

# Quality Assurance Procedure



1.1 Quality will be assured by the existence of, and adherence to, the relevant policies and procedures within the management system.

## 1.2 Quality Framework

Xander Recruitment Group will embed a quality framework that includes:

- Clearly defined quality objectives that are specific, measurable, achievable, and time-sensitive
- Ensuring a person-centred approach to care that we deliver to the clients we provide services to
- Enabling our clients to have full involvement in the review process
- Setting targets that are focussed on meeting the requirements of our clients, its business and other stakeholders
- An organisational structure that identifies who provides vision and direction within Xander Recruitment Group
- An implemented, up-to-date suite of policies and procedures that are evidence-based, reflect best practice and the needs of Xander Recruitment Group and dovetail with any contractual requirements
- Regular audit cycles must also be in place to ensure compliance
- A robust business plan that details the strategic priorities for the next 5 years
- Personal development plans, supervision and appraisal systems for staff to ensure that they have the relevant skills, knowledge and expertise
- The use of effective communication tools to minimise any internal or external communication barriers
- An active internal and external audit process with outcomes feeding back into the quality cycle
- An infrastructure and resources that can support the delivery of aims and strategic priorities
- The building of positive relationships with partners and others working in the sector to enable sharing of experiences, to pool expertise and work in partnership for the best interests of those we provide services to
- A means of evaluating all activity on a continuous basis and using feedback gained to inform the development of services

## 1.3 Staff

Xander Recruitment Group will promote a culture that is open, honest, transparent, safe and caring. Xander Recruitment Group will ensure that:

- Employees are given the opportunity to take part in surveys that are anonymised, collated and used to determine trends
- Processes support a person-centred, 'fair blame' culture that actively encourages staff and clients to report their concerns.

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# Quality Assurance Procedure



- Whistleblowing and safeguarding policies and procedures are widely publicised and linked to the procedures
- A learning culture is promoted, with audit and investigation outcomes being disseminated to staff. So that lessons can be learnt and measures put in place to ensure that incidents do not rise again
- Any identified actions required as a result of audits will be implemented in a timely manner

## 1.4 Culture

- Recruitment will be values-based and robust, to ensure that the right people are recruited for the right job
- There is a formal induction process for all staff to ensure that they are provided with the skills and knowledge to gain competence to fulfil their roles
- Recruitment will ensure that all pre-employment checks are ascertained and completed in line with current legislation and in line with the NHS Employment Check Standards and documents are held in line with data protection requirements
- Xander Recruitment Group will undertake observations/spot-checks of practice within the environments they work to witness care delivery. This will take place at a frequency agreed by Xander Recruitment group
- Xander Recruitment Group must gain consent from the Client in advance to arrange observations/spot-checks to ensure that the client knows the arrangements in advance
- Xander Recruitment Group must ensure that all staff have regular supervisions. These will include a mix of one-to-one and group supervisions at a frequency agreed by Xander Recruitment Group
- New staff will undergo supervision more frequently and where concerns arise about any member of staff, supervision frequency will increase
- Priority must be given to training and personal and professional development, with the need to attend mandatory training emphasised

## 1.5 Policies and Procedures

### Xander Recruitment Group:

- Has responsibility for ensuring that staff can access policies and procedures via the website or be sent to them as requested. These will be made available to ensure a consistently high-quality standard of care is delivered
- Must review the policies and procedures to ensure that they meet the needs of Xander Recruitment Group, and make amendments where required to meet local policy requirements
- Must ensure that the policies and procedures are implemented and embedded within Xander Recruitment Group, and will undertake regular compliance audits
- Must keep abreast and up to date with any local policy or best practice changes and ensure these changes are cascaded to staff

## 1.6 Training

- A training matrix is in place and all staff undergo training needs analysis

# Quality Assurance Procedure



- Training and development are given high priority and all Healthcare professionals have a requirement to attend. Achievement is tracked
- Training and development are also given high priority for other staff within Xander Recruitment Group to ensure a knowledgeable and competent workforce
- An environment is created where staff are committed to develop and change practice and systems. Considering research, good practice and evidence-based care
- Xander Recruitment group will review training materials alongside any published policies and procedures to ensure consistency and ensure that they dovetail, where necessary
- Training is reviewed as part of root cause analysis and lessons learnt when things go wrong. The compliance manager will ensure that mechanisms are put in place to ensure any gaps in training are closed

## 1.7 Audit

The Compliance Manager or a delegated other will undertake monthly quality control audits and reviews of the service as dictated by the quality framework. These service reviews will include the following umbrella terms:

- Financial Transactions
- Health and Safety
- Accidents and incidents
- Safeguarding
- Compliments, concerns, and complaints
- Client and staff feedback
- Observations/spot checks
- Thematic audits and national audits will also be used to provide focused reviews of quality
- Data protection
- Industry best practice standards will also be applied

Results will be analysed and used to:

- Develop action plans
- Steer the direction for quality initiatives and review of the strategy of Xander Recruitment Group
- Form supervision, training, and performance management where necessary

This does not replace any additional, more frequent quality assurance checks that are completed as agreed locally by Xander Recruitment group.

## 1.8 Quality Improvement

Findings from audits will highlight areas for improvement and what is working well.

Individual concerns identified will be addressed through the appropriate policies and procedures.

# Quality Assurance Procedure



The Compliance Manager will report through the governance structures at Xander Recruitment group to ensure that system-wide improvement can be made where trends are identified through audits.

## 1.9 Corporate Social Responsibility

Xander Recruitment Group is a socially responsible business and recognises the active role it can play in helping to build happier and healthier communities. Xander Recruitment Group will do this by:

- Ensuring ethical purchasing with due diligence carried out on its supply chains
- Adhering to moder slavery and human trafficking laws as part of its purchasing strategy
- Complying with local waste reduction and recycling requirements
- Striving to be a responsible neighbour in the community in which it operates by ensuring the safety and security of the premises of Xander Recruitment Group
- Find and investing in technological solutions where possible, such as low energy lighting systems that can help it to use energy resources more efficiently
- Being a 'champion' of change, showing how much it cares about the need for a low carbon economy and reducing its carbon footprint by ensuring staff can keep car journeys to a minimum with careful rostering and more local targeted recruitment strategies
- Motivating staff to actively care about the environment, giving them guidance and information to help them make a real difference

**Alex Stockley - Managing Director – XANDER RECRUITMENT GROUP LIMITED**

A handwritten signature in black ink that reads "Alex Stockley".

**Date: March 2024**