

Policy Statement

At TruComfort Homecare we are committed to delivering outstanding care by continuously raising the standards of our services. While we strive to provide high quality support which we believe there is always room to improve. Our approach to quality assurance is grounded in listening, learning and acting to meet the needs of our clients.

This policy outlines our values and guiding principles to ensure every service user receives respectful, person-centred care with consistent opportunities for feedback and improvement.

Our goal is to promote satisfaction and wellbeing among our service users, their families and representatives through excellence in care delivery.

Core Commitments to Service Users

We aim to ensure all service users:

- Clearly understand their care options and receive appropriate support in making decisions.
- Are actively involved in planning their care and encouraged to express preferences.
- Have their privacy, independence and dignity respected at all times.
- Are supported with accessible information to help them manage and understand their care.
- Can participate in decisions including how services are run and developed.
- Are encouraged to be active within their community and lead healthier lifestyles.
- Have opportunities to maintain independence wherever possible.
- Can share feedback, compliments or complaints openly and confidently.

Our Approach to Quality

To uphold high standards across all operations, TruComfort Homecare will:

- Recognise and respect the individual rights, values and diverse backgrounds of all service users.
- Review care plans regularly (at least annually) or as needed to reflect changing needs.
- Monitor and manage potential risks associated with service delivery.
- Respond to all feedback, including concerns, safeguarding referrals and CQC advice.
- Conduct regular audits covering communication logs, MAR charts, falls, medication incidents, absences, complaints, compliments and safeguarding.
- Ensure that feedback trends and areas for improvement are reviewed by the management team monthly.
- Address non-compliance promptly and transparently during team meetings.

Staff Responsibilities

Every team member at TruComfort Homecare plays a role in ensuring quality:

- The registered manager is fully responsible for overseeing the quality assurance process.
- The management team will maintain a robust quality management system and review it against Care Quality Commission (CQC) standards.
- All staff are accountable for the quality of their work and will be trained to meet our internal benchmarks.
- Contractors must adhere to TruComfort's standards when delivering services on our behalf.
- All formal complaint will be recorded, acknowledged and responded to in writing within seven working days.
- Service users will be informed of CQC inspections and may speak privately with inspectors.

An annual development plan focused on quality improvement will be created based on service user and staff feedback, with measurable goals, timelines and assigned responsibilities.

Audit

At least once annually, a quality audit will be carried out by the registered manager. All data gathered will remain confidential and used strictly for improving the quality of care.

Training and Development

We believe quality services rely on well trained & supported staff. TruComfort Homecare ensures that:

- All new staff are introduced to this policy during their induction.
- Ongoing training is provided to maintain high standards of care.
- Each team member has a development plan tailored to their role and learning needs.
- Training aligns with National Occupational Standards to support continued professional growth.

The leadership team promotes a culture where quality is a shared responsibility and all staff understand its importance to the success of the service.