

# Wellingtonia Quality Assurance Policy / Procedure



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## **Legislative framework and guidance.**

Leadership and Management Standard

Guidance on Part 6 of the regulations – Monitoring and Reviewing Children’s Homes

Regulation 44,45,46

The Quality and Purpose Care Standard.

The Education Standard

The Positive Relationship standard

The Health and Wellbeing Standard

The Leadership and management standard

The Protection of Children Standard

## **Intended outcomes.**

All staff at Wellingtonia Children’s Home believe in the importance of continuous improvement. Throughout all areas staff are constantly encouraged and supported to improve. It is by constantly monitoring standards that we can identify any weak areas and strengths in practice so that we can ensure safe and effective practice throughout the home. This policy and the procedure’s within are embedded throughout Wellingtonias’ day to day working. The aims are that all staff are able to identify the benefits of this scrutiny and along with the senior management are confident in the safety and quality of our service.

At Wellingtonia it is not only audits that are conducted to qualify whether standards are being met but day to day surveillance informs the senior management regarding the quality of work being undertaken, and whether policies and procedures are effective and being followed.

## **Responsibilities/ Processes**

Regulation 44 visits

An independent person visits Wellingtonia monthly for approximately 3 hours each time, this can either be announced or unannounced. Our regulation 44 inspector then compiles a report following her visit with any actions needed and emails this to Care

Manager for their comments. The Responsible individual (RI) also signs off the regulation 44 report.

The Care manager then shares this report with the senior management and delegates where necessary any actions to members of the team. A copy of the report is sent to OFSTED on completion.

Our regulation 44 inspector makes certain checks for example:

- Meeting and talking to staff and young people
- Reading daily logs, incidents, restraints, notifiable events,
- Reading records of Children's weekly activity,
- Minutes of staff meetings,
- Checking on the physical condition of the home including bedrooms,
- Speaking to parents, social workers, IRO's
- Ensuring the home is compliant with homes regulations.

Other elements that are monitored within the system are below. These are both audited during monthly inspections and are audited by management via the audit rota.

- staff signing in book
- medication records
- day planner
- day notes
- 1:1 interviews following incidents
- Fire log
- Complaints logs

Incidents including:

- Use of restrictive interventions
- Episodes of missing from home
- Accidents and injuries
- Notifications under Regulation 40
- Safeguarding and child protection
- Cleaning rota

- Fridge/freezer temperatures
- Menus – including evidence of child involvement
- Communications book
- Rota's and timesheets
- Visitor's book
- Staff supervision records
- Health records
- Maintenance log
- Monetary records
- Meetings between staff and parents
- Case management meetings
- Training matrix
- First aid boxes
- Contents of fire box
- Placement plans
- Individual behaviour support plans
- Monthly reports/ summaries
- Contacts with parents/ social workers/ other stakeholders

## Regulation 45

Our registered manager completes a Regulation 45 report every 6 months and this report focuses on any progress or challenges the home have faced in this period.

This report will also have actions and targets for the home to complete for the upcoming 6 months.

The regulation 45 template have the 9 quality standards as headers and so shapes the report nicely on what content Ofsted measure us on.

This form is sent to Ofsted each May and November.

In order to complete the review the Register Manager uses a system which enables her to monitor, review and evaluate:

- the quality of care provided to the children
- any actions that she feels necessary to improve or maintain the quality of care provided for the children

- any feedback from the children, parents, local authorities, staff or other stakeholders about the standard of care, its facilities or the home as a whole.

The Registered Manager ensures that the system is accessible to nominated members of the senior management so that this monitoring can continue in her absence.

The purpose of this review is to identify and learn from the information gathered so that the home and the quality of care for the young people can continue to improve.

### Staff appraisals

All staff have annual appraisals which are conducted by their line manager annually. A personal development plan is attached to this document so the staff members have a point of focus for the upcoming year.

### Staff supervision

Wellingtonia see supervision sessions as an invaluable time where managers and team leaders and seniors are able to quality assure the standards of work completed and enable two-way feedback from managers to staff and vice versa.

Supervisions include time in which supervisee's can be reflective over their practice, problem solve and gain support from their line manager.

Senior managers are supported by the Registered manager during their supervision and the Register Manager is supported by an external body from market.

Supervisions occur every 4-6weeks and reports sent to the care management office where they are kept in a locked cabinet.

## Observed practice.

All supervisees are observed in practice before their supervision by their supervisor. Team leaders are observed in day to day working and in team meetings with managers observed during case conferences.

## Annual reviews

### Statement of purpose

Annually the senior management of the home conduct a review that evaluates the Homes' Statement of Purpose and identifies any key changes that will be undertaken in the next year. There are occasions throughout the year where this is reviewed on a "as and when" basis. The statement of purpose is also shared with Ofsted.

## Location assessment

This report looks at the appropriateness and suitability of the location of the home. This ensures that the young people are effectively safeguarded and able to access the services identified in the Care plans/ placement plans. The homes manager consults local professionals such as police, LADO, Social workers to request any information that may be a risk to the young people within the home.

The homes manager also researches the West Mercia figures and crimes for the 12-month period in the local area and reviews these.

## Policies and procedures

It is the responsibility of the management to ensure that all policies and procedure are up to date and are in-line with legislation. All policies and procedures are reviewed throughout the year to ensure that they are in-line with current legislation.

## Feedback from children

The mental health and well-being of our young people is at the core of everything that we do. Behaviour Watch is used so that incidents or significant events can be recorded and trends can be analysed so that staff are able to identify concerns if patterns are seen. Our young people use Talking Mats as a form of communicating what they like or don't like and use the Zones of Regulation tool to inform care staff on how they are

feeling. Our young people are supported by regular staff who can quickly identify when behaviours that are not normal start to occur.

Our young people are included in choosing which trip they would like to go on and other activities that occur. These forums are evidenced in each of the young person's keyworker books.

#### Feedback from parents/carers

Wellingtonia care team and senior management are always accessible to parents (depending on activities that are being undertaken at the home or off site). Parents can speak to their child's team leader or senior management in the case of concerns either face to face, via telephone or email. If concerns have not been addressed by the team to a parents' satisfaction parents/carers are aware of the Complaints policy. Feedback is gained from parents at least annually via a questionnaire.

#### HR audits

HR audits are completed quarterly by the Bursar and HR assistant. This audit ensures that evidence of qualifications is included in new staff files and that DBS certificates are up to date for all staff. These are also viewed by care management regularly as these are ultimately the Registered managers responsibility.

#### **Links with other policies.**

Supervision policy

Whistleblowing policy

Complaints Policy

Child Protection and Safeguarding Policy