

AGE UK EXETER

Controlled Document

Document Name: Quality Assurance Policy

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Approved by Board of Trustees on: 30.04.24

Review Schedule: Every three years

Next review due: April 2027

Owner (Responsibility): CEO

Pass amendments to: Governance Officer

Revision History: See end of document.

Document Location: www.ageuk.org.uk/exeter/about-us/policiesandguidelines/

Document Description

Age UK Exeter (AUKE) is committed to providing high quality services which meet or exceed the expectations of clients and other stakeholders and comply with the standards of AUK national. This policy explains how we will achieve this.

Implementation & Quality Assurance

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the Chief Executive Officer on, info@ageukexeter.org.uk or at Age UK Exeter, Sycamores, Mount Pleasant Road, Exeter, EX4 7AE, 01392 202092.

Quality Assurance Policy

1. Ensuring quality assurance

AUKE strives to ensure that all the services offered by the charity are of a high quality and meet or surpass the expectations of clients and other stakeholders.

We do this by:

- Fostering a culture that promotes dignity and respect for the individual and puts the client at the centre of all we do.
- A vision, mission and values statement and code of conduct for staff and volunteers.
- An open, listening culture that encourages improvement and is flexible in the way it meets individual needs.
- Recruitment, induction, and training procedures that ensure our staff and volunteers have the experience, knowledge, and skills necessary to deliver first rate services.
- Regular supervision and support for our staff and volunteers.
- Providing opportunities for clients to tell us what they think of services through regular feedback mechanisms, the user forum and/or via client satisfaction and wellbeing surveys.
- Maintaining a group of trustees willing to quality approve/review services and groups through interviews with clients, carers, staff, and volunteers and who will report their findings to the full Board.
- Having a clear and accessible complaints procedure.
- Investing in and working towards the Charity Quality Standard three-yearly.
- Meeting AUK national standards and requirements relating to organisational quality, advice giving and activity, quality of information and signposting and general service standards.

2. Service Standards

Clients can expect:

- To be listened to and treated with dignity, respect, and compassion.
- To be treated as an individual.

- To be provided with information that meets their needs where possible or signposted to other providers.
- To be supported in making key decisions about later life.
- To have a clear and accessible way to comment on our services or to make a complaint.
- To be provided with clear information about charges where they apply.
- To be given reasonable notice of any changes to the service.
- A friendly, courteous, prompt, and efficient service.
- A service which is, as far as possible, responsive to individual identity, circumstances, wishes and preferences.
- A service that encourages users and carers to be involved in decisions regarding the services they receive and seeks their views by a variety of means to inform the design and delivery of the service.
- A service that does not discriminate on the grounds of any protected characteristic as defined by the Equality Act 2010, to include sex, age, disability, ethnicity/ethnic origin, marital status, religious beliefs, gender reassignment, sexual orientation, health, or political allegiance.
- Services which are dementia friendly.
- Staff and volunteers who possess the skills, knowledge and experience the service demands.
- Confidentiality and respect for the individual's privacy and right to self-determination or to be forgotten.
- A safe environment that takes note of current Health & Safety legislation, Safeguarding guidelines and other Health and Social Care recommendations.
- A service that keeps abreast of "best practice" and continuously seeks to improve.
- Staff who will liaise with other agencies and professionals with the agreement of the client to provide a coordinated, integrated approach.
- Non-judgmental attitudes from staff and volunteers.
- Staff and volunteers who are supported and aided in their professional development by regular supervision and annual appraisal.
- Regular monitoring and review of services to ensure they consistently meet their aims and quality service standards.

3. Monitoring

AUKE currently has the following quality checks and balances in place:

- Committee structure, Risk and Quality, Finance, Full Board with active participation and questioning.
- Active trustees, who kindly utilise their skills and expertise for the benefit of the organisation. Trustees will often offer advice and skills to help quality approve aspects of the charity's functioning.

- Policy portfolio with three yearly reviews and constant oversight in case of changes in best practice or legislation.
- Quarterly confirmation reports to Age UK National.
- Annual confirmation reports to Age UK National.
- Charity Quality Standard three yearly.
- Enabling and Home Support Service inhouse quality checks quarterly.
- Enabling and Home Support Service annual service reviews (one per client).
- Service updates at Board meetings with active participation and questioning.
- Away Day- Sharing best practice, challenges, areas for review.
- Over 50's User Forum
- Service Satisfaction and Wellbeing Questionnaires- annually.
- Trustee Led Quality Reviews.
- Accessible complaints, concerns, suggestions procedure.

A report summarising the range of feedback and the effectiveness of quality assurance systems, including compliance with Age UK standards, will be made to the Board of Trustees on an annual basis.

Revision History

Revision date	Summary of Changes	Other Comments
21.11.14	Routine review by the Standards Committee.	Recommended to Board for approval
12.01.15	Approved by the Board of Trustees	Next review due January 2017
19.12.16	Routine review by the Standards Committee Reference to ISO9001 removed	Recommended to Board for approval.
10.01.17	Approved by the Board of Trustees	Next review due January 2019
07.01.19	Routine review by Standards Committee. Minor change of name to CQS	Recommended to Board for approval.
15.01.19	Approved by Board of Trustees	Next review due January 2022
12.01.24	Quality Assurance Policy and Service Standards merged. Section 3 (Monitoring) added to reflect current systems in place to monitor quality assurance.	Approved 30.04.24. Next review April 2027.