



MANAGEMENT ANSWERS

STAFF INVOLVEMENT IN QUALITY ASSURANCE PROCESS

© John Eaton 2006 All RIGHTS RESERVED

Candidate Name.....

Jet Training, Trenchard House, Minehead Road, Norton Fitzwarren, Taunton, Somerset, TA2 6NS
Telephone 01823 270845 Mobile 07775643169
Email: info@jet-training.org.uk

How do you ensure that staff are involved in the quality assurance process

I ensure that staff are involved in the quality assurance process through the following methods

POLICY AND PROCEDURE

We have a comprehensive policy and procedure manual, which covers every aspect of how we operate. The areas covered are listed below:

Document and Data Control.

Contract Review

Document and Data Control

Purchasing and Control of Customer

Supplied Product

Product Identification and Traceability

Process Control

Work Routines

1. Resident Admission

2. Dressing

3. Bathing

4. Transfer or Discharge

5. Infection Control

6. Health Specialist Clinics

7. Control of Residents Medication

8. Laundry

9. Recreation Activities

10. Building and Maintenance

11. Resident Accident

12. Resident Missing

13. Death of a Resident

14. Health and Safety

15. In the Event of Fire

16. Cleaning the Home

17. Telephone Policy

18. Guide Lines for Violent/Untoward Incidents

19. Control and Restraint

20. Prevention of Abuse

21. Dealing with Abuse

22. Visitors

23. Smoking

Inspection of Nursing Care in the Home

Control of Inspection Measurement and Test Equipment

Inspection and Test Status

Control of Non-Conforming Product

Corrective and Preventative Action

Handling, Storage, Packing,

Control of Quality Records

Internal Quality Audits
Staff Selection and Recruitment
Training and Development
Statistical Techniques

All these issues are monitored in order that we maintain our standards and we audit this on a regular basis, so we keep our quality standards in place

STAFF FILES

Within the staff file, there will be an array of forms, references, job descriptions, and so on. The job description sets out the role and responsibility of each staff member, and their relationship with quality issues. This is also found in the staff contract.

MANAGEMENT MEETINGS

At management meetings, senior staff discuss the quality issues and an agenda is in place, any failures of the quality system are highlighted and the quality manager is required to raise an 'non-conformance' with a time-frame for getting the issue right in that time-frame

STAFF MEETINGS

At regular staff meetings, quality issues are raised and discussed, and the reasons for having these systems are covered and explained. Staff are encouraged to suggest changes or improvements for any valid quality issue. Staff are also advised of any shortcomings and what improvements need to be made.

STAFF HANDOVERS

There are three handovers a day, morning, afternoon and night, in the handover, the staff are advised on the condition of the clients, any problems that may need resolving, including quality issues. This means that a regular prompt is made to ensure that staff meet the quality standards expected of them

SUPERVISION

Staff Supervision is held every eight weeks, where a manager meets with an individual staff member and discusses a range of issues, including issues relating to quality, and any strengths or weaknesses that the individual are discussed and goals and targets relating to quality issues and other issues are made.

APPRAISAL

This is an annual meeting, similar to supervision, but more in-depth.

TRAINING

NVQ and other training forms part of the quality standards we provide. All NVQ and other training improves the quality of care, professionalism and knowledge of the staff.

MEMOS AND LETTERS

Alongside the above, memos and letters are written regarding quality issues, including letters of thanks from clients families, these help staff understand quality issues, improvements and appreciation of the work that has been done

