**Quality Assurance**

**1.1 Introduction**

This service is regulated and inspected by the Care Quality Commission. The Care Quality Commission makes sure services provide people with safe, effective, compassionate, high quality care and encourages services to improve. To achieve this, the Care Quality Commission monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. They publish what they find, including performance ratings.

Please note that our latest Inspection report can be viewed on the CQC website; [www.cqc.org.uk](http://www.cqc.org.uk)

**1.2 Quality Assurance Systems and Processes**

In line with Care Quality Commission Regulation 17, the CWD Outreach Service has a range of measures in place to ensure quality assurance;

* Auditing of staff files
* Auditing of children’s files
* Direct observations
* Training records
* Supervision records
* Business and development plan
* Record of team meetings
* Quarterly data re: service delivery
* Finance reports
* Partnership arrangements
* Schedule of support

**1.3 Information and communication**

Information and communication to provide quality experience for the service user;

* Service information leaflet
* Support worker manual
* Parent/ carer manual including the complaints procedure
* Child friendly leaflet
* Service Evaluation questionnaire for parents
* Service Evaluation questionnaire for children/ young people
* Service Evaluation questionnaire for support workers
* Quarterly newsletter
* Factsheets for support workers

The service will provide clear and comprehensive information about the range of support that it provides and will respond within 48 hours to all enquiries.

The Business and development plan is the key document to drive continuous improvement. This incorporates recommendations and requirements as indicated from the inspection. This is reviewed and updated 6 monthly.

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Reviewed by: Jo Austin

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