

Title of Policy:	Section:	KLOE Reference(s):
Quality Assurance (KLOE)	Operations	Caring; Responsive; Well-Led
Regulation(s) directly linked to this Policy	9: Person-centred care; 17: Good governance	
Regulation(s) relevant to this Policy	10: Dignity and respect; 16: Receiving and acting on complaints; 18: Staffing; 20: Duty of candour	

Purpose

This Policy instructs employees as to the processes the Company intends to implement in order to establish their feelings and those of Clients, family members etc about the quality of service and care and support delivered by the Company, with the aim of identifying and planning improvement.

Statement

The Company is judged by its Clients, Clients' families, other important stakeholders and the Care Quality Commission (CQC) on its merits. The Company's expectations, in respect of the quality of the service it delivers are high. It is essential, therefore, that the views of those at the receiving end of care and support, and those closely associated with them, are known. This translates into the very purpose of the Quality Assurance programme – to establish:

- a) How well we are doing;
- b) How we can improve.

Procedure and Guidance

Informal Processes

All employees of the Company are encouraged, when in contact with Clients, or their representatives or family members, to ask their views on how care and support is being delivered, and to what level of satisfaction. This allows the Company to maintain a constant finger on the pulse so to speak, and to remove any known areas of dissatisfaction without unnecessary delay.

Formal Processes

The Company will ask the views of Clients, family members and staff on a regular basis using questionnaires in order to gain feedback on how well it is doing. These questionnaires are based upon how the Company is performing both before and during the delivery of service.

Our approach is to use the questionnaires to identify with quality statements which we have devised and seek a response from the individual completing the questionnaire as to how they relate to the statement. For example:

- 5 = Strongly agree
- 4 = Agree
- 3 = Neither agree nor disagree
- 2 = Disagree
- 1 = Strongly disagree

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Company/Organisation Name registered with the CQC

This policy was implemented/reviewed on ? The date of the next review is ?

This model requires the approval of the purchaser prior to implementation

	Tick one Box only				
Statement	5	4	3	2	1
	√				

This individual therefore is very positive, fully agreeing with the statement as always applying to them. All of the questionnaires operate on similar lines:

- A quality statement is offered to the Client, and
- The Client offers his/her opinion as to how much they agree with the Statement.

This allows the Company to identify with areas where we are performing well, and areas where we need to make some improvement.

CQC's Key Lines of Enquiry (KLOE)

We have identified closely in preparing our questionnaires with the *statutory guidance for service providers and responsible individuals* on meeting service standard regulations. For the purposes of a degree of simplicity, and to meet our objectives in being able to relate to a wide group of people, we have decided to group the guidance into the 5 Key Lines of Enquiry outlined by the Care Quality Commission. These are:

1. Is the service Safe?
2. Is the service Effective?
3. Is the service Caring?
4. Is the service Responsive?
5. Is the service Well-led?

Our approach in designing questionnaires is to examine the document "Key lines of enquiry, prompts and ratings characteristics for adult care services", with particular emphasis on the guidance for CQC inspectors as to what might constitute an "outstanding" rating.

In designing quality statements which associate with and mirror the CQC's own assessments of what behaviours are outstanding, we are in a sense asking those invited to complete the questionnaires to contribute their own views on how outstanding we are.

Clients who need help and support to complete questionnaires

The Company does not wish to ignore the views of any Client, or "Significant Other" from contributing feedback on the quality of services provided, if, for example, they are not able, independently, to complete a questionnaire. The Company will try to facilitate the completion of questionnaires using family, friends etc, and will only assist directly in cases where, otherwise, the views of a particular individual would not be obtained.

Feedback and using the results

The Company will analyse the results and provide feedback to contributors either orally, usually on an individual basis, or through a group newsletter or similar.

A personal interview will be undertaken with any contributor whose feedback is especially negative so as to explore the reasons for this, and identify possible actions enabling a more positive outcome in the future.

No Client will suffer any form of harassment, discrimination or unfair treatment as a result of providing negative feedback.

Action Plans

The Company aims to use feedback from questionnaires to identify any areas of concern, and to develop formal action plans aimed at improvements in satisfaction.