



COMMUNITY SUPPORT SERVICES
meeting individual need with quality care

QUALITY POLICY

POLICY STATEMENT

Community Support Services aims to ensure that our products/services meet the needs of our customers at all times in accordance with customer, statutory and regulatory requirements, as well as our policies and procedures.

Senior Management are responsible for the implementation of our Quality Management System and for achieving and maintaining ISO 9001:2015 certification. The scope of our Quality Management System covers all activities stated within our Scope Document and we are committed to:

1. Develop and improve our Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of:
 - a. Quality, specification, and integrity
 - b. Customer satisfaction
 - c. Supplier performance
 - d. Risk minimisation
 - e. Work ethics and best practices

SCOPE

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in this Quality Procedures Manual. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Records are made available to all members of staff and relevant interested parties along with copies of the minutes of Management Reviews, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of our Quality Management System.

AIM/PURPOSE

Community Support Services has a continuing commitment to:

1. Reviewing the internal and external issues affecting our Quality Management System and the needs and expectations of interested parties
2. Ensuring that our customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
3. Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
4. Establishing this Quality Policy and our ongoing Quality Objectives

5. Ensuring that Management Reviews not only set but review the quality objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
6. Ensuring the availability of resources

We shall endeavour to comply with all relevant statutory and regulatory requirements, and consistently monitor our quality performance against objectives and implementing improvements when appropriate.

WHAT LEGISLATION OR STANDARDS DOES THE POLICY RELATE TO

BS EN ISO 9001:2015 specifies requirements for a quality management system when an organisation:

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of ISO 9001:2015 are generic and are intended to be applicable to any organisation, regardless of its type or size, or the products and services it provides.

WHAT KLOE'S DOES THE POLICY TO RELATE TO

- W2.5 How does the service make sure that responsibility and accountability is understood at all levels so that governance arrangements are properly supported? Do staff know and understand what is expected of them?
- W2.7 How does the service make sure that its approach to quality is integral and all staff are aware of potential risks that may compromise quality?
- W4.2 How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?

POLICY DETAILS

Quality is the underpinning value that has been crucial to the success CSS has enjoyed to date. We have a strong belief that quality is everyone's responsibility, and this is supported through all CSS's Policies and Procedures. As a company we are passionate about striving to achieve the best possible outcomes for the people who use the service along with shaping our services to meet their ever-changing needs. To support this, we have systems in place which ensure each individual's service provision is reviewed formally on a planned basis, although we are structured in such a way that we can smoothly adapt to meet the changing needs of our service users and contractual requirements.

The numerous quality systems and bench marking tools we have in place allow us to continually review our service provision.

Our mission statement, service specification and policies and procedures clearly reflect the high expectations we have of our employees, as does our robust recruitment procedure. Through the extensive training we provide we have developed a skilled and experienced workforce that are able to respond and adapt to meet a wide range of service user groups.

We believe in order to maintain and improve our standards it is imperative that we invest in our workforce. We do this by working within a clear framework of policies and procedures and providing personal development opportunities for all employees. From induction onwards all the staff are mentored and supported to strive to reach their personal potential as an employee. We have created a culture where staff feel confident to challenge practices and offer suggestions for improvement. This has resulted in a workforce who feels valued and respected. The benefits of this are that we enjoy a loyal and committed workforce who is dedicated to both our companies and service user success.

CSS operates a structured and robust quality assurance procedure. As our focus on quality increased, we acknowledged the importance of having a manager whose time was dedicated to this matter. In response to this we employ a full time Quality Assurance Manager whose role is to assess and measure our service provision, collate information regarding our service standards and with the management team, devise and implement strategies to continually improve our service delivery.

OUR MISSION

To provide excellent needs led support to individuals who use our service, ensuring that staff are fully supported to develop personally, and are fully aware of their responsibilities both to our service users and ourselves.

VALUES

- Our customers have the right to the best possible service.
- Our customers are encouraged to determine what that is. We will do our utmost to ensure we do everything possible to meet their requirements.
- Individuals have the right to good value for money and we will endeavour to provide this.
- We will only undertake work for which we are trained and competent.
- Evaluation of the service we have provided shall form the basis on which future services are offered.

QUALITY ASSURANCE

Our aims and objectives within the company are to provide a service, which is:-

- Realistic
- Responsive

- Enabling
- Effective

In order to accomplish this, we have implemented various ways in assisting our team to continually strive to achieve our aims and ensure we provide the best possible service.

These take the form of: -

- Quality questionnaires for people we support
- Quality telephone calls
- Spot checks carried out by managers
- Policy awareness checks for staff
- Regular supervision for all staff
- Annual staff appraisals
- Regular and appropriate staff training
- Company vision for the future planning
- Complaint and compliments
- Care Certificate Training within 6 weeks
- Performance monitored probationary period of 24 weeks
- Regular Risk Assessments and Manual Handling Assessments
- Ongoing support to both our service users and staff alike

1. Quality Questionnaires

Once the people who we support have received our service for a short period, they will be contacted by a representative from CSS who will ask them a number of questions regarding the service they have received. This will be dealt with confidentially. Their answers will greatly assist with our planning and development of the service and are much appreciated.

