

Age UK Kensington and Chelsea

Title	Quality Assurance Policy	
Policy author and owner	QPDHR	
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Age UK Kensington and Chelsea Policy - Quality Assurance

Quality Assurance is integral to the provision of good quality services and requires systems and procedures for an organisation to check that it is working correctly and effectively to achieve its goals, to take corrective action if it is not and to enable continuous improvement.

Age UK Kensington and Chelsea (AUKC) 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.

We are committed to providing a professional and efficient service to meet identified needs and requirements and to achieve satisfactory outcomes and the highest possible levels of satisfaction from customers, staff, and stakeholders.

To support the achievement of this aim, we will ensure that there are effective processes and systems in place for evaluating quality standards across the organisation and all its services.

We base our approach on continuous self-assessment and regular monitoring, reviewing, and auditing of all practices and procedures. We aim to be responsive to all forms of feedback, measuring our achievements against required standards and making changes where needed to make improvements. We will keep our systems of monitoring performance under constant scrutiny and maintain individual quality standards in each aspect of our service.

Principles

AUKC 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:

1. Ensure the quality of the services they receive.
2. Ensure the development of new services is based upon the needs and aspirations of older people.

3. Ensure that their needs are being heard by statutory and other bodies.

We will work alongside colleagues in the statutory and voluntary sectors 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.

AUKC recognises that quality is an ongoing process and regularly reviews services and service delivery to ensure that required standards are met.

AUKC is committed to continuous improvement.

Application

This policy applies to Trustees and all staff and volunteers working at AUKC and those receiving a service from us.

Standards

AUKC uses the following quality framework processes to further ensure it provides quality services and ensures that quality forms the basis of all our working processes:

1. Age UK Organisational Quality Standards.
2. Information and Advice Quality Mark

We have in place a programme for auditing standards and procedures including the seeking and obtaining of the views of clients, staff, and stakeholders. We expect all employees to be committed to delivering a quality service and to improve in every aspect of our work.

Responsibilities

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 Development and Human Resources Sub-Committee (QPDHR) of the Board which meets at least three times per year. The QPDHR is responsible for monitoring the implementation of ongoing quality assurance.

The Chief Executive is responsible for ensuring that quality assurance systems are in place and that the Executive team, departmental leads, and project workers accept ownership for all aspects of their work in relation to quality assurance and improvement.

The Chief Executive is also responsible for ensuring that all services develop robust service level processes and systems for monitoring quality which includes audits as required.

The Chief Executive oversees organisation wide external quality assurance accreditation, reviews processes, and facilitates their implementation.

Each Service Manager has a responsibility to:

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

All employees are required to familiarise themselves with the organisation's approach to assessing and improving quality and demonstrate commitment to improving quality in every way possible.

Employees must undertake relevant training and make good use of supervision. They must take personal responsibility for reading and studying information about the service and checking that they are aware of and follow key policies and procedures. All employees should practice good client care by actively seeking clients' views and opinions about their needs.

Legislation

This policy is based on UK legislation as follows:

- a. Care Act 2014.
- b. Health and Social Care Act 2008.
- c. Care Quality Commission (Registration) Regulations 2009.
- d. Equality Act 2010.

Procedure

The quality assurance system comprises multiple audits and monitoring tools. Guidance and procedures are in place which enable all staff to implement quality assurance in all parts of AUKC operations.

Responsibility and review of this policy

Each policy will bear a front sheet summarising the date of approval, date(s) of any amendments and proposed date of review.

Responsibility for this policy rests with the Chief Executive (AUKC) and appointed Executive Lead. The policy was approved in November 2021. It is due for review in November 2024 or sooner if circumstances demand otherwise.