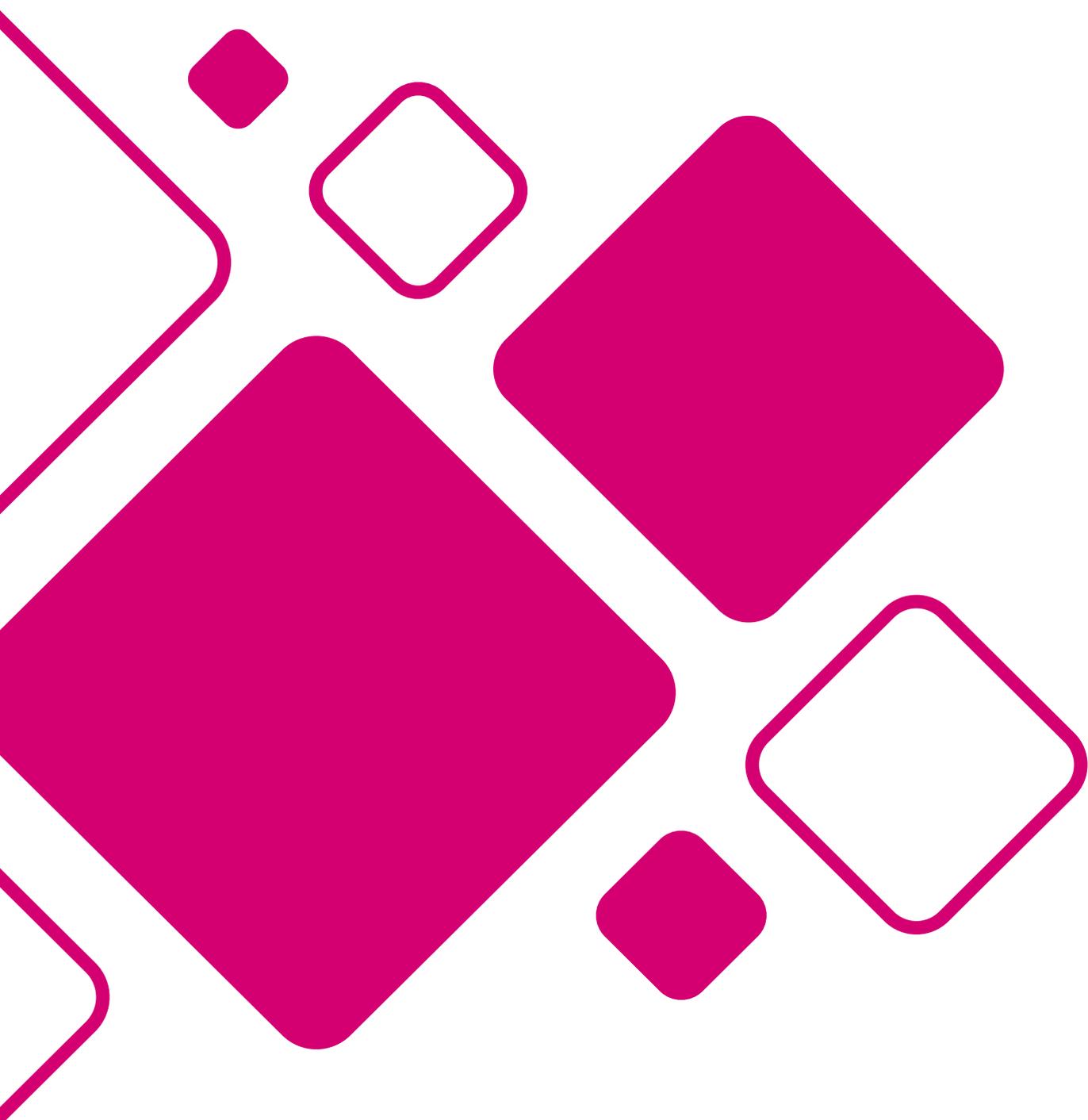


NursingDirect

POLICY NUMBER: **96**

POLICY TITLE: **QUALITY & QUALITY ASSURANCE**

WHO MUST ABIDE BY THIS POLICY? **ALL NURSING DIRECT WORKERS**



QUALITY AND QUALITY ASSURANCE

SUMMARY

This policy details the quality and quality assurance processes the service will adopt to maintain its standards and continual improvement.

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
- Mental Capacity Act 2005
- Data Protection Act 2018

UNDERPINNING KNOWLEDGE

- Author: NICE, (2016), Home Care for Older People. [Online] Available from: www.nice.org.uk/guidance/qs123 [Accessed: 5/3/2020]
- Author: The Kings Fund, (2014), Managing Quality in Community Health Care Services. [Online] Available from: www.kingsfund.org.uk/sites/default/files/field/field_publication_file/managing-quality-in-community-health-care-services.pdf [Accessed: 5/3/2020]
- Author: Skills for Care, (2015), Effective Supervision in Adult Social Care Summary. [Online] Available from: www.skillsforcare.org.uk/Documents/Learning-and-development/Effective-supervision/Effective-supervision-in-adult-social-care-Summary.pdf [Accessed: 5/3/2020]

EQUALITY IMPACT ASSESSMENT

Equality analysis has been undertaken, this statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

Purpose

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

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

To support Nursing Direct in aligning practice to the CQC inspection framework.

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?
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?
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?

To meet the legal requirements of the regulated activities that Nursing Direct 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
- Mental Capacity Act 2005
- Data Protection Act 2018

SCOPE

The following roles may be affected by this policy:

- Permanent staff, temporary workers
- Service Users
- Family
- Advocates
- Commissioners
- External health professionals
- Local Authorities
- NHS

Objectives

To confirm the commitment of Nursing Direct to quality and ensuring that robust governance processes exist, which meet the needs of its Service Users, its employees, temporary workers, the Care Quality Commission and other key stakeholders.

