Quality Assurance Policy

PRN-107: **Quality Assurance Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to delivering high-quality companionship services that are safe, consistent, person-centred, and aligned with organisational values. Quality assurance ensures that all staff—employees, volunteers, contractors, agency workers, and zero-contract workers (**PRN-149**)—meet the standards required to protect vulnerable individuals and uphold the reputation of the organisation.

This policy outlines the systems, processes, and responsibilities that ensure continuous improvement, compliance, and excellence in service delivery.

2. Key Principles

- **Consistency:** Quality standards are applied uniformly across all services.
- **Safety:** Quality assurance strengthens safeguarding and risk management.
- **Transparency:** Processes and outcomes are clear, documented, and accessible.
- **Continuous improvement:** Feedback and audits drive ongoing enhancement.
- **Accountability:** Staff at all levels are responsible for quality outcomes.
- **Person-centred care:** Quality is defined by service user experience and wellbeing.
- **Compliance:** All services meet legal, regulatory, and organisational requirements.

3. Policy Statement

CAREHOPES ensures that quality assurance is embedded in all aspects of service delivery. The organisation will:

- Monitor performance

- Conduct audits
- Review policies
- Gather feedback
- Provide training
- Address concerns promptly
- Maintain high standards of professionalism and safeguarding

Quality assurance is a shared responsibility across the organisation.

4. Purpose

- Ensure safe, high-quality companionship services
- Strengthen safeguarding through continuous monitoring
- Promote accountability and transparency
- Support staff development and competence
- Ensure compliance with regulatory standards
- Improve service user satisfaction and wellbeing

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers quality assurance in:

- Service delivery
- Safeguarding
- Workforce performance
- Policy compliance
- Digital governance
- Operational processes

6. Related Policies (Selected ONLY from relevant categories)

Governance, Compliance & Oversight

- **PRN-123** Governance and Accountability Policy
- **PRN-102** Compliance Monitoring
- **PRN-063** Quality Audit and Service Inspection Procedure
- **PRN-060** Policy Development Review and Document Control Policy
- **PRN-104** Policy Review

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-116** Domestic Abuse Policy
- **PRN-131** Prevent Duty Awareness Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure

Human Resources & People Management

- **PRN-065** Recruitment and Selection Policy
- **PRN-125** Induction Policy
- **PRN-081** Supervision and Appraisal Policy
- **PRN-115** Disciplinary Policy
- **PRN-124** Grievance Policy
- **PRN-132** Probation Policy
- **PRN-149** Zero Contract Policy

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy
- **PRN-004** Anti Harassment & Anti Discrimination Policy

Operational Delivery

- **PRN-109** Companionship Standards Policy
- **PRN-017** Companion Charter
- **PRN-018** Companion Completion Checklist
- **PRN-019** Companion Referral Engagement Policy

Digital & Information Governance

- **PRN-112** Data Protection and GDPR Policy
- **PRN-023** Confidential Information Management Policy
- **PRN-024** Confidentiality Policy
- **PRN-049** Information Governance and Cyber Security Policy

7. Definitions

Quality Assurance: A systematic process ensuring services meet defined standards of safety, professionalism, and effectiveness.

Audit: A structured review of performance, compliance, and service quality.

Continuous Improvement: Ongoing efforts to enhance service delivery and organisational performance.

8. Quality Assurance Framework

8.1 Standards of Excellence

CAREHOPES maintains standards in:

- Safeguarding
- Professional boundaries
- Communication
- Reliability
- Cultural competence
- Emotional intelligence
- Digital governance
- Risk management

8.2 Monitoring

Quality is monitored through:

- Supervision

- Appraisals
- Spot checks
- Service user feedback
- Incident reviews
- Training completion
- Policy compliance checks

8.3 Audits

Audits may be:

- Scheduled
- Unscheduled
- Internal
- External

Audits assess:

- Safeguarding practice
- Professional conduct
- Documentation quality
- Operational compliance
- Service user satisfaction

9. Staff Responsibilities

9.1 Companions

Must:

- Follow policies
- Maintain professionalism
- Report concerns
- Document accurately
- Engage in training
- Uphold safeguarding

9.2 Supervisors

Must:

- Provide guidance
- Conduct reviews
- Monitor performance
- Support staff development
- Address concerns promptly

9.3 Senior Management

Must:

- Oversee quality assurance
- Review audit findings
- Implement improvements
- Ensure compliance
- Maintain organisational standards

10. Service User Feedback

Feedback is gathered through:

- Conversations
- Surveys
- Reviews
- Complaints
- Compliments

Feedback is used to:

- Improve services
- Identify training needs
- Strengthen safeguarding
- Enhance user experience

11. Safeguarding in Quality Assurance

Quality assurance strengthens safeguarding by:

- Identifying unsafe practice

- Highlighting boundary concerns
- Monitoring risk trends
- Ensuring reporting procedures are followed
- Supporting early intervention

Safeguarding concerns must be escalated immediately.

12. Documentation & Record Keeping

Records must include:

- Audit results
- Performance reviews
- Training completion
- Safeguarding concerns
- Improvement plans

Records must be stored securely.

13. Training Requirements

Staff must receive training in:

- Quality assurance awareness
- Safeguarding
- Professional conduct
- Documentation standards
- Continuous improvement
- Digital governance

14. Continuous Improvement

Improvements may include:

- Policy updates
- Training enhancements
- Operational adjustments
- New tools or systems
- Strengthened supervision

Continuous improvement is reviewed regularly.

15. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Audit findings