

QUALITY MANAGEMENT

2020-21



Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.
Registered Office: 3-9 Balaam Street, London, E13 8EB

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Introduction

Sunlight Care is committed to providing the highest possible quality of service to the residents who use the service, and their relatives.

The quality management system it uses ensures that Sunlight Care service is consistent. The four main components are quality planning, quality control, quality assurance, and quality improvement. The quality management system is focused not only on the quality of service, but also on the means of achieving it.

Aims

Sunlight Care is committed to ensure all the Standards of Health and Safety imposed by the Care Inspectorate or Care Quality Commission and relevant legislative requirements are met. Sunlight Care is committed to deliver quality services and offer continuous improvement, effectiveness, efficiency and value for money.

Sunlight Care will analyse its performance and measure and assess the quality of the service it provides. Performance measurement plays an important role in identifying and tracking progress against goals, identifying opportunities for improvement, and comparing performance against both internal audits and external standards. It is important to know where the strengths and weaknesses of Sunlight Care lie.

Service Provision

Sunlight Care is involved in many aspects of service delivery to its residents, such as nursing services, caring services, domestic services, laundry services, catering services, recreational services, administrative services, gardening services, and general building maintenance.

Each area of service must be managed effectively so that the most effective use is made of the resources belonging to or available to Sunlight Care, and to ensure that the care and other needs of all the residents and employees are continuously met.

Performance measurement is needed to:

- a. ensure resident's requirements and needs have been met
- b. be able to set future plans or goals
- c. provide standards to enable comparisons
- d. provide a clear understanding for employees to monitor their own performance
- e. highlight quality issues and determine areas for priority attention
- f. provide feedback to drive improvement.

Monitoring

We aim to ensure that there is effective and regular communication with everyone involved with Sunlight Care to ensure their views are heard and considered as far as possible by use of the following:

- Resident feedback/survey forms
- Stakeholders (carers, advocates and professionals) feedback/survey forms
- Complaints procedure and monitoring
- Compliments feedback forms
- Staff survey form (Team meetings, training, supervision and appraisals)
- Equal opportunities in all aspects
- Fire risk assessments
- Health and safety audits
- Regular reviews and update of policies and procedure in light of changing legislations
- Incident & Accident reporting
- Financial monitoring
- Medication monitoring
- Health Action Planning (recording and monitoring changing health needs)
- Workplace risk assessments
- Pre-employments checks to ensure the safety of customer
- Resident reviews at least annually

Implementation

Sunlight Care operates a Quality Management System which highlights the gains achieved along the quality journey and prevents good practices from slipping.

The operation of an effective Quality Management System will direct and facilitate continual improvement in the effectiveness and efficiency of Sunlight Care's performance.

The Quality Management System enables Sunlight Care to:

- a. provide direction and meet resident's expectations
- b. facilitate training
- c. involve employees and residents
- d. raise morale for residents, relatives and employees
- e. reduce wastage and improve efficiencies
- f. deal with environmental issues.

Sunlight Care has a strong customer focus. Residents' needs and expectations will be continually determined, identified, and considered. The Manager will ensure that there is an involvement of people at all levels in Sunlight Care and will ensure that all employees are aware of the importance of meeting resident's requirements and are aware of their responsibilities in doing this. The Manager will also ensure that employees are competent to carry out their duties, and have the appropriate level of training and experience.

Auditing

The success of the Quality Management System relies on regular audits and reviews. There is a timetable to carry out and complete audits, with different areas and activities requiring differing frequencies. Audits indicate where improvement or change is needed, but they also identify where service and systems are effective, and whether responsibilities have been correctly assigned.

Sunlight Care conducts audits on every aspect of its service provision including:

- quality assurance questionnaires are sent to relatives and residents 6 monthly
- manager holds a quality care review six monthly, which the residents and relatives attend
- monthly communication by named nurse or key worker with relatives
- resident's individual care reviews are held six monthly residents' meetings are held monthly
- departmental employee meetings are held monthly
- relative's forum held three monthly
- managers out of hours three-monthly drop-in sessions
- suggestions, comments and complaints policy is on display in the resident's room,
- complaint log and action taken
- suggestion box in reception
- care plan audit
- medication audit
- domestic audit
- laundry audit
- kitchen audit
- staff questionnaires
- supervision three monthly
- appraisals annually
- training records quarterly audit
- Care Inspectorate inspection and report
- Contract Compliance inspection and report
- training evaluation
- Scottish Vocational Qualification statistics
- quality assurance statistics
- thank you logbook
- annual professional services quality assurance questionnaire

Risk Management

Quality management in Sunlight Care helps to manage, minimize and mitigate risks. Risk assessment and management is an integral part of keeping residents safe and ensuring that the care they receive does not threaten their health or safety.

Prescription medication has the potential to be a risk management issue. Resident's allergic reactions, adverse effects and even fatalities can be the result of too many medications, not enough medications or a hazardous combination of medications.

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Quality management helps to keep residents safe and reduce their exposure to health threats by regular monitoring.

Process Improvement

Care Homes benefit from quality management because areas of weakness are identified.

When errors or weaknesses are found during audits or observations, the management team will work with the particular employee or entire department to help them achieve the improvements required.

Review

A review of the quality management system will take place once a year and cover:

- the results of audits
- customer feedback
- preventative and corrective actions
- follow up actions from previous management reviews
- changes that could affect the Quality Management System
- recommendations for improvements

Review of the effectiveness and efficiency of the Quality Management System is vital, and the outcome of these reviews will be recorded and communicated to all employees.

Striving for excellence in service provision is the focal point of the Quality Management System.



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