

Sunbeam House Services Policy Document	Title: Quality Enhancement Policy
	Effective Date: 01 October 2014



Document Control

Policy Title	Quality Enhancement Policy
Policy Number	030
Owner	Quality, Compliance & Training Manager
Contributors	Quality Co-ordinator
Version	1.0
Date of Production	01 October 2014
Review date	01 October 2016
Post holder responsible for review	Quality, Compliance & Training Manager
Primary Circulation List	Shared Directory
Web address	n/a
Restrictions	None

Version Control

Version Number	Owner	Description	Circulation
1.0	Quality, Compliance & Training Manager	Review	SMT

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1.0 POLICY:

Sunbeam House Services (SHS) is committed to providing quality services to the people we serve.

The values of SHS are grounded in quality enhancement, and are defined under the Six C's.

Client Centred- in all decisions and actions

Caring- for clients, staff, and the organisation

Commitment- to be the best, and do the best for our clients, staff, and organisation

Community- involvement and benefit in all we seek to achieve

Compliance- with best practice, legislation, and system requirements

Collaboration- working with the best to be the best

Client Centred

In order to provide for the requirements of our service users, it is imperative to define quality from the perspective of each individual. SHS provides training and support to all key staff to work with each service user and their network of supporters to develop *an Individual Plan*. On a regular basis, information is gathered from each service user, and their network of supporters. Based on this information the keyworker develops and coordinates an individual personal plan. The information is gathered by using quality of life indicators, divided into the broad headings of:-

- Myself
- My World
- My Relationships
- My Hopes and Dreams

Actions towards each goal are updated monthly, and The Personal Plan is reviewed with the individual and their network of supporters every six months. Each individual service user keeps a copy of their most up to date Individual Personal Plan, in a format accessible to them.

The next level of the Personal Planning process, Personal Outcomes, uses information gathered under 23 quality of life indicators, from one third of service users annually. Individual Outcomes, Supports, and Priorities are measured, trends and challenges are identified. This information is fed into a client information database, (CID) and used to drive organisational change.

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Caring

Health is basic to people's lives and is the first concern of SHS. Being, and feeling, healthy allows people to think about and work towards other outcomes that are important to them for their quality of life. SHS enables people to experience health and wellbeing through education and support for healthy lifestyle choices, including access to physical, emotional, and mental health care supports.

Caring for and about other people and having other people care for and about us is what makes our lives meaningful. Many people who receive services have lost touch with or never developed relationships with people who are not paid to be with them. SHS is committed to assist individuals in building supportive relationships with people they already know, and facilitating meeting new people in order to create new supportive relationships.

Commitment

SHS is committed to be and do the best for our service users, staff, and the organisation.

Community

SHS continues to develop as a bridging organisation, which enables service users to lead inclusive lives in the community, according to each person's choices and talents. We plan to continue moving our focus beyond the walls of the organisation. We aim to build community capacity which supports people to make real connections that promote reciprocal relationships and a sense of belonging. People will continue to be supported on an individual basis in the community, through work, leisure, learning and using community facilities. Group activities will be decreased.

SHS recognizes the importance and value of building social capital and forging good quality partnerships. All stakeholders are encouraged and supported as far as possible to enhance their individual social capital and bridge organisational and community links. Staff, key workers, and job coaches offer support to developing friendships emerging from new contacts people make in the community, and provide the support needed to nurture and develop these new friendships.

Compliance

The Quality Enhancement system also focuses on organisational compliance in the area of basic assurances. These assurances look at the provision of safeguards from the person's perspective. Basic assurances contain requirements for certain systems, policies, and procedures. The effectiveness of the system or the policy is determined in practice person by person. Demonstrations of assurances of health, safety, and human security are prerequisites for enhancing the quality of life for all people. Assurances are not statements of intent or promises; they are successful operations in the areas of health, safety, and human security.

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SHS is committed to delivering services of optimal quality in partnership with CQL and HIQA which enables the organisation to:-

- Define measure and evaluate quality from a person's perspective.
- Ensure that basic assurances for health, safety, and welfare are in place.
- Engage in a collaborative approach to external measurement of quality.
- Use limited financial and human resources wisely.
- Build internal expertise to measure success and plan next steps.
- Keep in step with emerging legislation; Human Rights and Mental Capacity Bill
- Receive recognition of excellence.

Collaboration

SHS will work in partnership with all stakeholders and like minded groups and organisations to improve the quality of service to our clients. We will work with others to develop initiatives regarding key Community Life measures which impact all citizens. These initiatives may include areas such as:-

- Employment
- Education and Learning
- Cultural and Leisure Activities
- Access Issues
- Affordable Housing
- Health Care
- Rights
- Transportation

SHS will continue to develop strong working relationships with local and national groups, including community groups, volunteers, local development organisations and partnership initiatives, to work together to improve the quality of life for all citizens.

SHS is committed to including all service users and advocates in future service development, by acknowledging the priority Personal Outcomes of service users as the compass for future planning.

SHS has a vision of providing person directed solutions to improve the quality of life for people receiving supported services.

SHS have worked with an external accreditation team for over ten years and will continue to engage with National and International expertise that promote and facilitate excellence in person centred services and supports that lead to increased quality of life for people with disabilities.

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2.0 SCOPE:

This policy is applicable to all Sunbeam House Stakeholders.

3.0 ROLES & RESPONSIBILITIES:

All SHS employees have a responsibility to provide the highest level of Quality Service Provision.

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