

Quality Assurance Policy

July 2023

1. Introduction

- 1.1 Healthwatch Cornwall (HC) is committed to providing the best services possible for its commissioners and stakeholders in line with its statutory role and has developed both policies and procedures to be able to demonstrate this. As a publicly funded organisation it is important to demonstrate both efficiency and effectiveness in all that it does.
- 1.2 Quality assurance is the continuous process of assessing and determining whether an organisation's services meet or exceed the expectations of both our commissioners and the public. It is a process-driven approach with specific steps to help define and attain goals. It is essentially about learning what we are doing well and striving to do it even better. It also means finding out what we may need to change to make sure we meet the needs of our stakeholders and the users of health and care services.

2. Our approach

- 2.2 In developing our approach to quality assurance and improvement there is a commitment to ensuring that there is a shared understanding throughout the organisation of our agreed priorities and how we are to achieve these.
- 2.3 This involves:
 - 2.3.1 Agreeing quality objectives, reviewing their relevance, and monitoring performance against them. In this respect performance is regularly assessed against the standards set out in the Healthwatch (England) Quality Framework which cover Leadership & Decision Making; People; Sustainability & Resilience; Collaboration; Engagement; Involvement & Reach; and Influence & Impact and reported annually to the Board.



- 2.3.2 Ensuring that our commissioners and public know what to expect from us.
- 2.3.3 The Board and management team will provide clear vision and direction.
- 2.3.4 Having relevant, current policies and procedures documented, that are accessible and reviewed within the identified timeframes.
- 2.3.5 Ensuring the understanding gained through our complaints and compliments procedures informs our commitment to continuous improvement.
- 2.3.6 Having a Business Plan that details our strategic priorities and measuring our performance against these.
- 2.3.7 Developing a Personal Development Plan for each employee through the supervision and appraisal processes, to ensure that they have the relevant skills and expertise.
- 2.3.8 Using effective communication to keep everyone informed.
- 2.3.9 Actively participating in audit and review processes both internally and externally, to provide additional assurance.
- 2.3.10 Ensuring the monitoring procedures in place ensure that policies and procedures are being implemented and their effectiveness is evaluated.

3. External accreditation

- 3.1 In addition to meeting the requirements of the Healthwatch (England) Quality Framework there are various industry quality marks and accreditations that demonstrate that an organisation has effective quality management systems in place.
- 3.2 The benefits of specific external accreditations will regularly be reviewed, and where deemed to be an organisational priority and benefit, the organisation will commit accordingly.

4. Responsibilities

- 4.1 Ultimate responsibility for the implementation of this policy rests with the Board. They are responsible for ensuring that the policy is reviewed and ensuring that the organisation is in a position to deliver quality services as described above. The Chief Executive is responsible for overseeing the Quality Assurance Policy and ensuring



that monitoring, support and training is delivered to enable all employees and volunteers to deliver to the required standards.

This is a controlled document. It should not be altered in any way without the express permission of the author or their representative. On receipt of a new version, please destroy all previous versions.

Document No.	QP014.2		Original issue date:	April 2021
Document Title:	Quality Assurance Policy		Author:	Business Support
Version:	1	Pages:	2	Last reviewed: July 2023
Approved by:	Board of Directors		Next review:	July 2025

