

**Quality Assurance Policy**

**Age UK Kensington and Chelsea**

**Policy review extension form**

Policy title	Quality Assurance Policy
Current date of expiration	April 2020
Extension period request	31 <sup>st</sup> October 2021
Reason for extension request	The unprecedented circumstances of the Covid-19 Pandemic significantly affected our organisational capacity to update our Policies as resources were focused on our large-scale Emergency Response. Our Board have now initiated a full external Policy review of all our Policies which is being carried out by the Policy Review Team and this will be complete by the end of October 2021.
Does this extension request pose any risks?	No – our Policy Review team have given assurances that this extension is appropriate. The two main external Quality Assurance frameworks referenced in the QA Policy – the Age UK Organisational Quality Standards and Regulation by the Care Quality Commission (for At Home service till 31.08.2021) are both still active at the time of the extension request and approval.
Summary of risks e.g. not meeting national guidance	
Has this document previously been granted an extension? Add details e.g. 2 previous extensions amounting to 6 months	No

**Quality Assurance Policy**

Name and Job title of person completing this form	Jess Millwood, CEO
Date of completion	30/07/2021
Name and Role of Board Member Approving Extension	Christine Morgan, Trustee, Chair Quality, Performance, Development & Human Resources Committee
Is the Extension Approved? If no, reason why not	Yes
Date of Extension Approval	06/08/2021
Date Policy Tracker Updated to Record Extension	


**Document Control Information**

<b>Version History</b>			
<b>Version</b>	<b>Date</b>	<b>Detail</b>	<b>Author</b>
1.0	November 2012	New Policy approved	Emma Walsh
1.1	November 2013	Reviewed; charity updated to Age UK K&C; external quality systems referenced	Richard Brine
2.0	May 2015	Name change from 'Quality Statement' to 'Quality Assurance Policy' Significant changes: Structure; Performance & Quality subcommittee; internal audits; Quality Assurance Action Plan. Draft Awaiting Finance and Risk Subcommittee approval	Richard Brine
2.1	Jun 2015	Policy approved and added to MDI.	Richard Brine
2.2	April 2018	Policy reviewed	Sue Baker

<b>Current Version</b>
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### Quality Assurance Policy

<b>Name of Group Approving the Policy</b>	Senior Management within put from the Chair of the Quality and Performance Committee
<b>Date of Group Approval</b>	20th April 2018
<b>Date Added to Master Document Index</b>	12 <sup>th</sup> June 2018
<b>Review Date</b>	April 2020
<b>Version Number</b>	2.2
<b>Related Documents</b>	Quality Manual Quality Assurance Action Plan All policies and procedures All controlled documents All records
<b>Author</b>	Richard Brine
<b>Service Unit</b>	All
<b>Consultation Tracking Sheet</b>	Yes

Approval Signature			
Version	Date	Signatory (Print)	Signature
2.2	20/4/18	Sue Baker	

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**CONSULTATION TRACKING SHEET**

This document must be completed and accompany the policy procedure or guideline through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

**Name of Policy, Procedure or Guideline:** Quality Assurance Policy

<b>Name of person / team / committee asked to provide feedback</b>	<b>Date feedback request sent</b>	<b>Feedback received (Y/N)</b>	<b>Feedback incorporated into Policy (Y/N)</b>
Jan Halliday, Chief Executive	28/05/15	Y	Y
Jemma Hunnex, PCN Manager	04/06/15	Y	Y
Finance and Risk Subcommittee	07/06/15	Y	Y
Finance and Risk Subcommittee	09/04/2018	Y	Y

**Document History and Change Record**

The following are registered holders of controlled copies of this document:

<b>Position</b>	<b>Version</b>
Business Manager (Management Representative)	2.1
Sue Baker (CEO)	2.2

<b>Amendment History</b>			
<b>Version</b>	<b>Date</b>	<b>Amendment</b>	<b>Approved By</b>
2.1	Jun 2015	Feedback from consultation incorporated.	Richard Brine
2.2	April 2018	Reviewed References to ISO9001 removed from 2.3 and reference to bespoke accreditation systems added. Section 4 updated. Circulated for comment.	Sue Baker

