


Policy No: 03-1022	Authorised: 	Date: 04/02/2020
<b>MANAGEMENT OF THE SERVICE</b> <b>ESSENTIAL POLICY DOCUMENTATION</b>		

This Policy will summarise the Organisation's mandatory policies for key elements of their Domiciliary Care Service, in accordance with the requirements of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014:

1. MANAGEMENT COMMITMENT:

- 1.1 *Regulation 17* addresses the concept of *Good Governance* within the Service (refer also to *Policy No 1018*). Fundamentally, the Organisation remains committed to the delivery of a Care Service of the highest quality, supported by an established system of policies, procedures and record forms / worksheets. The Organisation will strive to achieve continuous quality improvement in all aspects of its business.
- 1.2 There are 4 key elements which have been identified as essential for C.Q.C. Registration, and which are reflected in appropriate policies:
- (1) assessing and monitoring the quality of the services provided
  - (2) identifying and assessing risks to the health, safety and welfare of people who use our services
  - (3) maintenance and safe storage of records about service users and staff
  - (4) obtaining and acting on feedback from service users

2. POLICY IMPLEMENTATION:

Management of the 4 elements identified as (1) – (4) of clause 1.2 of this policy (above) are geared to assuring compliance to the requirements of *Regulation 17* for *Good Governance*.

Each element addresses specific topics which are reflected in appropriate policies, and related record forms and worksheets:

2.1 *Assessing and Monitoring the Quality of the Services Provided:*


Continually auditing the Organisation's Quality Assurance System of self-assessments and policies against appropriate Regulations and Standards. This will include the evaluation of data generated in clauses (1) – (4) inclusive (above), with the objective of maintaining compliance to these Regulations and Standards, and the improvement of policies, practices, and the overall delivery of the care services provided. It is planned that each policy and related record forms will be reviewed through audit at least annually to verify their on-going validity.

Reference: *Policy Series: 2000*  
*Form No 2-006 (for quality auditing of the 5 Fundamental Standards of Care - K.L.O.E)*

2.2 *Identifying and Assessing Risks to the Health, Safety and Welfare of People who use our Services:*

As part of the preliminary Baseline Assessment of Needs, care staff undertake a rigorous environmental risk assessment of the service user's domestic setting to identify risks associated with daily living activities. This assessment is completed before services are provided. Risk Assessments focus on all aspects of care, and include risks relating to equipment (wheelchairs; hoists), risk assessments associated with falls, nutritional risk assessment, risks to skin condition and any behaviour or risks associated with physical or mental health conditions. Any changes or new risks to people who use the Organisation's services are identified through regular reviews, and supervision and consultation with staff.

Reference: *Policy Series: 3000 4000 4100*  
*Form No 3-006 (for assessing risks involved in daily living activities in the service user's home environment)*

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2.3 *Maintenance and Safe Storage of Records about Service Users and Staff:*

Records are retained in accordance with the Organisation's Data Protection Policies. These policies address storage of records (storage locations / conditions, retention times, who is authorised to have access), confidentiality issues, and authorisations for data sharing.

Reference: *Policy Series: 1500*

2.4 *Obtaining and Acting on Feedback from Service Users:*

Seeking and acting upon feedback from service users and other interested parties on the care services provided, with the objective of continually evaluating and improving these services. This will include the review and analysis of complaints and compliments.

Reference: *Policy Series: 2100*