

Our Quality Commitment

Our commitment is to provide high quality safe services that meet the needs, aspirations and wishes of the people we support to achieve good outcomes in their lives.

We involve the people we support in a variety of ways to measure our quality and really focus on finding out what matters most.

Our approach is one of continuous improvement. We value what people tell us and make changes to improve our services and be more effective.

Our Quality Approach

Our approach to quality is based on the principles of ISO 9001:2015 which establishes continuous cycles of improvement through a series of self-assessments and audits with a focus on quality. Areas for improvement are actioned, monitored and reviewed by the senior management team.

The quality of service delivery is guided by our contract agreements and our care regulators standards which are the Care Quality Commission (CQC) for England, the Regulation and Quality Improvement Agency (RQIA) for Northern Ireland and the Care Inspectorate Wales (CIW) for Wales. Our policies, procedures and ways of working are guided by health and social care best practice.

We are a learning organisation and gather information, trends and themes about the quality of the services we provide to make improvements and meet the expectations of people we support.

We are committed to providing high quality person centred services using best practice guidance. All Care and Support staff receive training in person centred approaches and we promote person centred working in everything we do.

The safety of the people we support, staff and visitors is essential. Safety is addressed through a series of audits, visits and shared learning from incidents, accidents and complaints through regular performance meetings and our Risk Committee.

We work in partnership with the Local Authorities and Clinical Commissioning Groups where we have a concern about the safety of a person we support.

We promote fair access to services and promote peoples' rights to equality and fairness, without discrimination. This is assured through equality impact assessments, analysis of referral and access to services data and staff training.

Our Commitment to Feedback

We encourage feedback from people we support, their families and loved ones in a variety of ways. Our 'I Can Expect Standards' were developed with people we support and our Involving People Group. We use these to gather feedback directly from the people we support and what we learn guides our operational planning and our annual Making it Real commitment. Making it Real is a quality initiative kite mark operated by the Department of Health.

We ask for feedback from families, loved ones and other professionals through our satisfaction survey. The issues arising from feedback guide our operational planning to ensure we are responding to what matters most.

We hold regional 'Meet and Eat' events to give people the opportunity to get together and to share their views and feedback. Our Involving People Group is developing local community forums to provide more opportunities for involvement and influence of the services provided. If you would like further information about involvement, please contact the local manager or Head of Service for your area or send an email to policy.practice@hearingloss.org.uk