

Snap Care Quality Assurance Policy

Purpose

Snap Care Limited is committed to delivering safe, effective, caring, responsive, and well-led domiciliary care services. Quality is at the heart of everything we do. Through continuous improvement, active service monitoring, and stakeholder involvement, we strive to maintain the highest standards of care that meet and exceed the expectations of our clients, staff, and regulators.

Policy Summary:

This policy outlines how Snap Care ensures quality in all aspects of its operations, from care delivery to staff performance and regulatory compliance. It defines how we monitor, assess, and improve our services through regular audits, feedback collection, training, and reflective practice. Our approach is person-centred, evidence-based, and responsive to changing needs.

Policy

Aims and Objectives

- To ensure consistently high standards of care for all service users
- To comply with the Health and Social Care Act 2008 and the requirements of the CQC
- To embed a culture of continuous improvement and professional development
- To involve service users, families, staff, and partners in shaping quality services
- To ensure that any shortfalls are identified early and acted upon promptly

This policy applies to:

- All Snap Care employees and contractors
- All care and support services provided by Snap Care
- All areas of governance, including management, training, and service delivery

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Quality Framework

Snap Care uses a structured approach to monitor and improve quality based on the **CQC Key Questions**:

1. **Safe** – Are people protected from abuse and avoidable harm?
2. **Effective** – Are people's care needs met and outcomes achieved?
3. **Caring** – Do staff involve and treat people with compassion, kindness, dignity, and respect?
4. **Responsive** – Are services organised so they meet people's needs?
5. **Well-led** – Does the leadership promote high-quality, person-centred care?

Key Components of Quality Assurance

1. Policies and Procedures

- Clear, up-to-date policies that reflect legal and regulatory standards
- Staff are trained and expected to follow policies in practice

2. Audits and Checks

- Regular internal audits on care records, medicines, staff training, complaints, safeguarding, and health & safety
- Spot checks, supervision visits, and monitoring of staff practice in the community

3. Feedback and Consultation

- Client, family, and professional feedback collected at least quarterly
- Surveys, review meetings, and compliments/complaints system in place
- Feedback is analysed and used to inform improvement plans

4. Incident and Complaint Management

- All incidents and complaints are logged, investigated, and reviewed
- Lessons learned are shared with staff and improvements implemented

5. Staff Training and Development

- Comprehensive induction and mandatory training programme
- Regular supervisions and annual appraisals
- Encouragement of reflective practice and continuous learning

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

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6. Service Improvement Planning

- Annual Quality Improvement Plan (QIP) with clear goals and actions
- Reviewed and updated by management team
- Progress monitored regularly

Roles and Responsibilities

- **Managing Director (Sally Britton):** Overall responsibility for quality assurance and compliance
- **Care Coordinators/Supervisors:** Conduct regular spot checks, audits, and client reviews
- **Support Workers:** Deliver high-quality care in line with policies and report any concerns
- **Clients and Families:** Encouraged to provide feedback and contribute to service improvement

Continuous Improvement

Snap Care is committed to a continuous cycle of **plan – do – review – improve**. We welcome constructive feedback and learning opportunities and promote a no-blame culture to support growth and innovation.

Monitoring and Review

- This policy is reviewed annually or sooner if required by legislative or service changes
- Quality performance is regularly monitored through KPIs, audits, and stakeholder feedback
- An annual Quality Assurance Report is prepared and shared with stakeholders as appropriate

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| This policy applies to the following people in our organisation | All employed staff members: <ul style="list-style-type: none">• Senior team• Care workers |
| Policy Date | 28/03/2025 |
| Due for Review | 28/03/2025 |
| Who has or can give authority to change policy | Registered Manager |
| Where is this policy kept | On the company's shared drive and the company's website |

| Date | Reviewer | Version | Date for Next Review |
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