



Governance and Quality Assurance Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure CARERS' HANDS H C A LTD maintains robust governance and quality assurance systems that support continuous improvement, regulatory compliance, and high standards of care.

2. Scope

This policy applies to all areas of service delivery, staff roles, record keeping, and leadership responsibilities.

3. Policy Statement

We are committed to a well-led service that promotes safety, transparency, accountability, and person-centred outcomes.

4. Legal and Regulatory Framework

- CQC Regulation 17: Good Governance
- Health and Social Care Act 2008
- Data Protection Act 2018 / UK GDPR
- Duty of Candour under Regulation 20

5. Governance Structure

- The Registered Manager is accountable for governance and service performance
- Clear lines of accountability and delegation are maintained
- Policies are kept current and accessible to all staff

6. Quality Assurance Mechanisms

- Regular audits of care records, medication, training, and compliance
- Quarterly staff and service user feedback
- Annual quality surveys and service reviews
- Monitoring of complaints, incidents, and safeguarding alerts



7. Service Improvement

- Lessons learned from incidents, complaints, and audits inform action plans
- Improvements are monitored and reviewed regularly
- Innovation and staff suggestions are welcomed

8. Leadership and Management

- Leaders act as role models, promoting ethical, transparent, and responsive care
- Supervision and appraisal systems ensure high performance
- Continuous professional development is supported

9. Staff Involvement and Communication

- Staff meetings and handovers promote shared responsibility
- Information is shared openly while respecting confidentiality
- All staff are encouraged to contribute to service development

10. Documentation and Compliance

- Accurate, timely, and compliant records are maintained
- Regulatory requirements (e.g. CQC notifications) are met
- Policies and procedures are reviewed annually

10. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed at least annually, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:
Chanyuka Dhlakama

Designation: Registered Manager



Date: 01/06/2025

Next Review Due: 01/06/2026