## Quality Assurance Policy

### Quality Assurance Policy

#### 1. Aim

- 1.1 Age UK Kensington & Chelsea (AUKKC) is a modern, user-focused, independent local organisation, able to respond to current needs and demands and to plan strategically for the future. We aim to be a key local contributor to a society in which older people are valued, supported and engaged, their dependence on statutory services is reduced or delayed and their quality of life is enhanced.
- 1.2 To support the achievement of this aim, we are committed to providing quality services and ensuring that quality forms the basis of all of our working processes. All trustees and members of staff are responsible for ensuring quality across the organisation.
- 1.3 The aim of this policy is to set out the ways in which we will assure quality and consistency across all our services.

#### 2. Principles

- 2.1 Age UK Kensington & Chelsea places the needs of the individual at the centre of service development and delivery. To this end, we will regularly seek the views of older people and carry out work to identify their needs to:

- Ensure the quality of the services they receive
- Ensure the development of new services is based upon the needs of older people
- Ensuring that their needs are being heard by statutory and other bodies

We will work alongside colleagues in the statutory and voluntary sector to ensure that the views of older people are heard and taken into consideration when services are being designed and delivered. We are committed to delivering a quality service and reporting this to our funders in accordance with the terms of any grant or contract we have accepted.

- 2.2 Age UK Kensington & Chelsea recognises that quality is an ongoing process and regularly reviews services and service delivery to ensure that the required standards are met. AUKKC is committed to continuous improvement.
- 2.3 Age UK Kensington & Chelsea uses the following quality framework processes to further ensure it provides quality services and ensures that quality forms the basis of all of our working processes:
  - Age UK Organisational Quality Standards
  - Regulation by the Care Quality Commission (for At Home service)
  - Specific accreditation for I&A, Befriending and Volunteer Management will be sought in 2018/2019.

#### 3. Scope and Purpose

- 3.1 This policy applies to all services. It aims to ensure that there are effective processes and systems in place for evaluating quality standards across the organisation. The policy allows project workers and service managers to understand the development needs of their service, supported and challenged by

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the Senior Management Team and the Board of Trustees. This will enable the charity's leadership to make judgements about quality in the services it provides.

### 4. Roles and Responsibilities

#### 4.1 Corporate

The Board of Trustees has overall responsibility for quality within the charity, including the ongoing review of all policies and procedures. The detailed scrutiny of quality assurance and improvement is delegated to the Quality, Performance and Development Subcommittee (QPD) of the Board which meets at least three times per year. The QPD is responsible for monitoring the implementation of the ongoing Quality Assurance Action Plan.

#### 4.2 Chief Executive

The Chief Executive will ensure that senior management, departmental leads and project workers accept ownership for all aspects of their work in relation to quality assurance and improvement. The Chief Executive is responsible for ensuring that all services develop robust service level processes and systems for monitoring quality. The Chief Executive will ensure that these processes do not rely solely on internally generated paper or electronic data but take into account observation of practice and consultation and feedback from a full range of stakeholders. The Chief Executive will also ensure that regular quality audits are built in to each department's operational plans.

**4.3** The Chief Executive is responsible for implementing and updating the Quality Assurance Action Plan and reporting to the QPD and Board of Trustees on quality assurance and improvement issues. The Chief Executive is responsible for overseeing organisation wide external quality assurance accreditation and review processes and facilitating their implementation. This includes the monitoring and updating of the charity's Quality Management System and ensuring internal audits are conducted according to the agreed timescales.

#### 4.4 Service Managers

Each Service Manager has a responsibility to:

- Ensure the charity's policies, procedures and systems for ensuring quality are understood and implemented within their service area.
- Partake in internal audits and service reviews and ensure any areas for improvement identifies are addressed.
- Ensure that all people referred to their services receive information about the standard of service they can expect in a form they can access.
- Ensure that the numbers, types and outcomes of complaints, concerns and compliments are monitored and included in reports relating to quality.

#### 4.5 The At Home Registered Manager

The At Home Registered Manager is responsible for ensuring the At Home service is managed and delivered in line with its obligations as required by the Care Quality Commission (CQC), including leading on any CQC inspections.