

How we check the quality of our services

We are committed to providing high quality services which make a positive difference to the lives of people we support. We are regulated by the Care Quality Commission (CQC) <https://www.cqc.org.uk> which carries out inspections at our registered services. We also provide information on request to our local funding bodies and we are available for any external reviews when requested.

At Choice Support quality is about:

- Satisfying our stakeholders – these are the different people and groups with an interest in our work. For example: the people we support, families, local authorities, and our regulatory body the CQC etc.
- Delivering on our purpose to: *'Create opportunities for happiness,'* for everyone we support.
- Knowing what we want to do and how to do it.
- Learning from what we do and using this to develop our organisation and our services.
- Achieving what we set out to do.

We use a documented quality management system which meets the ISO 9001 Quality Management Standard. We use the: *'Plan, Do, Check, Act'* approach which promotes continuous improvement. This ensures that while working towards our vision, in line with our values and internal rules, we meet all current regulations and the law.

Ways we monitor good support

Each of our services has an identified member of our quality and safeguarding team assigned to them. To find out who yours is you can ask your team leader, services manager, or regional manager. The quality and safeguarding team carries out an annual review to monitor quality and compliance. Quality information is reviewed including complaints, compliments, information, and feedback from people we support. We review quality in six areas:

1. Are people being well supported?
2. Are people achieving valued outcomes?
3. Are staff competent and caring?
4. Is the service well managed?
5. Is the service compliant with our policies?
6. Is the service innovative?

We capture best practice information that can be shared with others. We have a red/orange/green traffic light system to indicate how well our services are performing, with a 'green star' rating for those that are 'outstanding'. A quality review report is produced and sent to the whole team providing support to your relative or friend with, if identified, any suggestions for improvement. We will write and congratulate teams where excellent or innovative support is being developed and delivered.

Who checks the quality of our services

Quality Checkers

Quality Checkers are people with lived experience of using support services. They have a schedule of visits to our services where they spend time talking with people we support and if appropriate that person's support staff. The feedback reports they produce give insight into what is good, and what could be better, from a supported person's perspective. Your local manager will be asked to comment on this feedback and develop action plans if required.

Trustee visits

A schedule of Trustee visits to our services over the course of the year enables Trustees to provide valuable feedback. It gives them the chance to talk directly with our staff and people we support.

Central services audits

Central services functions are subject to internal audits. We make sure our internal systems and processes meet internal rules, regulations, and the law, and are delivered in line with our vision and values. They may also be subject to external audit if deemed necessary by our senior leaders.

Property inspections (where Choice Support is the landlord or managing agent)

Property inspections are carried out annually by the Choice Support housing officer.

These inspections focus on the condition of the property, maintenance, and safety issues as well as tenant satisfaction, cleanliness, and decor. Certification and servicing records are held centrally and regularly checked by the housing department. These include gas servicing, legionella, and fire safety equipment. Staff and tenants can raise issues and discuss any planned changes with their housing officer. Follow up actions are summarised in a monitored action plan.



What do we do with the information?

Every quarter the quality and safeguarding committee meets to review trends and information. Improvements are noted and areas of concern regionally or nationally are considered and addressed.

How do we involve families?

Involving families is important to us and we may contact you during reviews or visits to ask your opinion on the communication provided to you and the quality of the support offered. We also carry out family surveys and welcome feedback at any time. It is important for us to hear any feedback you may have. You don't have to wait for us to contact you. You can contact us on our website here: <https://www.choicesupport.org.uk/contact-us/visiting-our-offices/give-us-your-feedback>

<https://www.choicesupport.org.uk/contact-us/general-enquiries>