


Policy No: 03-2002	Authorised: 	Date: 05/02/2020
UNANNOUNCED MONITORING OF SERVICE DELIVERY		

This Policy summarises the arrangements in place within the Organisation that ensures maintenance of Care Service standards through unannounced spot auditing of Care Workers at service users' homes:

Policy No 1408 - Staff Supervision Policy - defines the programme used within at the Organisation for the regular supervision of staff to ensure continuous staff development and a better understanding of Job requirements and duties to be performed. In support of this Policy it is standard practice within the Organisation for members of Domiciliary Care supervisory and / or managerial staff to undertake random spot-checks of Care Service delivery. This will involve supervisors / managers making unannounced visits to service users' homes to review the standards of the Care Service delivered by the Care Worker(s):

1. The Domiciliary Care Manager or office team is responsible for drawing up an action plan of unannounced visits. Visits will be planned to incorporate a minimum of two (2) such visits per month.

In preparing the action plan, consideration will be given to the following:

- 1.1 The Care Worker(s) involved, their training needs, and their perceived progress in personal development;
 - 1.2 The service user involved, the duties scheduled for the Care Worker, the documented physical and mental state of the service user and appropriate degree of dependency;
 - 1.3 Any reported concerns regarding possible abuse of the service user, irrespective of whether the Whistle-blowing Policy No 1103 has been invoked;
 - 1.4 Any other concerns, e.g. reported complaints involving a Care Worker.
2. The service user and / or advocate will have been made aware at the beginning of the contract of the Organisation's policy to undertake unannounced visits, and appropriate permission will have been sought to allow supervisors / managers to make such visits.
 3. When making unannounced visits the office team / manager will ensure that they carry appropriate documentation that identifies them as an employee of the Organisation.
 4. At each visit the office team / manager will complete a *Spot Audit of Service Delivery, Form No 2-101*. When completed the results of the Spot Audit will be reviewed and discussed with the appropriate Care Worker(s) as an integral part of the Staff Appraisal process.

FORMS REFERENCES:

Spot Audit of Service Delivery