Our annual Driving up Quality questionnaire are sent out to the people who we support/ their families and also our staff team. This questionnaire will ask a number of questions about support received or how effective CSS is as an employer. All feedback will be reviewed by the Quality Manager who will then pass feedback to relevant senior managers to resolve any issues and continue and improve on what's working well. Feedback is also able to be submitted anonymously.

2. Formal Staff Observations

Our managers regularly undertake staff observations on both our support workers and the services they provide. Feedback from these observations is used within staff supervision sessions to address any issues, which may arise, and to assist us when planning development of the service.

3. Policy Awareness Checks

Through our staff supervision system, our managers regularly carry out policy awareness checks when supervising staff. This assists us to ensure that staff are continually up to date with our policies and procedures and are fully equipped to deal with situations they are faced with.

4. Staff Supervision

All staff receive a supervision on a 10-12 weekly basis. This time is used to ensure staff are working towards all policies and procedures and to ensure an effective needs led service is provided.

5. Employee Annual Appraisals

All staff undertake an annual appraisal to identify strengths and weaknesses, encourage personal development and ensure CSS have a wealth of skills to meet the needs of the people who use our service.

6. Employee Personal Development Plans

All employees will be supported to complete and implement a PDP throughout their employment. This will support ongoing personal development and ensure each employee strives to achieve the best possible practice and performance.

7. Training

On commencement of employment all staff undertake a comprehensive training program including Care Certificate Training, First Aid, Health and Safety, Producing Effective Documents, Safeguarding Issues, Manual Handling and any other appropriate identified specific training. An ongoing training program is undertaken throughout the employment of each support worker ensuring they are equipped for the services they provide.

In addition to the above monitoring, within our Supported Living Services we also carry out a specific individual house audit every 3 months, which covers a detailed audit of individuals finances. This is completed by an independent person who has no connection to the Supported Living Services we manage. This ensures an unbiased, transparent outcome. All information gathered at these audits is then collated and presented at our regular quality management meetings where if required, a strategic plan is devised to address any issues.

All Quality Assurance and monitoring information is analysed annually. This information assists us with continued development and positive changes within our services. The outcomes of quality monitoring are circulated annually to all appropriate personnel.

We have a clear complaints and compliments procedure that is user friendly and transparent. We tackle any concerns raised in an open and professional manner. The prompt and tactful way in which we do this gives the people we support confidence and creates a trusting and open relationship. We recognise that individuals sometimes feel worried about raising concerns in case of reprisal.

In response to this form the outset we strive to make sure people who use our service are fully involved in shaping what they receive and are empowered by knowing their rights. In order to maximise the success of this, the people we support's involvement with external support such as advocacy, friends and family and professional advisory services is again encouraged and facilitated where appropriate.

RELEVANT SKILLS AND KNOWLEDGE

We regularly review and evaluate the service we provide, ensuring we keep abreast, and where possible, ahead of developments in order to provide a high-quality service ensuring we are up to date with expectations and the standards of our governing bodies.

We work only to a clear brief, agreed with our customers. However, the brief originates, whether from a tender, an individual request or a proposal originating from ourselves, we will ensure thorough information is received in order for us to effectively meet individual needs. We will ensure staff are fully briefed on all aspects relating to the individual's support package. Ongoing reviews will be carried out with the referring agency to ensure we are providing the best service possible.

In order to achieve effective implementation of our quality assurance systems, these are communicated to all staff within the company. We do this by:

- Uploading the Quality Policy and Procedure to our bespoke portal that can be accessed via any computer or smart device. Where changes to the policy have been made, a notification is sent to all staff who must read and acknowledge the changes before progressing on the portal.
- We display a copy of our Quality policy within our main building (reception area)

Community Support Services is dedicated to ensuring we strive to continually introduce new and effective ways of monitoring our service. This policy is a live and active document, which is renewed and updated regularly.

FORMAL QUALITY ASSURANCE PROCESS

1. Service provision commences.
2. Following 6/8 weeks of receiving service, a telephone call is made to undertake a quality assurance check to ensure that all the information we hold is correct and up to date and that the service is meeting the individuals expectation.
3. Following this we will contact you annually to ensure your personal information is all correct and that your support continues to be effective.

STAFF QUALITY REVIEW FORMAT

DAY 1

COMMENCE INDUCTION

WEEK 8

8 WEEKS SKILLS AUDIT

WEEK 16

16 WEEKS SKILLS AUDIT

WEEK 24

PROBATIONARY REVIEW
INITIAL SUPERVISION
AT 10 –12 WEEK INTERVALS THERAFTER

MONTH 12

ANNUAL APPRAISAL

FORMAL EMPLOYEE OBSERVATIONS ARE CARRIED OUT THROUGHOUT THE YEAR

SERVICE USER QUALITY REVIEW FORMAT

DAY 1

COMMENCE SERVICE

WEEK 6/ 8

UNDERTAKE INITIAL REVIEW

12 MONTH FULL REVIEW

RELATED POLICIES:

- Employee Handbook
- Mission Statement
- Policy Statement
- Policy update and review procedure