

Purpose

This policy sets out how West Heanton maintains strong governance, ensures high-quality care, and continuously improves services. It outlines our approach to oversight, accountability, and quality assurance, including our annual organisation-wide Quality Assurance Survey.

Governance Framework

West Heanton operates a governance structure designed to ensure safe, effective, and person-centred care. This includes:

- Clear lines of accountability across all departments
- Regular management reviews of performance, risks, and compliance
- Transparent reporting
- Use of evidence-based decision-making
- Continuous monitoring of service delivery and outcomes

Quality Assurance Principles

West Heanton's quality assurance approach is based on:

- **Continuous improvement** – identifying strengths and areas for development
- **Transparency** – open reporting of performance and incidents
- **Accountability** – clear ownership of actions and outcomes
- **Involvement** – listening to clients, families, staff, and stakeholders
- **Evidence** – using data, feedback, and audits to inform decisions

Annual Quality Assurance Survey

Each year, West Heanton conducts a comprehensive **Quality Assurance Survey**. This is distributed to:

- All clients
- Families and representatives
- All staff across services

Purpose of the Survey

The survey can be submitted anonymously and gathers feedback on:

- Quality of care
- Communication
- Safety and infection control
- Responsiveness
- Staff professionalism
- Environment and facilities
- Overall satisfaction

Use of Survey Results

Survey results are:

- Analysed by the Operations Manager
- Reviewed with the management team
- Published in summary form for transparency
- Used to create improvements

Quality Monitoring Activities

In addition to the annual survey, West Heanton carries out ongoing quality monitoring:

- Audits (care plans, MARs, infection control, environment)
- Risk & Response covering:
 - Incident and accident reviews
 - Complaints and compliments analysis
 - Infection Control
 - Safeguarding
- Staff supervision and competency checks
- Spot checks and observational audits
- Service user feedback throughout the year

Roles & Responsibilities

Operations Manager

- Leads governance and quality assurance
- Oversees audits, surveys and improvement plans
- Ensures compliance with regulatory standards

Managers

- Implement quality processes within their services
- Complete audits and submit reports
- Act on findings and track improvements

Staff

- Follow policies and procedures
- Report concerns, incidents and suggestions
- Participate in training

Quality Improvement Plans

- Identify areas requiring action
- Set measurable goals
- Assign responsibilities
- Track progress
- Report outcomes

Review: This policy is available to all staff and will be reviewed following any significant incident or change that develops.