

CLIFF HOUSE NURSING AND RESIDENTIAL HOME

POLICY ON QUALITY ASSURANCE

Cliff House believes in providing a high quality service for all of our residents. We believe there is always room for improvement.

Our aim is to set out the values underpinning our approach to quality. We believe that receiving the highest quality of care and accommodation is the right of every service user. Our continuing aim is to provide a professional and efficient service to meet all of the requirements of our service users and to obtain the highest possible level of satisfaction from service users and relatives.

All service users are free to complain about any aspect of the running of the home and to have their complaints welcomed and acted upon promptly.

All service users will be notified, via the notice board, of all planned Commission for Social Care Inspections, and will be given unrestricted and private access to inspectors during inspections.

Every member of staff should demonstrate a total commitment to quality in every aspect of their working day.

The management team will bear the responsibility for establishing, maintaining and implementing a quality management system whereby standards will be set, changes made and the process reviewed regularly.

Every employee will be responsible for the quality of their work and will be trained to perform their duties to our standards.

Contractors will also be expected to meet our specified standards.

Tracy Leech, Matron, is responsible for quality in the home and collating the results.

Susan Milner, Office Manager, is responsible for preparing and distributing the annual questionnaires.

Signed:

13.1.05

Review Date: 13.1.06

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