

JEWISH CARE

Quality Assurance

Hannah Jacobs

January 2010

Quality Assurance

- We believe that the services we provide should meet the expectations, preferences and needs of the people who use and are associated with them.
- We also need to comply with the standards and benchmarks set up by the Care industry regulators and the Customer Service Excellence Award (a government standard).

Making it happen

We aim to achieve this by:

- Integrating QA with the management of resources
- Recognising and valuing the different roles and the commitment of paid and unpaid staff
- Creating opportunities for eliciting the views of those using/connected to our services

Making it happen

- Enabling QA representatives (paid and unpaid) to actively participate in planning for the continuous improvement of Jewish Care services
- Having a QA Advisory Group to take a strategic overview of QA in Jewish Care

What we do

We gather feedback through:

- Compliments and complaints procedure
- Regular questionnaires to clients, relatives and staff
- Monthly audits by management and lay people
- Observed evaluations (dementia maps)

What we do

- Regular consultations/forums with clients and relatives
- Regular health and safety meetings and checks
- Annual external audit by Quality Assurance team
- Inspections by the Care Quality Commission

How we use the information

- Collating information and feeding back to resource/service managers
- Identifying themes at resource and at organisational level
- Supporting the development of operational and organisational action plans
- Reporting to staff, trustees and community

Questions

?