

# Quality Statement

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Domicillary Care & Support Services



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## Quality Statement

NL home care services are committed to provide evidence based quality of care to all of our customers, clients and staff. Our commitments are underpinned by ensuring the following.

### Developing a clear vision for quality

Our organisational goals are consistent and clear. Directors and non-executive directors (NEDs) are confident that our mission statement is developed in consideration and understanding of our corporate, statutory and regulatory requirements whilst maintaining at the core of what we are our customers and service users.

### Boards developing the right culture

NL group are committed to learning from incidents and learn from mistakes; we are committed to transparency, foster an environment that demonstrates curiosity, and be open to challenge. Our evidence based practice of quality management is underpinned by our commitment and organisational implementation of our quality management systems. We comply within the international standard for quality management and compliance ISO: 9001:2008 and have been successfully accredited and independently audited annually since 2004.

Our policies and procedures are clear about how we account for quality to service users, the public and regulators. There is a suitable balance between internal and external focus and audit between our strategy and operations.

We believe that a board that promotes the right culture can provide feedback and if necessary challenge to processes and procedures that do not hold at the core the quality standards of service for NL homecare or for our customers.

### Supporting staff to deliver the best care

The supervision, support and training needs of the staff are at the core of what we do ensuring the delivery of person centred care. NL homecare team have opportunities and time to suggest improvements, and to ensure that the right culture is being facilitated across all sectors of our care and support teams.

We recognise the team achievement of being the only independent healthcare provider in Hull and East Ridings that has gained International Gold standard Investor in People IIP accreditation.

We are committed to the training and development of our staff and external auditing of our implementation training and development strategies and monitoring and improvement of those.

We have always believed that Investors in People is a great framework for us to work to in order to have a happy and motivated workforce. This, in turn, has enabled us to successfully grow organically and develop the workforce over the last 13 years.

In setting ourselves the target of achieving the Gold standard, whilst recognising the investment in time and resources we identified that there are significant benefits for the entire team and the business as a whole by encouraging us to acknowledge what we do well and identify any areas for improvement. A contented and supported workforce translates in to supporting and providing the delivery of excellent standards of care and support to our customer.

NL homecare value our staff and strive to recognise champions of high standards of care. Our organisation and team members are active dignity champions and I care ambassadors .We are committed to developing best practice within this area and offer really solid foundations to build on in the future.

NL Group celebrates all care feedback and examples and actively encourages evidence based rewards; in addition to recognising good practice at a local level we promote nominations for care worker of the year at national level. NL homecare are extremely proud to have had one of our care team recognised at the houses of parliament in the National awards for care worker .Our care worker winning carer of the year award was a proud moment for our carer, and all colleagues and clients involved with our organisation This empowers and reinforces to our care team that there is

acknowledgment and positive recognition for staff in providing the right care. Providing the right role models assists in the recruitment and retention our staff and delivery of consistent care standards. NL Group recognises the physical and mental challenges of health care jobs, and our staff are given the right support and the opportunity to discuss their experiences.

Our robust staff monitoring tool assists us in identifying trends in sickness and absenteeism enabling us to identify any staff that may need additional support, in terms of additional training , mentoring , face to face feedback and if necessary occupational health referral.

### Responsive to services users' needs, preferences and wishes

As an organisation we welcome feedback in any form, dealing with concerns and complaints quickly and at the right level.

We want to ensure that care and support is designed around customers and service user's needs, and that service user's customers and carers are included in decision-making and in any discussion about change.

We recognise the need to respond to problems as they arise but also implement improvement programmes with the time and dedicated resources to succeed.

NL homecare team are active members and participants of dignity in care and are care promoting careers in health and social care sector .

Whilst we have identified named dignity champions all NL homecare team are dignity champions and the ethos and culture is translated to the team and monitored

### Adopting the right leadership styles

NL homecare senior management team are flexible in their style, being directive when necessary, but also engaging others in decision-making. We recognise the complex environment of health care and monitor our work between teams and organisations. We recognise that organisations with the right culture of care recognise the positive relationship between staff engagement and organisational performance, and encourage partnership approach between colleagues both internal and external in our engagement with customers and service users.

### Using data well to drive quality and safety

NL homecare group identify from our quality management systems the right data – focusing on quality not quantity, our monthly and quarterly review identifies to us any trends that need to be actioned.

NL homecare team have dedicated team members to interpret data on outcomes, experience, and customer and patient safety. Our bi monthly audit and management review process is supported by external independent auditors.

We are annually audited by our regulators CQC and have consistently maintained excellent ratings on our evidence based audits.

### NL homecare work proactively with our customers, clients and workers.

NL homecare have invested significantly in systems that support analysis to help make data meaningful for different purposes at team, care pathway and board levels. Our investment in quality management systems and embracing independent audit processes by external organisations is consistent with our good business practice, and NL Group homecare accepted standards of probity and good governance.

### An open and just environment

NL homecare team enforce a culture of transparency and best practice, with training and education. Our staff pledge to “do the right thing” even if that challenges the status quo.

Our staff are able to talk about, reflect on and challenge current practices without fear of personal repercussion. NL: homecare adopt a non-punitive, learning approach to errors, and instigate reflective mechanisms such as peer review. We recognise the need for our staff to be encouraged within the scope of regulatory requirements and without creating inappropriate risk for our customer's clients or service users – to trail new ideas and ways of working.