

Harrow Shared Lives Scheme Policy & Procedure No. 45

Continuous Improvement in the Service (Quality Assurance)

Why do we need this policy?

The Harrow Shared Lives Scheme aims to run the service in ways that are in the best interests of people who are making use of Shared Lives (SL) arrangements. Each year as part of this process we review all the information we have about how the service is operating, in order to find ways of continuing to improve it. Your views are essential in helping us to know what is happening in the service, and in helping us to work out what needs to change.

How would this happen?

We have systems in place that enable us to monitor what is happening in Shared Lives arrangements and elsewhere in the service. This includes:

- visiting you and your SL Carer, separately and together;
- asking you individually for your views when your Service User Plan and Placement Agreement are reviewed;
- using evidence from your Service User Plan or other life plans and records;
- using evidence from reviewing the work of your Shared Lives Carer (including your view of this);
- keeping records of complaints, accidents and other unusual occurrences such as incidents of abuse, or use of physical restraint;
- evaluating training and development opportunities that have been provided;
- using evidence from consultations and surveys involving you and/or your family or representative, and/or SL Carers and/or Care Managers and/or other relevant professionals;
- involving you and/or other people in Shared Lives arrangements in all aspects of running the service, and obtaining feedback from you;

- looking at how many and why workers and SL Carers have left the service;
- making use of information from inspections by the Care Quality Commission (CQC);
- auditing or checking files.

Having gathered together all the information from the monitoring that we have done during the year, we use this to help decide what needs to change, and then to make a plan of action for the next year. You will participate in this quality review of the service through your involvement in the continuous monitoring and reviews of particular aspects of the service that happen throughout the year. In addition you and/or other people in Shared Lives arrangements can choose to be involved in this quality review and the decisions that come out of it. To help with this we will provide you with:

- summary information in a format that you can understand easily;
- support to enable you to make your views known;
- opportunities to meet up with other people in Shared Lives arrangements to discuss your experiences and views about the future of the service.

A report on the quality review and its action plans will be made available to the CQC and other regulatory bodies, and a summary will also be available for you and/or your family / representative and/or SL Carers.

See these other policies and procedures and documents for further information on:

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Equal opportunities
- Complaints and concerns
- Statement of Purpose
- Consultation and participation in running the service
- Training and development
- Supporting and reviewing SL Carers
- Service User Plan
- Individual planning, monitoring and review
- SL Agreement