



Beyond Limits Dumfries & Galloway provides policies and procedures to promote safe and consistent practice across the Organisation. The framework laid down within our policies and procedures lets everyone know how we work and reflects our values and mission statement. Our policies and procedures are written to help us, employees of Beyond Limits Dumfries & Galloway, to make good, safe decisions.

Beyond Limits Dumfries & Galloway expects all employees to be familiar with the contents of all policies and procedures relevant to their role and to understand how to apply them within their daily work.

None of these documents stand alone, all fit within the larger framework of the way we work and any associated policies which are particularly relevant will be directly referenced.

# Quality Assurance Policy

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This policy should be read in conjunction with the following policies, complaints, adult safeguarding, child protection, whistleblowing and capacity.

## Quality Assurance Policy - what this means to Beyond Limits Dumfries & Galloway

Beyond Limits Dumfries & Galloway provides tailor-made services of a high standard and quality that enable those supported to live their lives in ways that make sense to them and that are safe. To make this happen Beyond Limits Dumfries & Galloway has a quality monitoring and assurance system in place, which all the employees, the people we support, their families and the professionals we work alongside will be asked to contribute.

Beyond Limits Dumfries & Galloway is an organisation that believes in continual learning and development. To do this we will listen and take all feedback very seriously and will learn from mistakes on the occasions we get things wrong. This might be in the form of a complaint or concern, an incident, accident or near miss, investigations into poor practice and abuse, or advice from other expert bodies like the Care Inspectorate.



The expectation of Beyond Limits Dumfries & Galloway is that we are all open to giving and receiving feedback about every aspect of our work. We know that we learn best, and are able to change behaviours and situations with better outcomes if people are encouraged to learn from mistakes. We therefore see all feedback as a learning experience for all.

All employees will be expected to use the training, learning and development opportunities offered to them to improve their practice and demonstrate to the Service Leaders how it has improved the life of the person they are supporting.

To ensure the people we support get the highest quality service, and to continually improve it, we will:

- Identify, monitor and manage the safety of the people we support, people who visit and employees who work for us.
- Identify, provide and monitor the training and support employees receive and the difference it makes to the lives of the people we support
- Take account of comments, complaints and compliments
- Identify and learn from accidents, incidents and near misses
- Identify, provide and monitor the team structure and hours of support provided to each person we support
- Ensure policies and procedures are followed including the Working Policy for each person we support
- Monitor and improve quality of support through Working Policy reviews
- Have robust decision-making processes in place, especially for people that cannot make decisions for themselves
- Actively encourage feedback from the people we support, families, professionals and employees, giving regular feedback on the development of the service
- Act on outcomes of allegations of abuse of poor practice
- Monitor compliance with Care Inspectorate regulations and outcome statements and develop SMART action plans when non-compliant

### **Procedure – What Beyond Limits will do:**

All employees will have responsibilities for monitoring the quality of service at Beyond Limits. Annually they will be asked formally to give feedback in a questionnaire. Additionally, we will involve the people we support, their families, professionals, critical friends, and self-advocates to evaluate our service at different times. The roles and responsibilities are set out below, however overall responsibility for quality monitoring and improvement at Beyond Limits Dumfries & Galloway rests with Rebecca Chadwick – Managing Director, Tom Holder - Support & Development Lead Plymouth office, Lea Graham – Senior Service Leader D&G and Donna Millar - Assistant Service Leader D&G.

Beyond Limits Dumfries & Galloway is committed to “A Quality Framework for Support Services (Care at Home, including Supported Living Models of Support)” [gf-support-services-cah-incl-sl-final-01062022.pdf \(careinspectorate.com\)](#) as a self-evaluation tool, quality assurance framework.

### **People we support**

We will ask, or use the detailed information recorded in the person’s Working Policy if they are unable to tell us, to monitor changes in behaviour or distress that might mean we are not understanding what the person is saying and need to improve the service being delivered.

We will help the people to understand what to expect from their support staff in Beyond Limits Dumfries & Galloway. We will ask them to give us regular feedback on the service we provide through individual meetings, Working Policy reviews and questionnaires.

We will encourage the people we support to become Quality Checkers in their own right. We will involve people in discussions and negotiations around contracting and other matters with the Council and Commissioners where appropriate to the person.

### **Families and Professionals**

Families and professionals will be asked to contribute to Service Designs and Working Policy reviews for people and in doing so help develop the service for the person they are involved with. Families and professionals will be asked regularly for feedback on the service provided, and annually will be sent a questionnaire. Families will also be encouraged to be partners with Beyond Limits Dumfries & Galloway in discussions and negotiations around contracting and other matters with the Council



and Commissioners. We have developed a Family Charter, which outlines our commitment to work with families in a positive way. The six statements are highlighted below,

### **Beyond Limits Dumfries & Galloway promises families we will:**

- Value you and treat you with unconditional positive regard and respect
- Work together with you and be your eyes, ears and voice
- Listen to you and be honest with you, even when it's tough
- Support you and represent your interests in the best interests of your family member
- Recognise sometimes we make mistakes, when we do, work hard to make it right
- Never give up

### **Critical Friends**

Beyond Limits Dumfries & Galloway uses a model of service delivery similar to that of Partners for Inclusion in Scotland. We will seek the support of all our critical friends to offer support and guidance and we will act as a critical friend in the development of other services.

### **Quality Checkers**

Beyond Limits Dumfries & Galloway will seek external 'experts through experience' to carry out ad hoc checks on the service. These checks will be carried out by people with learning disabilities.

Support Workers will report any concerns from the person they are supporting, their family, professionals and others to the Service Leader. They will also be responsible for ensuring, as a team, they learn from near misses, accidents, and incidents, through feedback at Working Policy reviews and clinical reflective team supervision sessions. They are also responsible for maintaining overall quality of the service and flagging up any concerns they have to the Service Leader before Team Meetings, if necessary.

The Service Leader will monitor any deficits in the make-up of a person's team, the practice of others, recruitment needs, rota hours not covered, team training needs, and support and supervision deficits.

### **Organisational Quality Audits**

A third party within Beyond Limits Dumfries & Galloway undertakes a comprehensive audit of all records in relation to the people we support. Feedback is given to the Service Leader. These reports





Policies and Procedures


