within the management system.

### 5.2 Quality Framework

Commenciz Ltd will embed a quality framework that includes:

- Clearly defined quality objectives that are specific, measurable, achievable and time-sensitive
- Supporting Service Users to fully contribute to the quality assurance framework wherever possible
- Ensuring a person-centred approach to the Care of each Service User
- Enabling the Service Users to set their personal objectives and have full involvement in the review process
- Setting targets that are focused on meeting the needs of Service Users, Commenciz Ltd and other stakeholders
- An organisational structure that identifies who provides vision and direction within Commenciz Ltd
- An implemented, up-to-date suite of policies and procedures that are evidence-based, reflect best practice and the needs of Commenciz Ltd, and dovetail with any contractual requirements. Regular audit cycles must also be in place to ensure compliance
- A robust Business Plan that details the strategic priorities for the next five years
- Personal development plans, supervision, and appraisal systems for staff to ensure that they have the relevant skills, knowledge and expertise
- The use of effective communication tools to minimise any internal or external communication barriers
- An active internal and external audit process with outcomes feeding back into the quality cycle
- An infrastructure and resources that can support delivery of aims and strategic priorities
- The building of positive relationships with partners and others working in the sector to enable sharing of experiences and resources, to pool expertise and work in partnership for the best interest of Service Users
- A means of evaluating all activity on a continuous basis and using feedback gained to inform the development of services

### 5.3 Service Users

Foremost, Commenciz Ltd and staff must always ensure that the Service User has the accessible opportunity to make a full and meaningful contribution to any and all aspects of their Care. Where this is not possible due to a lack of capacity, decisions will always be made in the Service User's best interest.

- Commenciz Ltd will ensure that all Service Users have a person-centred Care Plan that meets their needs, expectations and wishes and is created (where possible) before their Care starts
- Care Plans will be reviewed within 6 weeks of Care starting, and at least once a year
- Commenciz Ltd must ensure that risk assessments and Care Plans are reviewed when needs change, when there is an incident, concern or near miss, within 6 weeks of Care commencing and at least annually
- Service Users must be at the heart of any care planning and, with their consent, their family or



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someone who can advocate on their behalf will be involved

- Commenciz Ltd must ensure that Service Users know how to raise concerns, share their views and how to get involved with shaping service delivery. Commenciz Ltd will listen and respond, documenting any action taken
- Commenciz Ltd must audit the consistency and reliability of Care and take remedial action where required
- Commenciz Ltd must ensure that the principles of privacy, dignity and respect underpin all Care delivery, and this will be audited

#### **5.4 Staff**

The Registered Manager will promote a culture that is open, honest, transparent, safe and caring. The Registered Manager will ensure that:

- Staff are given the opportunity to take part in surveys that are anonymised, collated and used to determine trends
- Processes support a person-centred, 'fair blame' culture that actively encourages Service Users, their families or carers to report their concerns
- The Safeguarding Policy is widely publicised and linked to the procedures
- A learning culture is promoted, with audit and investigation outcomes being disseminated to staff so that lessons can be learned and measures put in place to ensure that incidents do not arise again
- Any audits that result in identified actions will be implemented in a timely, supportive manner
- Commenciz Ltd will undertake spot checks on every Care Worker at the Service User's home to witness Care delivery, at a frequency agreed by Commenciz Ltd
- Commenciz Ltd must contact the Service User in advance to arrange a spot check to ensure that the Service User knows who will be visiting their home
- Commenciz Ltd must ensure that all staff have regular supervisions, which will include a mix of one-to-one and group supervisions, at a frequency agreed by Commenciz Ltd
- New staff will undergo supervision more frequently and where concerns arise about any member of staff, supervision frequency will increase
- Priority must be given to training and personal and professional development, with the need to attend mandatory training emphasised

#### **5.5 Policies and Procedures**

- Muhammad Nawaz has responsibility for ensuring that staff can access policies and procedures via the Commenciz Ltd Online Management System
- These will be made available to ensure a consistently high quality standard of care is delivered
- Muhammad Nawaz must review the policies and procedures and ensure that they meet the needs of Commenciz Ltd, and make amendments where required to meet local policy requirements
- Muhammad Nawaz must ensure that the policies and procedures are implemented and embedded within Commenciz Ltd, and will undertake regular compliance audits
- Muhammad Nawaz must keep up to date with any local policy or best practice changes and ensure these changes are cascaded to staff
- Muhammad Nawaz will utilise the Commenciz Ltd Mock Inspection Toolkit to support any audits

#### **5.6 Training**

- A training matrix is in place and all staff undergo a training needs analysis
- Training and development are given high priority. Care Workers have a requirement to attend training and their achievement is tracked
- Training and development are also given high priority for other staff within Commenciz Ltd to ensure a knowledgeable and competent workforce
- An environment is created where staff are committed to develop and change practice and systems as a result of findings from research, good practice and evidence-based care
- Commenciz Ltd will review training materials alongside any published policies and procedures to



ensure consistency and will ensure they are linked where necessary

- Training is reviewed as part of a root cause analysis and lessons are learned when things go wrong. Muhammad Nawaz will ensure that mechanisms are put in place to ensure that any gaps in training are closed

