

Quality Policy



Reference: HLHCID85

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Version: 13.0 - Approved

Document Title: Quality Policy
Document Type: Policy
Document Owner: Jill Ireland
Department: Operations
CQC Standard: Well-led
HSC Act Relevant Legislation: Good governance
Review Period in Months: 24
Outcome statement: All staff will have an understanding of HomeLink's aims and objectives; an understanding of how they are communicated and when they may be updated
Reviewed by: Clinical Director

Approved by: Jill Ireland
Date Published: 12/05/2022 09:03:00
Next Review Date: 12/05/2024
Contact: HomeLink Healthcare Ltd, Regal Court, 42-44 High Street, Slough, SL1 1EL.

Old Version Control References

Version	12.0 Final
With Reference to	ISO9001 – Quality Management Systems

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INTRODUCTION

“HomeLink Healthcare believes that everyone should have the choice to be treated at home instead of in hospital.”

We enable this with our safe, high quality and caring service, supported by technology and our skilled staff, delivering care at the right time in the right place.

HomeLink Healthcare’s aim is to be recognised for a commitment to providing high quality multidisciplinary care in the patients’ usual place of residence. Our services are designed, monitored, managed and delivered to meet the Care Quality Commission’s (CQC) Fundamental Standards of Quality and Safety. We deliver services that are safe, effective, well-led, caring and responsive.

The Quality Policy covers generic aspects of quality management and assurance. More detailed subject matter are provided in the relevant policies and standard operating procedures (SOPs). These describe how HomeLink plans, delivers, monitors and continually improves the provision of quality services to its patients and customers. HomeLink aims to meet and exceed each customer’s level of satisfaction by making continuous improvement a focus and output for all team and senior leaders meetings.

AIMS AND OBJECTIVES

Our aims are to provide holistic multidisciplinary clinical care community based / out of hospital care which safeguards and promote the health, welfare and quality of life.

Our objectives are to provide services which:

- Are safe, effective, holistic and person centered
- Are reliable, dependable and responsive
- Are evidence and outcome driven
- Are compassionate, demonstrating courtesy, dignity and respect
- Meet the assessed needs of service users
- Maintain service users’ self esteem
- Recognises the individuality and diversity of each service user
- Maximize independence
- Offers choice and enable service users to make decisions about how the care is provided
- Deliver seamless integrated care with existing community service providers
- Ensures safe transfer into the community from hospital based care

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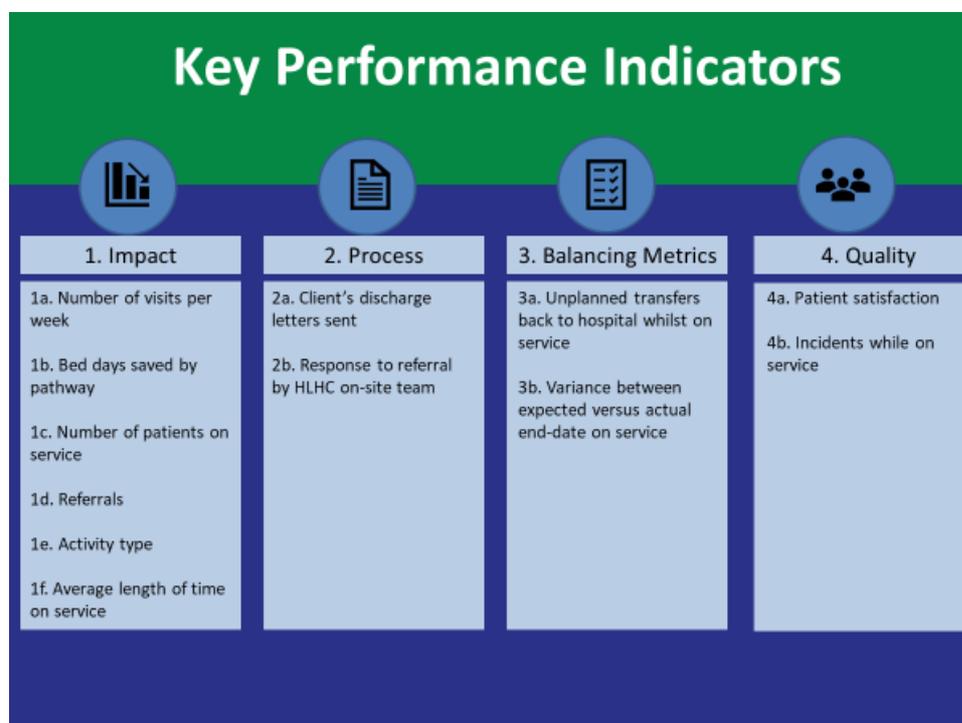
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- Prevents unnecessary admissions to hospital, by caring for patients at home / in community settings when it is safe and clinically effective to do so
- Ensure that confidentiality is protected at all times, in accordance with best practice and Information Governance (IG) standards and regulations

To measure performance and achievement against these objectives HomeLink use Key Performance Indicators (KPIs) which are outlined below. Each objective has one or more KPIs which are used to demonstrate performance these are outlined in Appendix A.



