

QUALITY SYSTEM ISO 9002 (Healthmark)

Simple Meaning of Quality

The objective of any organisation in the care sector (independent or public) is to supply on time, services of a quality standard which satisfy client requirements in a manner which is effective, efficient and economically viable.

4. QUALITY SYSTEM REQUIREMENTS 4.1 MANAGEMENT RESPONSIBILITY

4.1.1 QUALITY POLICY

- Quality Policy
- Statement of Authority
- Statement of Values

4.1.2 ORGANISATION

- Aims and Objectives

4.1.2.1 RESPONSIBILITY

- Job Descriptions
- Organisational Chart

4.1.2.2 VERIFICATION RESOURCES AND PERSONNEL

- Statement of maintaining adequate resources (time / people / money) and statement that all calibration and audits will take place.

4.1.2.3 MANAGEMENT REPRESENTATIVE

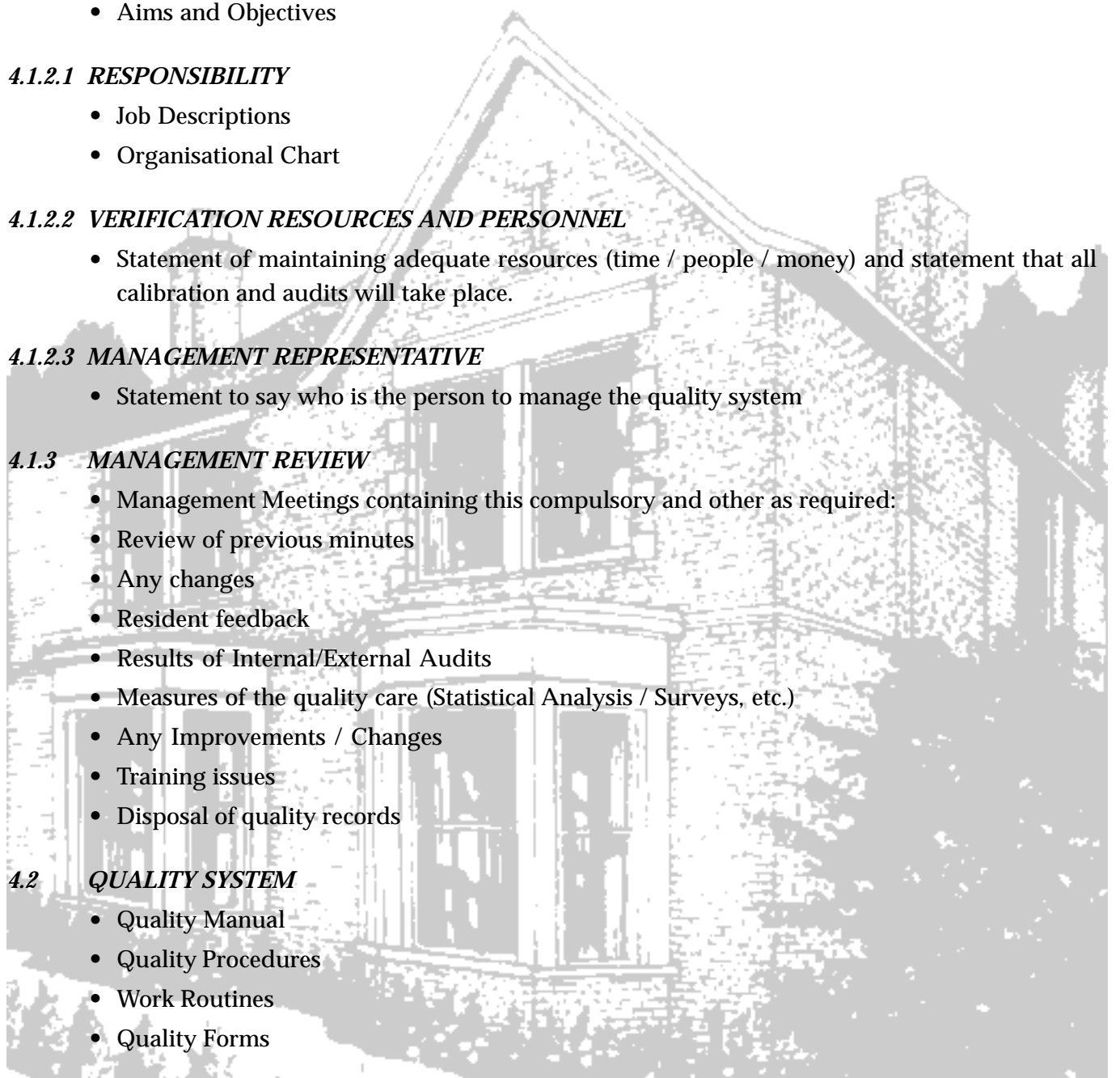
- Statement to say who is the person to manage the quality system

