



Continual improvement in the service (quality assurance)

Why do we need this procedure?

Creative Choices wants to run a high quality service that meets the needs and wishes of the people using it. It is important that we define and then monitor and measure our standards so that we know how well we are doing this. It is also essential that we can demonstrate the quality of the service to people who buy them (including commissioners) and other regulatory bodies.

In order to do this, each year we review all the information we have about how the service is operating to find ways of continuing to improve it. Your views are essential in helping us to know what is happening and the outcomes for people using the service, and in helping us to work out if anything needs to change.

How will this happen?

We have systems in place that enable us to monitor what is happening and help us to ensure we deliver quality services. These include:

- asking you for your views when your plan and Individual contract/Statement of terms and conditions are written and reviewed;
- using evidence from your personal plan or other life plans and records;
- keeping records of complaints, accidents and other unusual occurrences such as incidents of abuse, or use of physical restraint;
- keeping records of any compliments or comments we have received;
- evaluating training/learning and development opportunities that have been provided to our workers;
- using evidence from consultations and surveys involving you and/or your family or representative, and/or Care Managers and/or other relevant professionals;
- involving you and/or other people who are using the service in all aspects of running it, and obtaining feedback from you;
- looking at the reasons that service arrangements have ended;
- looking at how many workers have left the service and why;

- making use of information from inspections by the Care Quality Commission/Care and Social Services Inspectorate for Wales/Care Inspectorate for Scotland/RQIA for Northern Ireland or other regulatory bodies;
- auditing or checking files;
- following quality recruitment processes for workers and volunteers;
- learning from regular supervision, reviews and appraisals for workers and volunteers;
- working in partnership with other organisations.

We use all the information that we have gathered during the year to help decide what needs to change, and then to make a plan of action for the next year. You will participate in this quality review of the service through your involvement in reviews throughout the year. In addition you and/or other people who are using the service can choose to be involved in this quality review and the decisions that come out of it. To help with this we will provide you with:

- summary information in a format that you can understand easily;
- support to enable you to make your views known;
- opportunities to meet up with other people in the service to discuss your experiences and views about the future of the service.

A report on the quality review and its action plans will be made available to Care Quality Commission /Care and Social Services Inspectorate for Wales/Care Inspectorate for Scotland/RQIA for Northern Ireland and other regulatory bodies, and a summary will also be available for you and/or your family or representative.

See these other policies, procedures and documents for further information on:

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Equality and diversity
- Complaints and concerns
- Statement of purpose
- Consultation and participation in running the service
- Learning and development
- Personal plan
- Individual planning and review
- Individual contract/Statement of terms and conditions