HomeLink achieves the aims and objectives of the service through:

- Quality Management System (QMS) and Risk Management which enables clinical care to continuously monitored, evaluated and developed
- Employing competent, appropriately trained and qualified clinical and managerial staff
- The recruitment, training, development and retention of staff at all levels in a manner that ensures they are competent to perform their assigned tasks
- Robust policies and procedures in line with relevant legislation and mandatory requirements
- Monitoring performance and patient outcomes using our systems and software.
- Providing accessible and up-to-date information for prospective and existing service users and their representatives
- Being flexible in delivering services to meet the changing needs of those who use our services

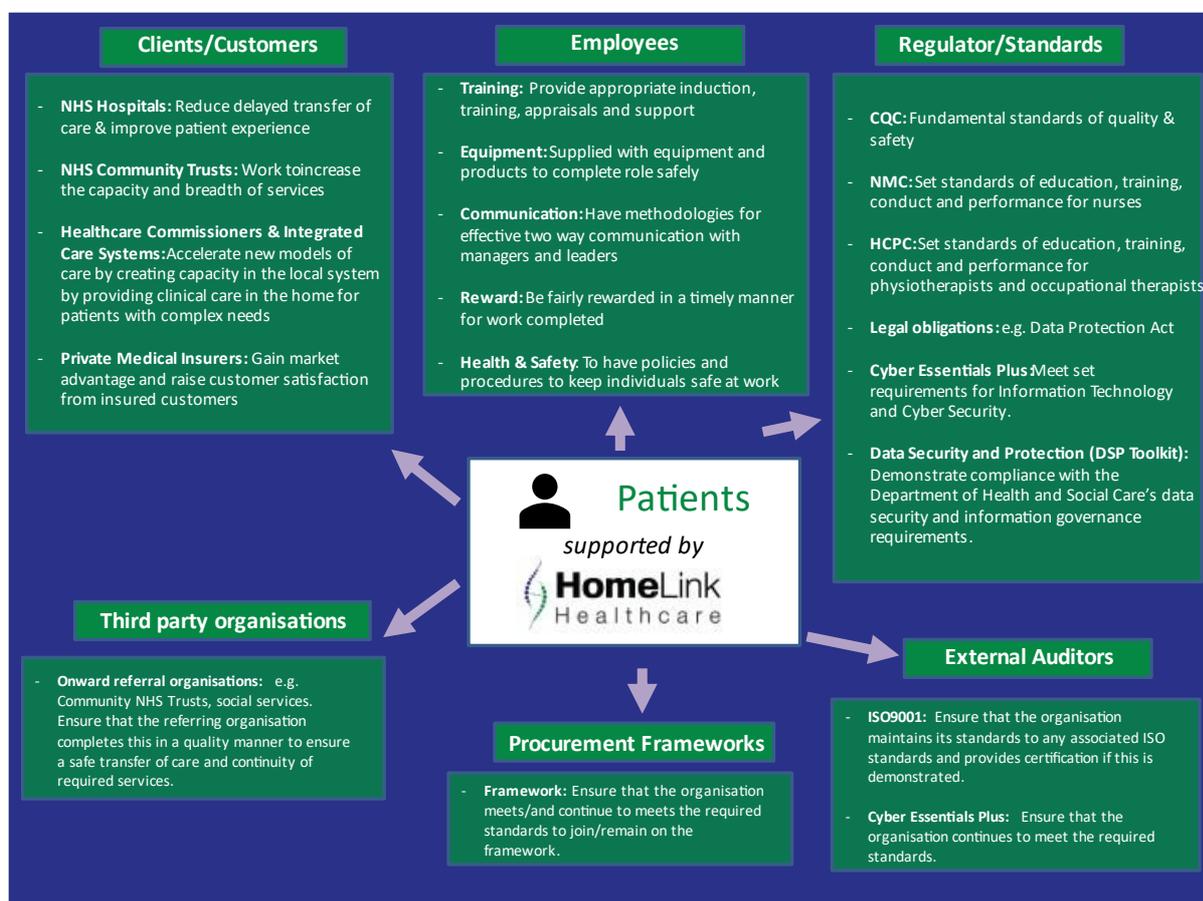
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- Avoiding dependence by encouraging and supporting service users to participate as much as possible in their own care
- Listening to comments and suggestions by service users and their representatives to develop and improve services
- Comply with all relevant legislation and clinical best practice
- Abide by the General Data Protection Regulation (GDPR) act 2018, and the rights the patient has under this act.

