

TD Homecare Services Limited

3 Whittingham Place, The Avenue
Freshwater, Isle of Wight, PO40 9UR

Quality Assurance

Surveys and Feedback Policy and Procedure

Policy Statement

The purpose of this policy is to expand our internal quality assurance processes by engaging with Service Users, friends, relatives, advocates, staff and external professionals to capture their views on the service provided.

Policy Aims

We aim to seek the views of all stakeholders involved, in order to help enhance and improve service delivery and demonstrate participation and inclusion of all those involved. We aim to deliver a high standard of care by adhering to legislation, regulations and best practice but also to adapt care to reflect and promote the wishes and preferences of the service users.

Policy Objectives

To formally survey service users, staff and professionals involved in the Service User's Care on a regular cycle and at least annually, in order to:

- Seek views on service performance against the 5 Key Questions used by the CQC.
- Provide opportunities for with service users, friends, relatives, advocates, staff and external professionals to give their view of the service.
- Share the outcome of all surveys conducted with all stakeholders
- Provide statistical and quality data which can be used in the self-assessment/development plan and quality assurance processes to improve performance
- Ensure continuous development
- To strive to monitor and improve service to all Service Users and stakeholders.

We will also:

- Encourage and provide service users, friends, relatives, advocates, staff and external professionals additional opportunities to give their views on the service.
- Ensure complaints, concerns, comments and compliments are used as part of our feedback process.

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Feedback Procedure

Annual Surveys

We will carry out four annual surveys. These will be sent to:

- Service Users
- Friends, Relatives and Advocates
- Staff
- External Professionals

An annual satisfaction and feedback survey to explore the views of all stakeholders will be undertaken. Standardised questionnaires will be used for all for all stakeholder groups for each annual survey. This will ensure that not only can the quality be accurately monitored but comparisons can be made to ensure that consistency and quality of care is being provided.

The results will be analysed, and areas of improvement will be identified.

A report will be prepared which records the findings and identifies any actions which we will take.

We will also use the report to identify areas where our stakeholders have provided positive feedback.

The report will be made available to staff, service users and stakeholders.

There is an opportunity at the end of the survey to add any additional comments that the stakeholder may have.

Individual Responses

Each returned survey from a Service User will provide a score. Any concerns with the score in any particular area should be addressed by the registered manager.

If a critical issue such as adult safeguarding issues arise, these will be reported through the safeguarding policy and procedure.

In the event that a form is returned anonymously, a personalised response cannot be made, the registered manager will need to use professional judgement in order to decide how to proceed. Under no circumstances any attempt be made to identify the respondent as that will undermine trust in anonymity and reduce the value of the exercise in the future.

Further Feedback

All service users will have the contact numbers for our agency and will be able to contact and give feedback at any time.

We will use our complaints, comments and compliments procedure to monitor service user views.