



## Monitoring Quality Policy

|    |                          |   |
|----|--------------------------|---|
| 1. | Definition.....          | 1 |
| 2. | Purpose.....             | 1 |
| 3. | Policy statement.....    | 1 |
| 4. | Procedure.....           | 2 |
| 5. | Monitoring feedback..... | 3 |
| 6. | Staff training.....      | 3 |
| 7. | Other surveys.....       | 3 |
| 8. | Revision history.....    | 3 |

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### 1. Definition

Quality assurance is best described as "making promises and providing evidence of keeping them." It refers to the process of evaluating/assessing the extent to which the organisation is delivering on its promises.

### 2. Purpose

- To ensure that residents benefit from safe, high-quality care, treatment, and support.



- To outline our belief and commitment to ensuring that ongoing quality improvement is an integral part of our organisation.
- To monitor the quality of care and support provided and the welfare of the residents.

### 3. Policy Statement

Spring Care For You is committed to striving for excellence, with a particular focus on the provision of high-quality care and support while safeguarding and promoting the welfare of our young people. Our commitment to the quality of care we provide ensures that we:

- Check the quality of services that young people receive.
- Identify, assess, and manage risks to staff, residents, and visitors.
- Take account of:
  - Comments and complaints.
  - Investigations into poor practice.
  - Records held by Spring Care For You.
  - Monthly monitoring visits.
  - Six-monthly quality of care reviews.
  - Regular manager monitoring of care records and plans.
  - Service user and stakeholder feedback.
- Improve our service by learning from:
  - Adverse events, incidents, errors, and near misses.
  - The outcome of comments and complaints.
  - The advice of other expert bodies, where this information shows the service is not compliant.



#### **4. Procedure**

**Effective quality assurance and quality monitoring systems are essential for the continuous improvement of the services we provide. Every member of staff has a responsibility for delivering quality support.**

- **All staff must show commitment to quality and its improvement in every aspect of their working day. They will be trained to perform their duties in compliance with applicable regulations and good practice.**
- **Through instruction, practical example, and training, Spring Care For You undertakes to ensure that quality and child-centred practice are the primary goals of staff and that they understand the quality system and its direct relevance to the organisation's success.**
- **Spring Care For You has an annual development plan for quality improvement, which is regularly reviewed. The plan is costed, focuses on specific measurable outcomes, and includes named staff responsible for each objective.**
- **Policies, procedures, and practices are reviewed in light of changing legislation and good practice advice. Key policies and procedures are reviewed at least annually, or as required before their annual review date.**
- **Managers must follow the quality assurance requirements set out in the Leadership and Management Policy for their home.**

#### **5. Monitoring Feedback**

**Monitoring satisfaction is an important indicator of whether the organisation is achieving its objectives in delivering a quality service. We seek feedback following placements from**



ex-residents and professionals as part of our quality assurance process. Spring Care For You seeks feedback through:

- Ex-Resident's Survey.
- Placing Authority Survey.
- Solicitor Survey (where applicable).
- IRO Survey.

In weekly residents' meetings, we encourage residents to contribute to improving the quality of care they receive. Residents can also send their comments anonymously.

#### 6. Staff Training

Staff are supported and guided to fulfil their roles and provide high-quality service to residents. They receive quality training to enhance their individual skills and keep them up-to-date with professional and legal developments. At the end of each training session, staff complete a survey to help improve future training quality.

#### 7. Other Surveys

- Following their annual appraisal, each staff member is asked to complete an Appraisal Survey.
- Staff are also asked to complete a Staff Satisfaction Survey, which informs us of the quality of service provided and areas for improvement.
- At the end of employment, an Exit Survey is sent to staff. The feedback is used to improve the quality of work at Spring Care For You.



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#### Compliance with 2024 OFSTED Regulations and UK Law

This policy complies with 2024 OFSTED regulations, particularly Regulation 13 (the leadership and management standard), ensuring that a robust quality assurance framework is in place. It also aligns with UK law, ensuring the delivery of high-quality care and continuous improvement.