

Pioneering Care Partnership Quality Policy



Aim

Pioneering Care Partnership's (PCP's) mission is 'Health, Wellbeing and Learning for All' and PCP is fully committed to providing high quality services and projects which meet the needs and expectations of our customers. This policy should be read in conjunction with PCP Values Statement and Charter of Service standards. It is our aim to provide high quality services and projects but to also be an employer of choice providing excellent opportunities and processes to enable our teams to excel.

PCP operates in an environment of continuous improvement and best practice. Furthermore, PCP aims to use evidence-based approaches and standards wherever possible to underpin the approach to quality.

Whilst PCP aims to maintain the following key Quality Standards, as a minimum, it will ensure that quality extends throughout all aspects of its business and customer service, and not exclusively to attain external accreditation:

- BS EN ISO 9001 Quality Management System
- BS EN ISO 14001 Environmental Management System
- Investors in the Environment (working towards)
- Investors in People (IIP) Gold
- North East Better Health at Work Award – Ambassador Status
- County Durham Volunteer Kitemark
- Mindful Employer
- Disability Confident Employer
- Carer Friendly Employer
- Time to Change Employers Pledge

Policy Statement and Principles

The overriding objective is to put the people that use our services first, in every aspect of the organisation and to ensure staff are equipped to provide excellent quality support. By regularly reviewing and updating our policies, procedures and services and responding to customer feedback, we endeavour to offer services that meet the highest standards of quality and reliability to meet the people who use our service's requirements and expectations.

The organisation is committed to:

- Achieving and maintaining nationally recognised Quality Standards relating to performance, staff and services
- Developing and improving our Quality Management System (QMS).
- Ensuring positive customer satisfaction, across the organisation
- Developing, implementing & evaluating effective Governance Standards (Clinical, Information and Quality)

By measuring the achievement of targets, set against our aims and objectives, PCP ensures that employees, leaders and trustees have the means to continually evaluate individual, team and organisational performance. We also monitor the effectiveness of our systems and services

through reviewing customer feedback, and both internal and external auditing of our services and regular leadership team reviews.

Scope

This Policy applies to all staff who work for PCP whether full-time or part-time, self-employed, employed through an agency or as a contractor. This Policy also applies to PCP volunteers, including PCP Trustees and work placement students.

Exclusions

This Policy is non-contractual.

Definitions

Quality is the standard of something as measured against other things of a similar kind; the degree of excellence of something.

Quality Management Standards are details of requirements, specifications, guidelines, and characteristics that products, services and processes should consistently meet in order to ensure: their quality matches expectations, they are fit for purpose, and they meet the needs of their users.

Continuous improvement is an ongoing effort to improve products, services, or processes. These efforts can seek “incremental” improvement over time or “breakthrough” improvement all at once.

Responsibilities

Trustees are committed to realising the aim of the Quality Policy and are responsible for approving and reviewing the Policy as part of the review cycle.

PCP Chief Executive is responsible for setting realistic and measurable quality objectives as set out and documented in the organisation’s Strategic Plan, impact plans and reporting structures.

Senior Leaders are responsible for measuring performance and ensure continuous improvement across all aspects of PCP. They are also responsible for ensuring that the Policy is reviewed, disseminated and implemented and addressing any concerns raised through this Policy.

Quality & Compliance are responsible for ensuring that this Policy and associated procedures remain compliant with best practice and British or European Quality Standards.

Line Managers are responsible for applying the Policy and communicating the Policy to staff.

Employees & Volunteers are responsible for upholding best practice standards, reading and operating within PCP policies and procedures, adhering to PCP core values and supporting customers to achieve the mission.

Related Policies and Procedures

This Policy is an overarching Policy that supports continuous improvement of all PCP strategies, policies, procedures and guidance notes.

Relevant Legislation

There is no specific relevant legislation relating to Quality overall. However, each element of the quality standards are in-line with the relevant legislation or guidance (i.e. Environmental Standard, HR legislation for Investors in People etc)

Communication

PCP will ensure that:

- All employees are aware of the policy and associated action plans at induction;
- The policy document is available on PCP's intranet;
- Generic training will include examples or reference to this policy;
- This policy is easily accessible by all members of the organisation;
- Employees are informed when a particular activity aligns with this policy;
- Employees are empowered to actively contribute and provide feedback to the policy; and
- Employees are notified of all changes to this policy in a timely manner.

Monitoring and Review

This Policy will be reviewed by Governance and Development Manager on a regular basis to ensure that it remains compliant. A full formal review will also take place bi-annually by the Senior Leadership Team as part of the Policy Review Cycle and approved by the Board of Trustees.

Policy Document tracking

Action	Date(s)
Draft to SLT:	17 th November 2023
Draft to Board:	11 th December 2023
Ratified by Board:	11 th December 2023
Last Reviewed:	November 2023
Approved Policy uploaded to shared and circulated	January 2024
Main Review Date:	November 2025
Accountable Lead for Review	Governance and Development Manager

If this policies or procedure is not reviewed in line with the review date indicated then this version remains valid until such time it is updated and reviewed.