4.1.3 MANAGEMENT REVIEW

- Management Meetings containing this compulsory and other as required:
- Review of previous minutes
- Any changes
- Resident feedback
- Results of Internal/External Audits
- Measures of the quality care (Statistical Analysis / Surveys, etc.)
- Any Improvements / Changes
- Training issues
- Disposal of quality records

4.2 QUALITY SYSTEM

- Quality Manual
- Quality Procedures
- Work Routines
- Quality Forms



4.3 CONTRACT REVIEW

- Referral System
- Enquiry
- Visit to / of client
- Months trial
- Periodical assessments

4.5 DOCUMENT CONTROL

4.5.2 DOCUMENT CHANGES / MODIFICATIONS

- Preparation, issue and review of documents
- Quality Manual
- Quality Procedures
- Training Records
- Quality and other forms
- Other data and Legislative Documents

4.5.1 DOCUMENT APPROVAL AND ISSUE

- Medication Records
- Care Plans
- Current edition of Quality Standards
- Work Routines

4.6 PURCHASING

4.6.2 ASSESSMENT OF SUB CONTRACTORS

4.6.4 VERIFICATION OF PURCHASED PRODUCTS

- Control of suppliers / subcontractors
- Purchase ordering
- Correct Requirement to specification
- Record of previous service
- Audit of supplier facilities
- Requested samples of products

4.6.1 GENERAL

4.6.3 PURCHASING DATA

- Food purchase
- Letters / Quotes
- Approved suppliers
- Reference to published information
- Assessment of their quality systems

4.7 PURCHASER SUPPLIED PRODUCT

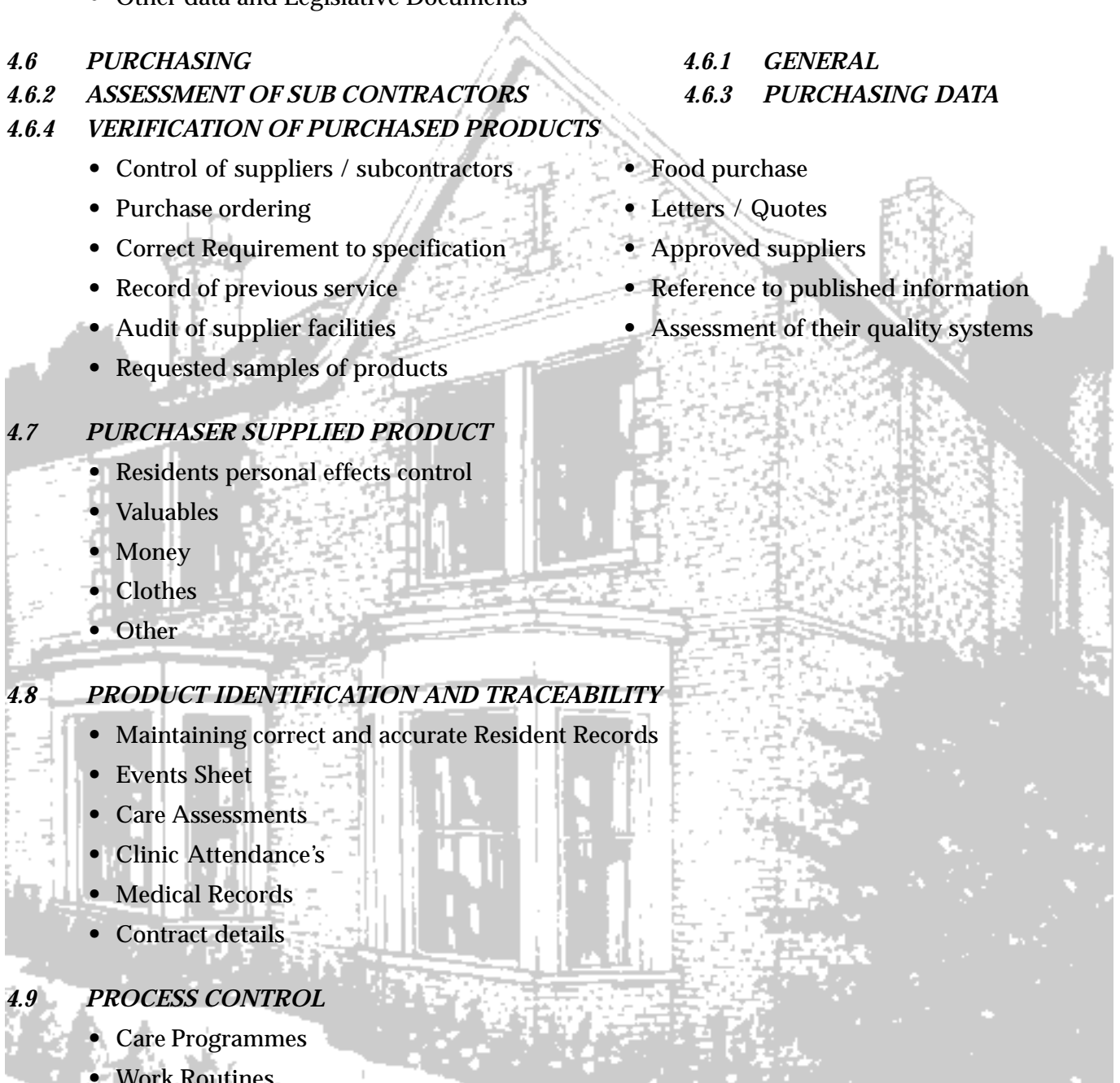
- Residents personal effects control
- Valuables
- Money
- Clothes
- Other

