

Core Module Manual

Full Care Lifetime

CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE

Full Care Lifetime will pursue continuous improvement in all aspects of service management so that its operations are in line with legislation and relevant standards and compliance requirements through an ongoing cycle of review and evaluation of processes and procedures.

POLICY

Full Care Lifetime pursue innovation and promote culture of continuous improvement in its corporate governance service delivery to participants.

Full Care Lifetime will include all stakeholders including participants and staff in its continuous improvement activities to ensure participants' needs are met effectively.

PROCEDURES

- Full Care Lifetime puts the participant at the centre of decision-making in all aspects of their life and support participants to actively participate in their community and pursue their interests and goals.
- encourages innovation and participation in its service.
- Provide opportunities for ongoing staff education and professional development.
- Develop a Continuous Quality Improvement Plan and report on this regularly at staff and participant meetings.
- We will encourage participant, staff and stakeholder feedback and document and act on feedback.
- Will review its complaints register regularly as part of its continuous improvement activities to ensure participants' needs are met effectively.
- We will drive continuous improvement through regular surveys, meetings and audits.
- Full Care Lifetime staff are encouraged to participate in developing strategies for ongoing improvements.
- Establish and maintain an effective information system for continuous improvement.
- We will identify opportunities for improvement and evaluate accidents, incidents or emergencies to minimise risks and improve service.
- Full Care Lifetime will include staff, participants and other relevant stakeholders in continuous improvement activities to ensure services are of a high quality and meet participant needs.
- We will provide feedback on to stakeholders including participants and staff on service improvements.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.

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