INTERESTED PARTIES

Our patients are at the centre of everything that we do. To provide our services we have a number of interested parties which are articulated below.



COMMUNICATION OF THE QUALITY POLICY & OBJECTIVES

The Quality Policy is published on HomeLink's Sharepoint site which all employees have access to. It is referenced during on-boarding of staff members through the Employee's Handbook and induction checklist; this ensures that everyone understands the organisation's aims and objectives.

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In addition, HomeLink publish their Quality Policy on their website so that all interested parties, such as their patients have access.

ISO9001: QUALITY MANAGEMENT SYSTEMS

HomeLink has aligned its Quality Management System to that outlined in the international quality management standard ISO9001. The organisation is committed to ensuring compliance to this international standard and to continually improving the effectiveness of the quality management system.

The whole of the standard is applicable to the organisation.

HomeLink often works in close partnership with organisations such as NHS Trusts. As such, there is recognition of HomeLink and the partner organisations separate governance structures. It is therefore outlined that HomeLink's Quality Management System (QMS) only relates to the systems and processes that it is responsible for and does not carry over to the partner organisations QMS.

Organisational roles and responsibilities are listed in Appendix B

SETTING & REVIEWING QUALITY OBJECTIVES

When HomeLink determines the need for change of its quality objectives, it shall implement a comprehensive review to ensure there is a full understanding of any required change to its quality management system; including resource, responsibilities, risks and opportunities. The new objectives shall be effectively communicated to all employees; so that they have an understanding of their responsibilities as part of this change.

Management Review Meetings

The HomeLink Management Team (Senior Leadership Team) meetings are held on a fortnightly basis. Biannually these meetings are designated to complete full Management Reviews against the ISO9001 standard. These are planned to be completed in the May and November meetings.

The management review meeting will take into consideration requirements of standard (9.3.2) including:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of products and services;

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- 4) nonconformities and corrective actions;
 - 5) monitoring and measurement results;
 - 6) audit results; (this includes reviewing the results of both the internal & external auditing against the ISO9001 standard)
 - 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities (as per standard 6.1);
- f) opportunities for improvement.

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Appendix A: Objectives mapped to KPIs

Objectives	KPIs
<ul style="list-style-type: none"> • Are safe, effective, holistic and person centered 	1a/1b/1c/1d/2a/2b/3a/3b/4a/4b
<ul style="list-style-type: none"> • Are reliable, dependable and responsive 	1a/2a/2b/3b/4a
<ul style="list-style-type: none"> • Are evidence and outcome driven 	3a/4a/4b
<ul style="list-style-type: none"> • Are compassionate, demonstrating courtesy, dignity and respect 	2b/4a
<ul style="list-style-type: none"> • Meet the assessed needs of service users 	1a/1e/2b/3a/3b/4a
<ul style="list-style-type: none"> • Maintain service users' self esteem 	4a
<ul style="list-style-type: none"> • Recognises the individuality and diversity of each service user 	1e/4a
<ul style="list-style-type: none"> • Maximize independence 	1b/ 1c/1d/1e
<ul style="list-style-type: none"> • Offers choice and enable service users to make decisions about how the care is provided 	1c/1e
<ul style="list-style-type: none"> • Deliver seamless integrated care with existing community service providers 	3b/4a
<ul style="list-style-type: none"> • Ensures safe transfer into the community from hospital based care 	3b
<ul style="list-style-type: none"> • Prevents unnecessary admissions to hospital, by caring for patients at home / in community settings when it is safe and clinically effective to do so 	1b/3a/3b
<ul style="list-style-type: none"> • Ensure that confidentiality is protected at all times, in accordance with best practice and Information Governance (IG) standards and regulations 	4b

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Appendix B Roles and Responsibilities

CEO and Clinical Director

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Overall responsibility for leading and managing an accountable, high-performing Senior Leadership Team to deliver exceptional, effective operational performance and clinical care.

The CQC nominated individual (NI) with responsibility to ensure the standards are met and regulatory compliance achieved.

