

Quality Assurance Policy



Objectives of this policy

- To create a framework to identify and ensure quality at Xander Recruitment Group that staff, Service Users, Clients and other stakeholders understand.
- To confirm the commitment of Xander Recruitment Group to quality and ensuring that robust governance processes exist, which meet the needs of its Service Users, its employees, its clients, and other key stakeholders.
- To have the tools to measure the progress and development of Xander Recruitment Group and its staff in meeting quality in every aspect of the service.
- To ensure continuous quality improvement at Xander Recruitment Group, emphasise that the provision of evidence-based best practice underpins all activity within Xander Recruitment Group and that its processes are benchmarked against NICE and other best practice guidance.
- To ensure that employees of Xander Recruitment Group understand the quality assurance process and roles and responsibilities to achieve consistently good service outcomes against quality markers.

Policy

Xander Recruitment Group will deliver safe, caring, efficient and high-quality care services which fully integrate quality, performance and governance as detailed in its vision and values to:

- Provide care and support to our clients and Service users which is in accordance with the care plans and guidance that our staff work under with our clients, whilst fully supporting their human rights and the principles of the Mental Capacity Act 2005
- Deliver a management style, policies and day-to-day practices that promote open communication, a culture of problem resolution rather than blame, and the involvement of all stakeholders
- Nurture a culture that is supportive of continuous improvement that is maintained by way of regular audit and review of standards of performance across the service, followed by open discussions about strengths and weaknesses, with action- planning to resolve weaknesses

Xander Recruitment Group Responsibilities

Over all responsibilities as follows:

- Ensuring there is ongoing compliance with regulatory and contractual obligations
- Ensuring compliance with policies and procedures
- Ensuring there are sufficient numbers of staff with the required skills, experience and knowledge to deliver safe care and maintain a high-quality service
- Reviewing and learning from accidents, incidents (including safeguarding) and complaints, and sharing this learning with staff
- Seeking feedback from our Clients and stakeholders in the form of satisfaction and feedback surveys using a standardised questionnaire and follow up interviews chosen at random from those we provide services to
- Acting on results and of audits and reviews of the service provided
- Developing systems for achieving continuous improvement
- The collation, reporting and use of data to inform stakeholders of the quality of the service
- Promoting a supportive, transparent culture where Xander Recruitment Group can learn from any errors
- Collaborative working with our clients, commissioners and commissioning bodies to identify opportunities to meet the needs of the local community

Quality Assurance Policy



Results are analysed and used to:

- Improve the delivery of service that we provide to our clients
- Ensure that continuous improvements are made where required
- To ensure that we are achieving the requirements of the contract
- Used in our annual development plan for ensuring that the quality of service we provide meets the expectations of the clients we support and in line with any new governance and legislation required to meet the needs of the service.

Alex Stockley - Managing Director – XANDER RECRUITMENT GROUP LIMITED

A handwritten signature in black ink that reads 'Alex Stockley'. The signature is written in a cursive, flowing style with a prominent 'A' and 'S'.

Date: March 2024