

The Rehab Group Quality


Applies Jurisdiction: ALL

Division: ALL

Reference Number: COR-OPS-003

Version Number: v3

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Title: Head of Quality & Assurance
Date: October 2018

Approver(s): Pauline Newnham
Date: October 2018
Title: Director of Quality & Governance
Signature: 

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Review Date: November 2020

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1.0 POLICY STATEMENT

It is the policy of the Rehab Group and its subsidiaries to promote, achieve and maintain Excellence in Quality in the management and the provision of all services and products.

The Rehab Group's commitment to excellence and continuous improvement is a fundamental aspect of the business including:

- the provision of services and products
- business management
- compliance with national/international quality standards
- compliance with quality requirements in tenders / service contracts.

The Rehab Group is fully committed to:

- 1) Delivering a high quality service/product.
- 2) Collecting feedback from customers and stakeholders, monitoring and improving satisfaction levels
- 3) Promoting a continuous improvement ethos across the organisation
- 4) Meeting the specific needs of our customers, funders, stakeholders, regulatory and statutory bodies.
- 5) Providing ongoing training and development opportunities to staff including an opportunity to participate in continuous professional development.
- 6) Creating a quality culture and promoting the importance of achieving customer and stakeholder satisfaction
- 7) Carrying out appraisals and checks to ensure everyone understands and meets the quality requirements of the organisation, funders, stakeholder and customers.
- 8) Ensuring all staff are aware, understand and follow the associated quality management systems, policies, procedures and guidelines and continuous improvement processes within each service area.

2.0 PURPOSE

The purpose of this policy on quality is to outline the organisations requirement to comply with all internal and external inspections,

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reviews, audits and monitoring visits. The Rehab Group will proactively seek external accreditation to validate the quality of our organisation.

3.0 SCOPE

The Quality Policy applies to all Rehab Group jurisdictions and activities.

Context of the organisation –

Internal context - our vision, mission and values, commitment to excellence and continuous improvement, quality culture, strategic direction, organisational/quality roles, policies, procedures and guidelines.

External Context - needs and expectations of stakeholders, funders and customers, interested parties, contractual obligations, legal, social, political factors in general as well those specific to our marketplace such as competition, technology and regulatory requirements.

Internal and external requirements are relevant to the operation of this quality policy and the achievement of the organisation, funder and stakeholder objectives. To ensure both contexts are fully reviewed they are included in continuous improvement review processes, audits and monitoring visits.

4.0 DEFINITIONS

Quality	The totality of features and characteristics of a product or service that demonstrates its ability to satisfy stated or implied needs.
Continuous Improvement	The ongoing process of change for the purpose of improvement to practices and processes.
Quality Assurance	The program of activities to ensure products and services are of the desired quality.
Quality Control	The program of inspection activities to ensure products and services are of the desired quality prior to delivery or release.

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Quality Key Performance Indicators	Set targets of the Quality Objectives which are measured, monitored, reported, analysed and actioned via the Rehab Group’s internal assessment processes
Self Review and/Evaluation	Internally based process to facilitate the evaluation, reflection and review of process and practices. This includes but is not limited to benchmarking, audits and program or course review.
Quality Reviews	Quality Reviews are activities undertaken to measure the quality of products or services that have already been made or delivered. Also known as Quality Assurance Visits.
Internal Quality Assurance Visits	The systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the criterion is fulfilled.

5.0 PROCEDURE

The Rehab Group will proactively work towards achieving a culture of quality and continuous improvement by:

- Delivering services that are person centred, that value the uniqueness of people and enable them to live a life that is meaningful alongside other citizens
- Recognising and valuing the significant commitment and contribution of staff to creating a quality driven organisation
- Empowering staff through training, education, teamwork and authority to perform well and achieve a balance between personal and organisational expectations
- Measuring and monitoring key results which demonstrate our progress in achieving and delivering on our mission, values and strategy
- Seeking, developing and maintaining relationships which are mutually beneficial and provide added value for the organisation, our stakeholders and the wider community

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- Continuously evaluating and seeking to improve the effectiveness and efficiency of services, processes and products and making this an objective for every member of the organisation.

Quality Management Process

The process is responsible for ensuring that the system is consistently implemented. On an annual basis the system should be reviewed, based upon the reports of the internal audits and comments arising from other management reviews of the operation of the business, to ensure that it reflects the current requirements of customers, stakeholders and the company.

6.0 ROLES & RESPONSIBILITIES

The Rehab Group and its subsidiaries are committed to ensuring the delivery of excellence and continuous improvement in business management and the provision of services and products in the jurisdictions in which we operate.