Executive lead for Safeguarding, Infection Control, patient experience and Caldicott Guardian and ISO9001

Chief Finance Officer

Responsible for the commercial strategy to drive business growth and market share. Overall accountability for financial services, budgeting, budget monitoring, final accounts including statutory returns.

Chief Operating Officer

Responsible for the effective development and operational delivery of services. Supporting the delivery of high-quality services to patients and their families/carers. Accountable for Health and Safety, Risk, and Business Continuity.

Chief Commercial Officer

Lead the business through its accelerating growth and business expansion, developing and implementing both short-term and longer-term business & commercial development plans, marketing and sales strategies, to drive the business forward and be able to move quickly to adapt those strategies as appropriate. They will readily identify and support the vision and values of the company and be able to promote the vision and values of the company to potential purchasers of services.

Chief Information Officer

Accountable and responsible for information governance across HLHC, ensuring compliance with statutory information governance responsibilities.

Ensure the company meets its legal obligations surrounding Data Protection and Data Retention and regulatory compliance such as the Care Quality Commission and the Information Commissioners Office.

Senior Information Risk Officer (SIRO) and Data Protection Officer (DPO) for the organisation and lead for SAR (Subject Access Requests)

Head of Services and Clinical Development

Provides overall leadership and support for ongoing and new business ensuring robust and innovative clinical services. Responsible for ensuring the delivery of safe and effective care to our clients and a competent and skilled workforce.

Head of Therapies

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Provides leadership and support for ongoing and new therapy and rehabilitation services and business development ensuring robust and innovative clinical services.

Clinically and professionally lead all the AHPs and rehab support workers. Provide specialist clinical advice ensuring the perspective of Allied Health Professions is considered and profiled within services.

Head of Therapies is also Nominated CQC Registered Manager for the Organisation

Head of Business Development

Lead for business development and growth for HomeLink Healthcare. Responsible for meeting new business targets, providing necessary management information.

Regional Lead

Provide leadership and support for nursing and Healthcare support workers for ongoing and new clinical teams within a region ensuring robust and innovative clinical services. Provides professional and managerial direction, expert advice and guidance to the clinical teams.

Operations Manager

Support the effective development and operational delivery of clinical services, contributing to the success of the overall corporate strategy. To ensure all clinical visits are scheduled safely and effectively, provide oversight for scheduling and data reconciliation.

Provide support to finance and accounts including cost split, expenses, monitor status of invoices from NHS and private contract, escalate when necessary. Manage supply of stock.

Marketing Manager

Support the growth of the company by developing and implementing a marketing strategy which brings new opportunities to the sales pipeline and builds the brand of HomeLink Healthcare.

Project manager

Responsible for developing and mobilising new services

Clinical Services Facilitator

Responsible for ensuring the smooth running of the office, acting as a first point of contact for all clients. Supporting finance director with invoicing and payroll. Responsible for liaising and coordinating with new employees. Maintaining resources to ensure the provision of safe services.

HR Support

Responsible for liaising with recruitment agencies and prospective candidates to meet workforce requirements.

IT Support Technician

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Responsible for providing IT support and training for teams and working closely with Chief Information Officer to ensuring all systems are compliant.

Management Accountant and Payroll Manager

Accountable to the Finance Director for the day-to-day financial administration across the organisation. This will involve providing support with various tasks including Receipt Bank, Xero and the preparation of all supplier payments and staff expenses.

Clinical Development facilitator

Provide operational and clinical leadership and supervision, support and mentorship of staff. Leads on training and development to ensure teams have the skills and competencies to deliver services in a safe and effective way.

Clinical and Operational Lead

Responsible for managerial, operational and clinical leadership for the delivery of a HomeLink Healthcare service, acting as a role model to all staff. Key point of contact for the Commissioner.

Associate Clinical lead

Responsible for identifying patients on the wards who are suitable for the service and ensuring safe, high-quality evidence-based practice. Deputise for the Clinical and Operational Lead.

HLHC Community Registered Nurse

Responsible for the holistic assessment, planning, delivery and evaluation of patient centred care.

Liaising with other health professionals to ensure coordinated safe and seamless care.

HLHC Community Physiotherapist

Provide person centred Physiotherapy care and support to adult patients, their families and carers in their usual place of residence which involves assessing, planning, delivering and evaluating care.

HLHC Physiotherapist Assistant

Provide physiotherapy, following a prescribed exercise programme and working closely with the HLHC physiotherapist.

HLHC Healthcare/Reablement Support Worker

Provide reablement and health and social care in the patient's own home, under the guidance of the community registered professional, to promote faster recovery from illness, prevent unnecessary hospital admissions, support timely discharge from hospital and maximise independent living.