



**QUALITY ASSURANCE
POLICY AND PROCEDURE**

HEART & SOUL COMMUNITY QUALITY ASSURANCE POLICY AND PROCEDURE

1. QUALITY ASSURANCE

Heart & Soul Community takes pride in providing quality in every element of its work. The quality of the Company service sets it apart from its competitors. Heart & Soul Community views quality as an essential aspect of its commercial success.

The Company is committed to complying with the set quality management standards to identify, meet and where possible, exceed client requirements. Every effort is made to develop quality in the staff, infrastructure, approach, resources and administration. Heart & Soul Community aims to review and develop further skills, experience, knowledge and supporting infrastructure through its cycle of continual improvement.

Heart & Soul Community will ensure the effectiveness of its quality management system by aiming to achieve the following objectives:

- To help clients to identify their support and skills requirements
- To assist in identifying the most appropriate approach for the client
- To ensure that the client understands both the approach to be used and the objectives set
- To provide the expertise which is relevant to client requirements
- To conduct the work in a professional manner
- To schedule, conduct and complete work within agreed timescales
- To carry out work with high quality administrative support
- To work to individual learner plans as agreed to during initial assessment
- To ensure that the client's requirements are met and where possible, exceeded
- To follow up to see if the provision of service was/is effective and valued
- To seek to improve continually the Company approach, materials, personnel and level of service delivery
- To employ a Quality Assurance officer, who will have direct responsibility to collating, assessing and reporting on annually Quality Assurance across the services provided
- To have clear and concise job descriptions and person specifications
- To ensure our staff are fully trained to effectively complete the tasks given to them.

This policy and the quality objectives will be reviewed annually.

HEART & SOUL COMMUNITYCHARTER

Our main aims are to:

- ensure we provide high quality services in a culture which engenders integrity, empowerment and equality of opportunity
- provide relevant information and support to service users and their families
- work in partnership with the appropriate authorities, supporters and other providers to influence and facilitate the development of appropriate education and training opportunities for adult with learning disabilities
- promote the establishment of appropriate residential, education, training and recreational facilities and opportunities for adults with learning disabilities
- promote social activities, community integration and social events for our service users
- to offer 'value for money'
- ensure the ethnic mix of our staff group is reflective of the local community

For service users we will:

- treat people as individuals and recognise individual differences
- respect personal circumstances and be sensitive to each individual's wishes and aspirations
- create opportunities which facilitate lifelong learning and enhance personal 'lifestyles'
- support choice and decision making which improves quality of life
- encourage access to and use of local community resources
- support appropriate education and personal development opportunities

For members, families, supporters we will:

- provide clear and useful information
- provide honest and informative comment in a friendly and professional manner

For professionals within statutory or voluntary services we will:

- provide clear and useful information
- provide honest and informative comment in a friendly and professional manner
- provide an authentic point of contact for signposting or support

For funders and commissioners of our services we will:

- provide value for money services
- be open, transparent and realistic about what we can achieve
- tailor services to take account of client needs arising from race, sexual orientation, culture, religion, age, disability and marital status.

For statutory authorities we will:

- meet statutory and best practice requirements
- provide clear and accurate reporting on a timely basis

For our staff we will:

- value and trust people to work with us towards achieving the highest possible standards
- provide training and continuing professional development
- encourage people to be creative and innovative and to work together to 'get things right'
- trust people to embrace change and development in services

To ensure quality we will:

- communicate with our 'customers' internally and externally to ensure that their views influence continuing quality improvement
- identify and achieve internal quality standards using audit and action planning for change and improvement
- use external quality standards and their inspection and audit processes to inform and action quality improvement
- provide relevant effective people and technology support services
- ensure efficient and effective use of resources
- have clear and concise job descriptions and person specifications
- have clear and concise recruitment and selection procedures and record relevant data in line with local authority guideline
- ensure our staff are fully trained to effectively complete the tasks given to them and that they have the correct equipment, which is regularly maintained, to assist them

Heart & Soul Community aims to provide the best support and opportunities for development for adults with learning disabilities. We do our very best to ensure we deliver a high-quality service from our organisation in a culture which engenders empowerment and equality of opportunity.

This Charter is intended to support a culture of learning and development and gives a clear commitment to continuous quality improvement for our services.