### 5.7 Audit

The Registered Manager or delegated other will undertake monthly quality control audits and reviews of their service as dictated by the quality framework. These service reviews will include the following umbrella terms:

- Financial transactions
- Health and safety
- Accidents and incidents
- Safeguarding
- Compliments, concerns, and complaints
- Service User and staff feedback
- Infection control
- Care and safety performance, e.g. Care documentation, medicine management, nutrition, skin integrity
- Home visit spot checks
- Thematic audits and national audits will also be used to provide focused reviews of quality
- Data Protection

Results will be analysed and used to:

- Develop action plans
- Steer the direction for quality initiatives and review of the strategy of Commenciz Ltd
- Form supervisions, training and performance management where necessary

This does not replace any additional, more frequent quality assurance checks that are completed as agreed locally by Commenciz Ltd.

### 5.8 Quality Improvement

Findings from audits will highlight areas for improvement and what is working well. Results will be analysed and used to:

- Develop action plans
- Steer the direction for quality initiatives and review of Commenciz Ltd strategy
- Form supervision, training and performance management where necessary

Individual concerns identified will be addressed through the appropriate policies and procedures. Where trends are identified through audits, the Registered Manager will report these through the governance structures of Commenciz Ltd to ensure that system wide improvements can be made.

### 5.9 Corporate Social Responsibility

Commenciz Ltd is a socially responsible business and recognises the active role it can play in helping to build happier and healthier communities. Commenciz Ltd will do this by:

- Ensuring ethical purchasing with due diligence carried out on supply chains
- Adhering to Modern Slavery and Human Trafficking Laws as part of its purchasing strategy
- Complying with local waste reduction and recycling requirements
- Striving to be a responsible neighbour in the community where it operates by ensuring the safety and security of the premises of Commenciz Ltd
- Finding and investing in technological solutions where possible, such as low energy lighting systems, that can help with using energy resources more efficiently
- Being a 'champion' of change, showing how much it cares about the need for a low carbon economy and reducing its carbon footprint by ensuring, with careful rostering, that staff can keep car journeys to a minimum
- Motivating staff to actively care about the environment, giving them guidance and information to help them make a real difference



## 6. Definitions

### 6.1 Quality Assurance

- Quality assurance is the process of verifying or determining whether products or services meet or exceed user expectations
- Quality assurance is a process-driven approach with specific steps to help define and attain goals
- This process considers design, development, implementation and evaluation
- It is essentially about learning what works well and striving to do it even better
- It also means establishing what may need to change to meet a need

### 6.2 Quality Framework

- A quality framework is a structure which defines quality in practical terms for an organisation
- It sets out expectations in domains for quality and represents a single framework through which the management and improvement of the quality of the service can be evaluated

### 6.3 Person-Centred Care

- An approach where the person using care and support is at the centre of the way care is planned and delivered. It is based around their individual needs, preferences and priorities. It treats people as an equal partner, and puts into practice the principle of 'no decision about me without me' - (GOV.UK: Adult Social Care, Quality Matters)



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Commenciz Ltd will benchmark current performance against agreed performance standards, ensuring it makes changes to improve performance and seeks new ways of working to continuously improve
- As part of this framework, staff will be expected to participate in contributing their views and feedback that will influence the quality framework and therefore the quality of Care that Service Users receive
- Commenciz Ltd will work to a quality framework to ensure that all areas of practice comply with regulation, legislation and national, evidence-based best practice
- The culture at Commenciz Ltd is one of continued review to ensure that quality Care and service is delivered



## Key Facts - People affected by the service

People affected by this service should be aware of the following:

- Commenciz Ltd will make sure that all its staff are trained on how to keep you safe and well in your own home
- Your safety and wellbeing are a priority for Commenciz Ltd, and we will make sure that you know how to tell us if you are worried about being harmed or you have been harmed
- Commenciz Ltd may seek feedback and views in order to steer and guide improvement of the service. You are able to give feedback at any time to a member of staff
- Commenciz Ltd continually monitors the quality of its service and the Care provided to ensure that it meets your needs





## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

**Care Quality Commission - provides guidance and support to meet the Health and Social Care Act Regulations:**

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

**National Institute for Health and Care Excellence (NICE) - provides a centre of evidence-based practice to guide frameworks:**

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

**Social Care in Excellence (SCIE) - provides a centre of evidence-based practice to guide frameworks:**

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

**Think Local Act Personal (TLAP) provides guidance and resources around quality in social care:**

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

**GOV.UK - Adult Social Care: Quality Matters:**

<https://www.gov.uk/government/collections/adult-social-care-quality-matters>



## Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- Muhammad Nawaz utilises mock inspection toolkits to identify where quality and compliance can be improved. Corrective action is taken as necessary and documented
- Systems are in place to measure quality assurance and actions are completed in a timely manner which demonstrates embedment and sustainability
- Staff have access to best practice documents and can demonstrate working to recommended standards
- Commenciz Ltd subscribes to quality marks and initiatives to raise quality standards



## Forms

Currently there is no form attached to this policy.