



## 1. Purpose

1. To set out how Concorde Care in The Community intends to achieve continuous improvement in all services, reflecting national and local requirements as well as the priorities of Concorde Care in The Community.
2. To ensure the consistent delivery of safe, effective care that results in a positive Service User experience.
3. To support Concorde Care in The Community in meeting the Key Lines of Enquiry:
4. To meet the legal requirements of the regulated activities that Concorde Care in The Community 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



## 2. Scope

1. The following roles may be affected by this policy:
  - All staff
2. The following Service Users may be affected by this policy:
  - Service Users
3. The following stakeholders may be affected by this policy:
  - Family
  - Advocates
  - Commissioners
  - External health professionals
  - Local Authority
  - NHS



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### 3. Objectives

1. To confirm the commitment of Concorde Care in The Community 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.
2. To emphasise that the provision of evidence-based best practice underpins all activity within Concorde Care in The Community and its processes are benchmarked against NICE guidelines and other best practice guidance.



### 4. Policy

1. The aim of Concorde Care in The Community is to deliver safe, caring, efficient and high-quality Care services which fully integrates quality, performance and governance as detailed in its vision and values.
2. Concorde Care in The Community 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.  
Concorde Care in The Community is committed to ensuring that it continually evaluates and seeks to improve its governance and auditing practice.
3. Concorde Care in The Community recognises that a quality service is one that understands the needs and circumstances of each Service User, Care Worker, the local community and staff members. We fully appreciate that a quality service ensures that Care services are accessible, appropriate, safe and effective for all 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. Concorde Care in The Community will anticipate and be responsive to the changing needs of our diverse Service Users and the changing needs within our local community. We are committed to providing the best possible Service User Care and valuing the professionalism of our staff.
5. Concorde Care in The Community 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.
6. Within Concorde Care in The Community, 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 Concorde Care in The Community staff and other key stakeholders
7. 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 of achieving continuous improvement
  - Collation, reporting and using data to inform stakeholders of the quality of the service
  - Promoting a supportive, transparent culture where Concorde Care in The Community can learn from



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any mistakes

- Collaborative working with commissioners, the Suffolk County Council and CCGs to identify opportunities to meet the needs of the local community



## 5. Procedure

### 1. Concorde Care in The Community Quality Framework

Concorde Care in The Community 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 for 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 Concorde Care in The Community
- An implemented, up-to-date suite of policies and procedures that are evidence-based, reflect best practice and the needs of Concorde Care in The Community, 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

### 2. Service Users

- Concorde Care in The Community will ensure that 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 Months weeks of Care starting, and at least once a year
- Concorde Care in The Community must ensure that risk assessments and Care Plans are reviewed when needs change, when there is an incident, concern or near miss, within 6 Months weeks of Care commencing, and at least annually
- Service Users must be at the heart of any Care Planning and (with their consent) family or someone who can advocate on their behalf will be involved
- Concorde Care in The Community must ensure that Service Users know how to raise concerns, share their views and how to get involved with shaping service delivery. Concorde Care in The Community will listen and respond, documenting any action taken
- Concorde Care in The Community must audit consistency and reliability of Care and take remedial action where required
- Concorde Care in The Community must ensure that principles of privacy, dignity and respect underpin all Care delivery, and this will be audited

### 3. Staff

- Recruitment will be values-based and robust, to ensure the right people are recruited for the right job. There is a formal induction process for all staff to ensure that they are provided with the skills and



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knowledge to gain competence to fulfil their roles. Recruitment will ensure that all pre-employment checks are undertaken and documents are held in line with Data Protection requirements

- Concorde Care in The Community will undertake spot checks on every Care Worker at the Service User's home to witness Care delivery at a frequency agreed by Concorde Care in The Community
- Concorde Care in The Community 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
- Concorde Care in The Community 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 Concorde Care in The Community
- 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

#### **4. 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 trends
- Processes support a person-centred, 'fair blame' culture that actively encourages Service Users, their family or Care Workers to report their concerns
- Whistleblowing and Safeguarding Policies and Procedures are widely publicised and linked to the Suffolk County Council 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 incidents do not arise again
- Any audits that result in identified actions will be implemented in a timely, supportive manner

#### **5. Policies and Procedures**

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

#### **6. Training**

- A training matrix is developed and all staff undergo training needs analysis
- Training and Development is given high priority and Care Workers have a requirement to attend
- Training and Development is also given high priority for other staff within Concorde Care in The Community to ensure a knowledgeable and competent workforce
- An environment is created where staff are committed to develop and change practice and systems in the light of research, good practice and evidence-based care
- Concorde Care in The Community will review training materials alongside any published policies and procedures to ensure consistency and ensure that they dovetail, where necessary
- Training is reviewed as part of root cause analysis and lessons learnt when things go wrong. The general manager will ensure that mechanisms are put in place to ensure any gaps in training are closed

#### **7. Audit**



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The Nominated Person 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 enable achievement of improvement and result
- Steer the direction for quality initiatives and review of Concorde Care in The Community strategy
- Form 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 Concorde Care in The Community.

#### **8. Corporate Social Responsibility**

Concorde Care in The Community is a socially responsible business and we recognise the active role we can play in helping to build happier and healthier communities. Concorde Care in the Community Limited will do this 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 Concorde Care in The Community 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



## 6. Definitions

### 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

### 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 can be the evaluation, management, and improvement of the quality of the service

### 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 practise 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:

- The culture at Concorde Care in The Community is one of continued review to ensure that quality Care and service is delivered
- Concorde Care in The Community will work to a quality framework to ensure that all areas of practice comply with regulation, legislation and national evidence-based best practice
- 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
- Concorde Care in The Community will benchmark current performance against agreed performance standards and ensure it makes changes to improve performance, and seeks new ways of working to continuously improve



## Key Facts - People affected by the service

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

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