This policy provides guidance to management and staff members regarding the Rehab Group stated commitment to quality in all aspects of business. Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

7.0 REFERENCES

RehabCare

Legislation

- Mental Health Act 2008
- Health Act 2007
- Disability Act 2005

Quality Standards

- HIQA Standard Adult Residential Services
- HIQA Standard Children’s Residential Services
- Service Level Arrangements
- HSE Guidelines for Home Support Services

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Quality Initiatives

- EQUASS Assurance
- EFQM - Recognised for Excellence
- ETP – Excellence through People

National Learning Network

Legislation

- Qualifications and Quality Assurance (Education and Training) Act, 2012
- Further Education and Training Act 2015
- Teaching Council (Amended) Act 2015
- Education and Training Boards Act 2013
- Education for Persons with Special Educational Needs (EPSEN) Act 2004

Quality Standards

- QQI Core Statutory Quality Assurance (QA) Guidelines
- QQI Sector and Topic Specific (QA) Guidelines
- ECDL Quality Assurance Standard
- City & Guilds Quality Assurance Guidelines
- Education and Training Board Standard Operating Guidelines (ETB)
- New Directions
- HSE Service Agreements

Quality Initiatives

- EQUASS Excellence

Rehab Enterprise – AWAITING RESPONSE

Legislation

- NA

Quality Standards

- ISO 9001:2015
- ISO 14001:2015
- OHSAS 18001:2007

Quality Initiative

- EFQM - Committed to Excellence

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Momentum

Legislation

- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Regulation of Care (Scotland) Act 2001
- Adult with Incapacity (Scotland) Act 2000
- Mental Health Acts (Scotland and England)
- Adult Support and Protection (Scotland) Act 2007
- Social Care (Self-directed Support) (Scotland) Act 2013
- Health and Safety at Work Act 1974
- Care Act 2014
- Data Protection Act 1998
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Mental Health Act 1983
- Mental Capacity Act 2005
- Domiciliary Care Agencies Regulations 2002
- Data Protection Act 2018
- GDPR 2018
- Human Rights Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Social Work (Scotland) Act 1968
- Protection of Vulnerable Groups (Scotland) Act 2007
- Equality Act 2010
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Regulatory Reform (Scotland) Act 2014

Quality Standards

- ISO9001:2015
- ISO14001:2015
- ISO27001: 2013
- SSSC

Quality Initiative

- MQAT

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Momentum Care

Legislation

- Regulation of Care (Scotland) Act 2001
- Adult with Incapacity (Scotland) Act 2000
- Mental Health Acts (Scotland and England)
- Adult Support and Protection (Scotland) Act 2007
- Social Care (Self-directed Support) (Scotland) Act 2013
- Health and Safety at Work Act 1974
- Care Act 2014
- Health & Social Care Act 2008 (Regulated activities) Regulations 2014
- Data Protection Act 1998
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Mental Health Act 1983
- Mental Capacity Act 2005
- Domiciliary Care Agencies Regulations 2002
- Data Protection Act 2018
- GDPR 2018
- Human Rights Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Social Work (Scotland) Act 1968
- Protection of Vulnerable Groups (Scotland) Act 2007
- Equality Act 2010
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Regulatory Reform (Scotland) Act 2014

Quality Standards

- CQC Fundamental Standards
- Health & Social Care Standards (CQC)
- Housing Support Services Standards (CI)
- Domiciliary Care Standards (CQC)
- SSSC
- Health Care Professionals Council

Quality Initiative

Care Quality Commission (Registration Requirements) Regulations 2009

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Haven

Legislation

- Equality 2010
- DDA

Quality Standards

- ISO9001:2015
- ISO14001:2015
- ISO27001:2013
- BS EN 15713:2009
- BS 842:2015
- EN 12899-1:2017

7.1 Related PPPGs

Performance
Management

8.0 APPENDICES

Appendix 1 – List of Reviewers

Appendix 2 – ISO9001 Quality Policy

Appendix 3: Read & Understood

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Appendix 1 - List of Reviewers

Reviewers List for New/ Reviewed Policy Area

The following names individual authors/ reviewers to this policy area.

Division/Other	Name(s)
Momentum	Nicky Neilson
Momentum	Kirsty Haldane
Momentum	Lynn Philips
Momentum	Navid Rasool
Rehab Group	Linda Coone
Rehab Group	Michael O'Connor
Rehab Group	Seamus Dillon
Enterprises	Paudie Murphy

*Note that it is not obligatory for each division to be involved in a new policy/ review if the policy is not relevant; this should be decided by each division on a case-by-case basis.

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Appendix 2 – ISO9001 Quality Policy – Extract for use by Momentum Scotland/Haven Products Only and to be reviewed annually

Quality Policy

It is the policy of the company to provide its customers with a service that fulfils their specified requirements. To assist this policy we have prepared and implemented a Quality Management system to the requirements of the ISO 9001:2015 standard which also takes into account our organisational context.

The following principles are applied throughout the company:

- 9) Full commitment of all personnel to delivering a high quality of service. It is also our intention to monitor and improve customer satisfaction levels by collecting feedback from our customers.
- 10) Full commitment of all personnel to active involvement in making improvements.
- 11) Full commitment to meeting customer requirements as well as any applicable regulatory and statutory requirements.
- 12) Full Commitment to ongoing training and development of staff.
- 13) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- 14) Appraisal and checks to ensure our approved suppliers understand and meet our quality requirements.
- 15) All staff are aware of and follow our quality management system, associated procedures and policies and understand the process of continual improvement of our Quality Management System

The ISO system defines the commitments of the company that are employed to ensure Customer Satisfaction. Quality objectives are set annually at management review meetings when this policy is also reviewed and approved.

This policy is available to all staff within the organisation and also made available any interested parties upon request.

Approved



By : Jamie Lawson

Date : 01/09/2018

Review Date: 31/08/2019

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Appendix 3: Read & Understood

I have read, understand and agree to adhere to the attached Quality Policy, Procedure, Protocol/ SOP or Guideline:

Print Name	Signature	Date