

# QUALITY ASSURANCE PARTICIPATION STRATEGY

2020-21



Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.  
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**Signature:** \_\_\_\_\_ 

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## QUALITY ASSURANCE PARTICIPATION STRATEGY

### Introduction

Participation means working together and making sure that everyone who has an interest or who has a stake in Sunlight Care is able to influence the way in which the services are delivered as well as influencing the development of services.

In particular Sunlight Care wants its residents, their relatives, and its staff to be at the heart of the service so that the residents receive the service they want and need.

Resident needs and expectations change over time and consequently, effective quality management calls for constant monitoring of the residents' progress and satisfaction with the service.

### Aim

Participation should have an influence on the organisation from the bottom up as well as from the top down. Participation is relevant to all areas of service including future planning. It should be an integral part of any development from an early stage.

Sunlight Care endeavours to promote a culture that will offer its residents, relatives and staff greater opportunities for discussion, expression of views, sharing of ideas, and participation in the delivery of Sunlight Care's service.

### Values and Principles

Participation values and principles include the following:

- recognising the importance of equality and diversity
- having a commitment to ensure there is no discrimination
- promoting the things that empower people
- believing that everyone can contribute to our work
- developing and using different approaches to participation
- being inclusive in everything we do
- recognising that Sunlight Care can grow and learn by involving others and that it may be necessary to adapt to changing circumstances and expectations

### Self-Assessment

Sunlight Care is required by the Care Inspectorate or Care Quality Commission, to complete and submit to them an annual self-assessment.

The purpose of completing the self-assessment is to set out in detail, Sunlight Care's evidence-based assessment of the quality of service it provides and which will be based on information obtained from the ongoing participation with residents, carers, employees and stakeholders.

The self-assessment is divided into an assessment of four quality areas, the quality of care and support delivered to the residents, the quality of environment, the quality of staffing, and the quality of management.

It is an evidence-based process and will take account of the views and feedback expressed by the residents, their relatives, staff, health care professionals, independent advocates, and support services. It will also take account of the care plans for each resident and the whole other policies, practices, records, and documents used by Sunlight Care in the delivery of its service.

Staff, residents, and relatives are encouraged to participate regularly in the provision of the information used by Sunlight Care when completing the self-assessment form. Their feedback is valued and essential.

### **Consultation Regarding Self-Assessment**

It is part of the staff training to explain how and by what means the staff can meaningfully participate in providing the information which may be used by Sunlight Care in the self-assessment process.

There will be regular staff meetings to discuss the level and quality of service being provided, and any improvements which might be needed.

Sunlight Care will consider how service users and staff participation have led to improvements in the level and quality of service provided by Sunlight Care to its residents. If these are planned but have not been met by the date of submission of the self-assessment form Sunlight Care will set a target date for completion and will use reasonable endeavours to meet that date.

The residents and their relatives will be consulted and asked to contribute their experiences and thoughts about the quality of service provided. Taking account of the residents' comments and views of their experience of the services provided is an independent measure, which provides Sunlight Care with a balance when completing the self-assessment.

Sunlight Care will look at and consider the evidence available to it to assess each resident's sense of purpose, sense of wellbeing, sense of achievement, and their sense of security. It will also look at and consider the evidence available to it to assess the extent to which each resident's health care needs are being met and the continuity of care and support.

When completing its self-assessment Sunlight Care will consider what its strengths are, and what areas of the service need improvement. It will look at what needs to be done to achieve any required improvement and how long that might take.

Looking ahead Sunlight Care will consider its longer-term strategies and plans to develop the service it provides.

## Participation

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

- quality assurance questionnaires are sent to relatives and residents 6 monthly
- the Manager holds a quality care review 6 monthly, which the residents and relatives attend
- monthly communication by named nurse or key worker with relatives
- resident's individual care reviews are held 6 monthly
- residents' meetings are held monthly
- departmental employee meetings are held monthly
- relative's forum is held 3 monthly
- managers out of hours 3 monthly drop in sessions
- suggestions, comments and complaints policy is on display in the resident's room,
- complaint and action taken
- suggestion box in reception
- care plan audit
- domestic audit
- laundry audit
- kitchen audit
- staff questionnaires
- supervision 3 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 log book
- annual professional services quality assurance questionnaire

***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.***

Access to Sunlight Care's management is not limited to the times set out. They can be contacted at any time by telephone or e-mail or letter. Discussion is always welcome on any suggestion, issue, or concern.