



Yenaa Housing

Quality Assurance Policy

February 2022



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Policy Checklist	
Date of Implementation	Feb 22
Date of Last Review	Feb 24
Date of Next Review	Feb 26

1.Introduction

1.1 Yenaa Housing is committed to the provision of the highest standard of quality service possible for all its service users. The organisation considers continual improvement to be integral to consistent delivery of quality services. The overall quality management objective is to ensure that Yenaa Housing reliably delivers and maintains a high level of care, support and supervision. The organisation will seek to encourage any identified best practice in its service delivery to help further improve overall quality and in so doing, service user experience of the services we provide.

2. Aim of the Policy

“To enable our service users to live in safe, accommodation. With the right Care, support and supervision for them to develop positive pathways to moving on to permanent accommodation.

2.1 As such this policy is intended to set out the values, principle and procedures underpinning Yenaa Housings approach to upholding high standards of quality to service users. To enable us to achieve our aims we need to:

- Quality is everyone's business and the best way to ensure that high quality services are delivered is to involve all stakeholders in assessing how well those services are performing. Stakeholders, therefore, will include service users, staff, health practitioners, and our Registered providers.
- Therefore, it means a whole system approach, where standards are set and communicated well, and all stakeholders work collaboratively to make sure quality is delivered. It is also about monitoring quality and taking clear action where quality is not meeting standards.
- Quality assurance is about culture and creating expectations, with people providing services and with those using services.

2.2 Quality service through meaningful engagement leading to effective outcomes for service users.



2.3 Consequently, the organisation is committed to the;

- Assessment and monitoring the quality of the organisation's service.
- Safe Recruitment
- Employment and retention of staff
- Training and development
- Feedback from stakeholders
- Environmental and fabric of the properties
- Working in partnership
- Using legislation and Guidance
- Identification, assessment and management of risks to the health, safety and welfare of service users.
- Maintenance and safe storage of records about service users and staff.
- Obtaining and acting on feedback from service users.
- Quality supervision and appraisal
- Training and Continued Personal Development

3. Auditing

3.1 To ensure we have a clear overview of our organisation and services, we have to create a culture that places quality management and audit at its heart. It will be the responsibility of the registered manager and Director to ensure they are putting aside specific time to ensure their collective responsibilities for governance are carried out on a regular basis.

3.2 It is important that 'due diligence' and Candour is part of the auditing process. There needs to be a thorough examination of all aspects of the delivery and operation of the home. There must be a clear expectation that those responsible for governance understand what, why and how their organisation is running. It's important that the Registered manager and directors take a systematic approach to the auditing of Quality management.

Quality Management System

- Quality Management – ensuring a formalised, explicit and proactive approach to service management in meeting responsibilities within the provision of the homes.
- It will include as its foundation, common principles against which the company can identify its strengths and weaknesses, provide a tool for evaluation and external recognition, all providing a basis for continual improvement.
- Quality Responsibility – ensures that everyone involved in the quality aspects of the running and administration has clearly defined responsibilities and that the Manager and Directors are responsible for the quality performance of their own organisation
- Quality Priority – ensures that quality issues do not take precedence over health, safety or environmental issues but instead supports them
- Quality Objective – ensures that the principle objective is to set standards that ensure delivery of consistently high standard services to ensure continual improvement
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Quality Achievement

- Competency – Staff must be adequately trained, motivated and competent for their job/role
- Quality Management Responsibility – The Operations lead will have responsibility for the development and maintenance of the quality management system and reports to the Directors
- Quality Failings – All failings of the system which have or could have resulted in non-compliance with the high standard will be investigated and corrected at the earliest opportunity.

Assurance

- Quality Audits – are carried out by internal audits via monthly KPI's. It will produce a report identifying areas of non-compliance and specifying the corrective action required

- Action plan-There should be a clear action plan in place to address and shortfalls or areas that require improvement. These must be time limited and monitored for compliance.
- Training – Appropriate Training must be provided to all those involved in the operation in support of the organisation.
- Lesson Dissemination – Lessons arising from quality audits and assessments are disseminated through the staff team.
- Quality Improvement – Staff are actively encouraged to propose solutions to improve both the Quality Management system and the service in the business.

Application of Principle leads to:

- Employing a consistent organisation-wide approach to continual improvement of the organisations performance.
- Making improvement care, support and supervision service user experience
- Recognising and acknowledging improvements.

4. Key Benefits:

- Informed decisions
- An increased ability to demonstrate the effectiveness of past decisions through reference to factual records
- Increased ability to review, challenge and change opinions and decisions..

5.Roles and Responsibilities

The quality improvement process is directed by and is the ultimate responsibility of the Operations lead. All staff members are responsible and accountable for their practice that should continually contribute to the quality improvement process by providing high standards of care in all aspects of their role.

- 3 Monthly Supervision of staff team. Focusing on evidence and outcome-based performance.
- Triangulation of audit. Linking evidence to performance and outcomes
- Feedback from service users
- Monitor complaints procedure
- External Audits from RSL

Guidance and Standards

The Operations lead has responsibility to ensure this policy is updated on a regular basis.

Supporting policy and guidance documentation is available from the registered Manager. The following international standards provide useful guidance on the implementation of quality management:

ISO 9000:2000 Quality Management Systems – Fundamental and Vocabulary
ISO 9001:2000 Quality Management Systems – Requirements

ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements