**Quality Assurance**

**Quality Assurance and Monitoring**

1st Healthcare aims to provide the best possible level of service to young people, their families and the placing authority. Therefore, the monitoring of our service is based on the principle of regular checking, continuous improvement by setting ‘smart’ targets (Specific Measurable Achievable Realistic and within a Time frame). Young people, their parents/careers and the placing authority can access via the care management system or receive a copy of the care outcomes of the young person. This is in the form of LAC reports, skills and personal development target scoring in weekly reports and the progression charts. This is mostly demonstrated in the progression of bespoke self -development targets for each young person in our care. It highlights areas in need of extra support to meet set targets of the young person’ achieved scores for self - development as the main yard stick of performance or positive engagement with the care resources. Development in an active placement. Using the care management system, performance becomes much visible along with the agreed approach to dealing with barriers towards target outcomes.

Performance and outcomes are discussed and reviewed with managers after 3 months. The standard of the care provided by 1st Healthcare is of course further monitored by the Local Authority. They are assisted in this task with the access to child/ young person care records from weekly reports to progression targets.

Each young person residing at 1st Healthcare houses will have a pathway plan or alternatively a care /support plan. These reports set clear targets for the young person progression into self - independence. Our aim is to ensure the young person achieves realistic and achievable targets towards progressive outcomes. This is reviewed every three months and at statutory review meetings. The key worker will also write weekly /monthly reports made available to the placing authority and, if appropriate, the young person's carer or, and their parents.

**Staff Supervision**

Staff being the major resource of care do receive regular training of compulsory and voluntary courses. Performance reviews forms part of the monthly supervisory sessions between frontline staff and the area manager.

Agency staff in our Houses, to cover staff absences, will receive one to one supervision no less frequently than after each 8 shifts worked. Records of agreed action are kept, following all supervision meetings, detailing the time and date and length of each supervision held for each member of staff. The record is signed by management and the member of staff at the end of the supervision and is available for inspection.

The staff member’s role, including their accountability in fulfilling 1st Healthcare’s Statement of Purpose. The staff member’s degree of personal involvement, feelings, concerns and any form of job-related stress is discussed. This also includes addressing concerns for complaints from the service users or how a member of staff conducts themselves and engages with the young people in their care. This also includes maintenance of standards or

addressing personal issues which may impinge on the member of staff’s ability to carry out their duties effectively.

**Managers Appraisals**

The General Manager/Director usually conducts the appraisals and performance reviews of 1st Healthcare manager’s or those with higher level responsibilities such as team leaders. Their performance appraisals usually cover areas such as overall outcome targets and how the care performance of the whole company or the various unit locations have fared. Things like the number of service user complaints, queries from local authority partners, queries from service user’s families and any other obstacles to high quality care.

Management will also be expected to explain outcomes below targets and what will be done to support staff in reaching the targets for the young people who are not achieving them. Corrective instructions from upper management will be a clear and concise recommendation and a plan of action will be discussed and executed in view of better all - round performance.

**Staff Training**

As a main part of staff development, all members of staff would already be aware of the compulsory and voluntary training programmes they would be expected to partake in. Each member of staff has their own development plan drafted with their involvement. Staff training typically includes – Health and safety, Care skills, safeguarding, dealing with challenging young people, first aid and a host of other forms of risk and response. Staff are encouraged to complete as many training programmes.

It is also staff development policy to introduce frontline staff to more complex reporting on the care management system (Solaris Careware). This involves guiding staff on how to create reports such as LAC reports, Care plans, Risk assessment, local area assessment, PEPs and progression charts.

**Care Resource Audits**

A review of facilities for care is an everyday affair which is part of the frontline staff’s responsibility. Keeping the houses clean and tidy, involving the young people in the care of the houses, making sure all repairs are carried out quickly, checking for health and safety compliance and taking corrective measures when risks are identified. 1st Healthcare takes the care of its physical resources quite seriously making sure our accommodation for young people is consistently set up to a high standard in terms of surrounding interior and exterior. Items within the unit are replaced when broken or worn out or have become less safe due to wear and tear. Pest control is also reviewed every 12 months, more frequently if the problems persist.