4.8 PRODUCT IDENTIFICATION AND TRACEABILITY

- Maintaining correct and accurate Resident Records
- Events Sheet
- Care Assessments
- Clinic Attendance's
- Medical Records
- Contract details

4.9 PROCESS CONTROL

- Care Programmes
- Work Routines



4.10 INSPECTION

4.10.2 IN-PROCESS INSPECTION

4.10.4 INSPECTION AND TEST RECORDS

- Maintaining standards
- Care Programme management / changes required
- Maintaining compliance and authorisation
- Services
- Equipment
- Materials
- Food and Provisions

4.11 INSPECTION, MEASURING AND TESTING EQUIPMENT

- Equipment checks
- Servicing - Internal / External (certified)
- Food temperatures
- Hoists etc.
- Food / medicine storage / shelf life monitoring

4.12 INSPECTION AND TEST STATUS

- Identifying residents clothing
- Residents medication logging
- Food and perishables marking
- Sterility and viability of products
- Temperature control
- Segregation, Storage and Disposal of wastes
- Visiting Specialists using medical notes

4.13 CONTROL OF NON CONFORMING PRODUCT OR SERVICE

4.13.1 NON CONFORMITY REVIEW AND DISPOSITION

- Checking for failures in Quality system
- Services
- Documentation
- Materials
- Complaints

4.14 CORRECTIVE ACTION

- Non-conformances
- Relative or friend complaints
- Staff complaints
- Purchaser complaints
- Results of Internal / External Audits
- Breakdown in Quality System



4.15 HANDLING, STORAGE, PACKING AND DELIVERY

- Safe working practices
- Health and Safety Legislation
- Storage, Stock rotation
- Adequate packaging
- Care of Resident items
- Transportation
- Transfer of Hot food
- Records

4.16 QUALITY RECORDS

- Results of Inspections
- Resident Feedback
- Complaints Records
- Corrective Actions
- Internal Quality Audits
- Maintenance Records
- Residents Files
- Care Plans
- Purchase Documents
- Medication Records
- Equipment Records
- Management Reviews
- External Quality Audits
- Review Sheets

4.17 INTERNAL QUALITY AUDITS

- ISO 9002
- Annual Auditing
- Training of Auditing

4.18 TRAINING

- Identifying Training needs
- Skill needs
- Competence of trainers

4.19 SERVICING

- Domiciliary Care

4.20 STATISTICAL TECHNIQUES

- Occupancy
- Accidents
- Violent Incidents
- Staff sickness
- Hospital Admissions
- Referrals

