**Complete Care Ltd**

**Quality Assurance Annual Report**

**June 2019**

We have reviewed our quality assurance process and assessed that quality would be easier to identify, if questionnaires were completed within the one-month period rather than over a 12 month period. This allows us to identify where the company is strategically at the time of when the questionnaires were completed.

As at 1st June 2019, we had 24 clients and received 16 responses from clients and client’s representatives (66% engagement). We had 42 employees and 17 responses were received (41% engagement).

A sample of the questionnaires sent to both clients and employees can be found in the appendices of this report.

The questionnaire covered all aspects of the company’s objectives in providing excellent care in line with our statement of purpose and our mission statement which states -

Complete Care Ltd is a needs based provider of flexible and tailored domiciliary care and support. We recognise people as individuals and offer choice and opportunity to enable them to live safely, fulfilled and as independently as possible. We value individuals and work in partnership with relatives, regular carers and other agencies to help enable people to take as much control over their lives as possible, helping them to retain dignity and lifestyle choice. Our objective is to enhance the quality of life and relieve the stresses experienced by those who have care needs as a result of age, illness or disability.

The company provides specialty care to individuals with severe physical disability, learning disability, peg assisted feeding and clients with Dementia.

The questionnaires indicate that we meet the objectives of our quality assurance process;

* Person centred care
* To improve quality of life and maintain personal dignity
* To help to remain living in the comfort of own home
* To offer choice and control of own life
* To improve or maintain health and well being
* Freedom from discrimination

Please see below the results from the **employee** questionnaires

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1-Poor | 2-Weak | 3-Adequate | 4-Good | 5-Very Good | 6-Excellent |
| 0.5% | 0% | 2% | 3.5% | 21% | 72% |

These are the **client/client representatives’** responses

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1-Poor | 2-Weak | 3-Adequate | 4-Good | 5-Very Good | 6-Excellent |
| 0% | 2% | 2.5% | 4% | 24% | 66% |

The **client** questionnaire is broken down into 3 sections (**delivery of care, administration & general comments**). There were 9 questions under the delivery of care covering carers professionalism, clients being treated with dignity and respect, given choice, have control and are included in their planning of care. Please refer to the sample questionnaire attached. There were 144 responses, 106 were excellent, 31 very good, 5 good & 2 adequate. We were pleased to find that a high number of responses were of excellent standard.

There were 7 questions relating to administration. These were covering the complaints procedure, invoicing, rotas, contact with the office & confidentiality. 98 responses were received overall regarding these 7 questions. The results showed 55 responses were excellent, 28 very good, 5 good, 5 adequate & 5 weak.

There were 2 questions relating to general comments which was general happiness of Complete Care service and whether they would recommend the company. The results showed 25 responses of which 17 were excellent & 8 very good.

The **employee** questionnaire is broken down into 5 sections (**delivery of care, staffing/management, standard of training delivered, workplace/environment & general**). 80 responses were received regarding delivery of care of which 61 were excellent, 15 very good, 2 good & 2 adequate. 98 responses regarding staffing/management of which 76 were excellent, 16 very good, 5 good & 1 adequate. 64 responses were received under standard of training delivered, of which 44 were excellent, 10 very good, 1 good & 3 adequate. A total of 60 responses were received regarding workplace/environment of which 41 were excellent & 18 very good. 44 responses for general of which 34 were excellent, 9 very good & 1 good. Again, the results show a high percentage of excellence.

The quality assurance process proved that Complete Care is a professional, reliable company that provides excellent continuity and person-centred care. Clients felt empowered, in control and included in their care. They received continuity of carers whom they feel are polite, punctual, smart and supportive. Staff overall felt supported by management through regular supervision and communication. Working documentation is of excellent standard such as care plans, policies. Staff felt comfortable and happy working in client’s homes and received all necessary training in order to be effective in their care role. Both clients and staff would recommend Complete Care to others.

Quality assurance is an ongoing process. To monitor quality, the following checks take place regularly;

The complaints procedure is discussed with clients/client’s representatives at each quality visit. Complaint forms are available in every clients’ care plan. During this reporting period, Complete Care have received no complaints. Compliments are encouraged during quality visits and are documented in a compliment book. These are shared with the relevant staff during supervisions. Compliments are received on a regular basis.

Safeguarding our clients is of great importance. To ensure clients are safeguarded, all staff receive this training annually. This is regularly discussed during quarterly supervisions. Management do regular spot checks in our client’s homes and this matter is discussed with our clients and family. During this reporting period, we have not received any safeguarding or suspected safeguarding concerns or alerts.

Accidents/incidents. Complete Care have a specific policy & procedure that staff action in the event of an accident or incident. During this reporting period, we have not had any accidents or incidents reported.

Documentation such as timesheets, rotas, daily notes, medication paperwork are in place to evidence of care delivered. Timesheets are checked on a weekly basis by management. Other documentation is checked on a regular basis during quality visits or when returned to the office by carers once older than 4 weeks.

Carers are made aware of the standard of service required of them on induction and staff meetings and this is monitored through direct observation of their practice in the client’s home by management.

**Development and Improvement plan**

In the quality assurance process, Complete Care have identified that the company is operating an excellent service, the recruitment and staff development process is of a good quality and offers staff the necessary support to achieve excellent care.

The company wishes to maintain this excellent standard and in order to do so, the management and leadership team undergo continuous professional development. They take advantage of opportunities to regularly maintain their understanding of current legislation and new ways in care delivery. This is then emanated to the care team ensuring Complete Care are at the forefront of care delivery.

Our success in the care of individuals that present with memory issues and may have a diagnosis of Dementia and this is where we see our development and growth. We will continue to train and develop staff in this specialised area.

The quality process has highlighted to us that some clients are not made aware of changes to staffing. Some of our clients like to receive a copy of the rota on a weekly basis. Our findings show this has not always been consistent. This is possibly due to the fact that we were not aware that they were expecting to receive a rota or that they thought it was an option. Complete Care have undertaken to consult with each client or their representative to discover who would like to receive a copy of their rota. We can then ensure they receive one regularly.

Our findings show that some staff had an apathy towards the online training provision. The company uses a nationally recognised and widely used online training provider that has recognition of meeting requirements for the care sector. Complete Care are continually looking at alternative training providers. Recently, we have placed the manual training with another provider and staff feedback is that it is of a better quality than the previous provider.

Some staff identified that some care plans were not clear and informative. We have therefore incorporated a more simplistic clear bullet pointed format. This is easier for the carers to follow.