

Axis Recruitment Ltd

Policy Title	Good Governance
CQC KLOE Reference	Well Led

Policy

Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 states:

17.—(1) Systems or processes must be established and operated effectively to ensure compliance with the requirements in this Part.

(2) Without limiting paragraph (1), such systems or processes must enable the registered person, in particular, to—

(a) assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity (including the quality of the experience of service users in receiving those services);

(b) assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from the carrying on of the regulated activity;

(c) maintain securely an accurate, complete and contemporaneous record in respect of each service user, including a record of the care and treatment provided to the service user and of decisions taken in relation to the care and treatment provided;

(d) maintain securely such other records as are necessary to be kept in relation to—

(i) persons employed in the carrying on of the regulated activity, and

(ii) the management of the regulated activity;

(e) seek and act on feedback from relevant persons and other persons on the services provided in the carrying on of the regulated activity, for the purposes of continually evaluating and improving such services;

(f) evaluate and improve their practice in respect of the processing of the information referred to in sub-paragraphs (a) to (e).

(3) The registered person must send to the Commission, when requested to do so and by no later than 28 days beginning on the day after receipt of the request—

(a) a written report setting out how, and the extent to which, in the opinion of the registered person, the requirements of paragraph (2)(a) and (b) are being complied with, and

(b) any plans that the registered person has for improving the standard of the services provided to service users with a view to ensuring their health and welfare.

Procedure

The Agency will comply with its obligations in respect of this Regulation in the following manner:

1. Quality Assurance

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The Agency has produced and published its Policy/Procedure Statement on Quality Assurance. This policy statement says;

The Agency aims to be the provider of choice within its catchment area and believes that it will accomplish this aim by ensuring that it meets the expectations of its Clients, families of Clients, staff, and all other associated Stakeholders. The Agency will monitor satisfaction levels in all key areas of its operations, and will review, evaluate, and implement improvements, where necessary, on a continuous basis. This process will be known, throughout the Agency, as the “Quality of Service Programme” (QSP).

This programme allows the Agency to seek, formally, the views of important stakeholders as to the quality of its services. The programme allows, additionally, for written comments, and all feedback is used to consider and prepare plans for continuous improvement. Informal feedback is also considered important, and all staff are requested to report any comment from Clients, family etc. which impact upon the quality of service provided, both positive and negative.

2. Safe Care and Treatment

The Agency has implemented robust procedures in relation to the safe care and treatment of its Clients. The principal policy statement addresses:

- (a) The Agency’s Statement of Policy on Health and Safety;
- (b) Risk assessment practices and procedures;
- (c) Staff Competencies;
- (d) Transition and shared arrangements;

3. Client Records

In accordance with this Regulation the Agency will create, amend, protect, store and destroy records relating to the care and treatment of its clients in accordance with current legislation and guidance.

4. Staff Records

In accordance with this Regulation the Agency will create, amend, protect, store and destroy records relating to persons employed in accordance with current legislation and guidance.

The following Policy/Procedure Statements support the Agency’s commitment to Good Governance:

- a) Health and Safety;
- b) Quality Assurance;
- c) Recruitment;
- d) Records Kept in the Home;
- e) Staff Support.

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References to Legislation and Fundamental Standards

**Health and Social Care Act 2008
(Regulated Activities) Regulations 2014**

Regulation 17

Fundamental Standards

Systems and processes must be established to ensure compliance with the fundamental standards.