To demonstrate that the provision of evidence-based best practice underpins all activity within Nursing Direct and its processes are benchmarked against NICE guidelines and other best practice guidance.

POLICY

The aim of Nursing Direct is to deliver safe, caring, efficient and high-quality Care services which fully integrate quality, performance and governance as detailed in its vision and values.

Nursing Direct 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.

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

Nursing Direct recognises that a quality service is one that takes account of the needs and circumstances of each Service User. A quality service ensures that Care services are accessible, appropriate, safe and effective for all including protected characteristic groups. We also believe that workplaces must be free from discrimination so that staff and temporary workers can thrive and deliver excellence.

Nursing Direct will anticipate and be responsive to the changing needs of our diverse Service Users and the changing needs within their local community. We are committed to providing the best possible Service User Care and value the professionalism of our staff and temporary workers.

Nursing Direct will ensure that necessary resources are available to 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.

Within Nursing Direct, 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 User concerns, feedback and views.
- Listening and responding to concerns raised by Nursing Direct staff, temporary workers, and other key stakeholders.

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 and temporary workers 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 to achieve continuous improvement.
- Collation, reporting and using data to inform stakeholders of the quality of the service.
- Promoting a supportive, transparent culture where The Galago Group can learn from any mistakes.
- Collaborative working with commissioners, Local Authorities and Clinical Commissioning Groups (CCGs).

PROCEDURE

Nursing Direct Quality Framework

Nursing Direct will embed a quality framework that includes:

- Clearly defined quality objectives that are specific, measurable, achievable and time-sensitive.
- Ensuring a person-centred approach to the Care of each Service User.
- Enabling the Service Users we Care for to set their personal objectives and involving them in the review process.
- Setting targets that are focused on meeting the needs of our Service Users, our business and other stakeholders.
- An organisational structure that identifies who provides vision and direction within Nursing Direct.
- An implemented, up-to-date suite of policies and procedures that are evidence-based, reflect best practice and the needs of Nursing Direct, and dovetail with any contractual requirements. Regular audit cycles 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 and temporary workers 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.
- The building of positive relationships with partners and others working in the sector to enable multi-agency working, pooling expertise and resources and working 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.

SERVICE USERS

- Nursing Direct will ensure that the principles of privacy, dignity and respect underpin all care delivery. Service Users are at the heart of any Care Planning and (with their consent) family or someone who can advocate on their behalf will be involved.
- All Service Users have a person-centred Care Plan that meets their needs, expectations and wishes, created (where possible) before their Care starts.
- Care Plans will be reviewed within 6 weeks of Care starting, and at least once a year.
- Nursing Direct 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.
- Nursing Direct will ensure that Service Users know how to raise concerns, share their views and how to get involved with shaping service delivery.
- Nursing Direct must audit the consistency and reliability of Care and take remedial action where required.
- Nursing Direct must ensure that principles of privacy, dignity and respect underpin all Care delivery, and this will be audited.

Staff and Temporary Workers

- Recruitment ensures that the right people are recruited for the right job.
- Recruitment ensures that all pre-employment checks are undertaken and documents are held in line with Data Protection requirements.

- Nursing Direct ensures that all staff have regular supervision. New staff will undergo supervision more frequently and where concerns arise about any member of staff, supervision frequency will increase.

CULTURE

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 levels of engagement, motivation, commitment and empowerment.
- Processes support a person-centred, 'fair blame' culture that actively encourages Service Users, their family or Care Workers to report their concerns.
- Whistle-blowing and Safeguarding Policies and Procedures are widely publicised and complement the Local Authorities, CCG's and other service users procedures.
- A learning culture is promoted, with audit and investigation outcomes being disseminated to staff, so that lessons can be learnt and measures put in place to ensure that practice is adjusted to minimise the risk of recurrence.
- Any audits that result in identified actions will be implemented in a timely, supportive manner.

Policies and Procedures

- Staff and temporary workers can access policies and procedures from their managers, and from the company website.
- Policies and procedures are reviewed annually, with a 6 monthly check for updated legislation, policies are circulated to staff and temporary workers, changes are cascaded.

TRAINING

- Training and Development is given high priority for all staff and temporary workers within Nursing Direct, to ensure a knowledgeable and competent workforce.
- An environment of continuous learning enables the development and review of practice and systems in the light of research, good practice and evidence-based care.
- Training is reviewed as part of root cause analysis and lessons learnt when things go wrong and mechanisms put in place to ensure any gaps in training are closed.

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 Results will be analysed and used to:
 - Develop action plans to improve practice
 - Inform quality initiatives and review of Nursing Direct strategy.
 - Inform supervisions, training and performance management where necessary.

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

CORPORATE SOCIAL RESPONSIBILITY

Nursing Direct is a socially responsible business and we recognise the active role we can play in helping to build happier and healthier communities by:

- Ensuring ethical purchasing with due diligence carried out on our supply chains.

- Adhering to Modern Slavery and Human Trafficking Laws as part of our purchasing strategy.
- Complying with local waste reduction and recycling requirements.
- Striving to be a responsible neighbour in the community we operate by ensuring the safety and security of Nursing Direct premises.
- Finding and investing in technological solutions where possible, such as low energy lighting systems, that can help us use energy resources more efficiently.
- Being a 'champion' of change, showing how much we care about the need for a low carbon economy and reducing our carbon footprint by ensuring staff can keep car journeys to a minimum with careful rostering.
- Motivating staff to actively care about the environment, giving them guidance and information to help them make a real difference.

POLICY OWNER: ROBERT STIFF

POSITION: CEO

SIGNATURE: *Robert Stiff*

DATE: 01/11/2020

REVIEW: 01/11/2023

NursingDirect