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2. CONTINUOUS QUALITY IMPROVEMENT (Service Delivery)

Forms Series 2-00 to 2-29: FEEDBACK ON SERVICE QUALITY:

- 51-2-00 Spot Audit of Service Delivery
- 51-2-01 Service User Questionnaire
- 51-2-02 Staff Questionnaire
- 51-2-03 Complaint Record
- 51-2-04 Complaints Record Log
- 51-2-05 Staff / Management Review Meetings (*Minutes & Action Plan structure*)

Forms Series 2-30 to 2-49: SPECIFIC QUALITY SELF-ASSESSMENT PLANS:

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- 51-2-31 Annual Plan of Quality Self-Assessments - *National Minimum Standards for Domiciliary Care - England - Standard 27*
- 51-2-32 Annual Plan of Quality Self-Assessments - *National Care Standards for Care at Home - Scottish Executive*
- 51-2-33 Annual Plan of Quality Self-Assessments - *National Minimum Standards for Domiciliary Care Agencies in Wales - Standard 27*
- 51-2-34 Annual Plan of Quality Self-Assessments - *Minimum Standards for Domiciliary Care Agencies - Northern Ireland*

Forms Series 2-50 to 2-69: ANNUAL QUALITY ASSURANCE ASSESSMENTS (A.Q.A.A.) - 2008:

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- 51-2-54 Ethnicity of Care Staff - AQAA