

## St Albans Mencap

Charity number: 210073

[stalbansmencap.org.uk](http://stalbansmencap.org.uk)

# Quality Management & Assurance Policy

St Albans Mencap believes it is vital that we provide the best and safest services for our clients and their carers that we possibly can and that the needs of the children and adults we support continue to be at the forefront of the services that we offer.

### Document control:

Version:	Date approved:	By:	Review due:
1.0			

### Summary of changes:

Version:	Changes:
1.0	Converted old version to new format (May 2026) for review

## Quality Management

St Albans Mencap's Quality Management aims are to:

- Increase public awareness and understanding of the problems that children and adults with a learning disability face and at the same time to help and advise their parents and carers.
- Support and provide services for local people with disabilities. In doing this Mencap can give carers a break and open new windows of opportunity for anyone with a disability.
- Diversify; to provide employment opportunities, training for employment and experience of employment for learning disabled.
- *Be inclusive* of people with a learning disability, their families and carers in our decisions and actions of other organisations when we can work together.
- *Fight for equal rights and opportunities*
- Overall to improve the conditions of life for people with a learning disability

St Albans Mencap believes it is vital for the quality of our service to remain high and for the needs of the children and adults we support to continue to be at the forefront of the service we offer. We continually assess the quality of our service by requesting anonymous feedback from our service users, families/carers and staff to ensure all are happy with the care and support provided. Auditing of the service and ensure policies and procedures remain up to date, and in line with government changes ensure we continue to adapt and improve our service for the better. The overall ethos of St Albans Mencap's care is based on supporting people at home, living independently wherever possible and as full participants in the community. What matters most is that the service is there, where and when it is needed. The key is to have consistent quality and equitable access to support whenever it is required.

We encourage service users, families or staff to come forward with any concerns relating to the health or welfare of our service users, and would work in partnership with other agencies to ensure we can best support the needs of all of our children and adults accessing our service. If we assessed a concern which our service wasn't able to meet independently, we would look to signpost or advise to ensure sufficient support can be obtained from another agency.

St Albans Mencap's GDPR policy, in relation to the safe storage and maintenance of records held on service users and staff identifies the reason for our collection of information/details. We safely store all records in locked files at the office location, archiving relevant records when no longer accessing our service, for the necessary time required.

To ensure confidence in expressing full views within feedback we opt for anonymous feedback, including HCPA feedback resource which provide a summary of feedback received to clearly highlight areas of improvement. From the information obtained from the feedback, which will be included within our audit of the service and result in action plans with clear deadlines to action improvement.

## Quality Assurance

The Quality Assurance Policy is in place to ensure St Albans Mencap provide the best and safest service for clients and their carers that we can.

All employees are expected to uphold the rights and freedoms of our service users and actively promote their right to achieve their full potential. The best possible quality of life for each individual is our aim.

## **St Albans Mencap's commitment to clients is to:**

1. Strive to deliver the highest possible quality of care, services and facilities specific to each individual's needs and aspirations.
2. Consult with the clients and their carers in order to provide that best quality of care.
3. Protect the rights and freedoms of all clients.
4. Protect the privacy of all clients and meet the requirements of the Data Protection Act.
5. Protect the religious beliefs of all clients.
6. Protect all clients from any form of abuse including: racial abuse, cultural abuse, mental abuse, physical or financial abuse.
7. Provide a complaint log and promote the right of every client to use it. Where appropriate the option of assistance and support from an independent advocate will be offered.
8. Address any complaint made, in accordance with our complaints procedure.
9. Include clients in decisions and changes that are to be made to their service.

## **St Albans Mencap's commitment to staff is to:**

1. Provide all support workers with a job description and contract of employment.
2. Provide all new employees with an appropriate induction, within the first month of employment.
3. Provide appropriate training for each job role.
4. Provide senior support workers to give on the job training.
5. Provide regular supervision meetings or supervision on request from an employee.
6. Provide and give access to up to date policies and procedures, which comply with current legislation.

## **Procedure**

Quality Assurance will be achieved by gathering information from a variety of sources, including: service feedback forms, family, friends and other appropriate professionals. Information will also be gathered from structured meetings including: supervision meetings, review meetings, keyworker meetings and client meetings. Information will be acted upon by updating service user plans and procedures as appropriate. In addition to our structured review process, family, friends, care managers and other appropriate professionals, will also be encouraged to take an active role in developing our service and individual service user's plans informally as required.