



QUALITY SELF-ASSESSMENT PROGRAMME

2 QUALITY SYSTEMS MANAGEMENT

2.4 CONTINUOUS QUALITY IMPROVEMENT

DAY CARE SERVICES FOR OLDER PEOPLE

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OUTCOMES TO BE ACHIEVED:

The Centre has established essential arrangements for assessing systems & activities, obtaining feedback from service users, visitors & staff, and reviewing data collected for action that will lead to continuous improvement in the quality of the Care Service.

Elements addressed:

- Self-Assessment / Internal Quality Audits
- Inspections by External Bodies
- Complaints, Comments, Compliments & Recommendations
- Service Satisfaction Surveys - *Service Users*
- Service Satisfaction Surveys - *Visitors*
- Staff Input & Involvement
- Staff Meetings & Management Review
- Actions for Improvement

#	Performance Indicator / Standard	SCORE	Evidence
35	Staff opinions are sought with respect to the level of involvement in service user care that they feel they have, and whether they feel that their job is sufficiently valued by the Centre.		
36	Staff opinions are sought with respect to the degree of respect they feel they receive from both service users and other staff members.		
37	Staff opinions on ways of improving the Care Service, and how these can be realistically measured, are actively sought.		
38	Staff opinions are sought with respect to the amount and type of training they receive, and opportunities for re-training and new training as appropriate to the Centre.		
39	Staff opinions are sought with respect to the level of communication within the Centre. This relates to the communication of new policies, practices, and service user feedback.		
40	There is a formal system for interviewing staff who are leaving the Centre's employment, and seeking their opinions and views.		
41	There is a system for reviewing and analysing staff turnover figures. Checks are done on turnover rates and reasons for leaving. Adverse trends are identified and reviewed.		
42	The Centre encourages service users' participation in the way the Centre is run through service user meetings.		
43	The minutes of service user meetings are documented and displayed on the communal notice-board .		
44	Each item from the minutes is considered by management through the Management Review process. Action proceeds according to Management Review-driven projects.		
45	Where a particular issue is not viable, or cannot be actioned for any reason, this is communicated to the person making the original suggestion together with the reasons why.		
46	The minutes of these meetings confirm that service users influence decision-making at the Centre.		
47	There are regular staff meetings which include representatives from all sections of the Centre.		
48	<i>For ISO 9001 Certification</i> - there are formal Quality Management Review Meetings. Minutes of these meetings include actions to be taken, together with responsibilities and timings.		
49	<i>For ISO 9001 Certification</i> - Management Review Meetings includes reviews of complaints received and Satisfaction Surveys from service users and others.		
50	<i>For ISO 9001 Certification</i> - Management Review Meetings include reviews of the Preferred Suppliers Sub-contractor Lists and the on-going performance of suppliers to the Centre .		
51	Management Review Meetings includes the timely review of all Standards, Policies and Procedures, and latest legislation and regulations, as applicable.		

