

Governance (England) Policy

Description of Care Provider

This care service is a domiciliary care service that offers people care and help to live as independently as possible in line with its Statement of Purpose.

The care service is registered with the Care Quality Commission (CQC) to deliver the following regulated activities.

- Personal care.

The care provider is registered as:

- Heartfelt Care Yeovil and Sherborne Ltd.
 - registered manager as: Dominic Cole.

Policy Statement

The care service defines good governance as a commitment to and accountability for continuously improving the quality of its services so that it can achieve excellence in all aspects of personal, health and social care.

This policy shows (with the relevant service information included) how this care service is organised and managed in line with the requirements of Regulation 17: Good Governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This regulation requires service providers to have methods to:

- assess, monitor and improve the quality and safety of the services provided including the quality of people's experience in receiving the services
- assess, monitor and mitigate risks to the health, safety and welfare of people receiving care and others involved, which includes risks to staff
- keep securely accurate records of the care and treatment provided to each person receiving care and of decisions taken about their care and treatment
- keep securely other records on staff and those required for the management of the service
- seek and act on feedback from people receiving care and others in order to be assessing and improving the services
- ensure that the care service's methods of governance and management remain effective.

The regulation also requires care providers to reply to the CQC requests for information (for example, in response to concerns or queries about the service or to complete a Provider Information Return) 28 days from receiving the request.

The policy links to the Leadership and Management Policy.

Governance Principles

The care service recognises the importance of positive leadership and management to develop the service in line with person-centred values, people's human rights and standards of care that reflect these in all respects of its service delivery.

The care service will always treat people receiving care with respect, dignity and compassion by having a well-trained, highly motivated and professionally-led staff group aware of its legal, ethical and moral duties working under the leadership of a qualified and committed management team.

This care service requires directors and management team members to meet all the regulatory requirements for their respective roles and responsibilities.

This enables us to provide the highest quality service possible for all people receiving care in all areas of service delivery.

Organisation and Management Overview

The care service has an organisational structure based on the following.

- Directors: Dominic Cole (also Registered Manager) and Chris Bourke.
- Care co-ordinator: Shelly Drury.
- Training co-ordinator: Shelly Drury.
- Office Manager & HR and administration: Michael Hill.
- Compliance officer: Chris Bourke.
- Support workers.

Governance Methods

The care service has a suite of policies that show in detail its compliance with Regulation 17 and the relevant Quality Statements as follows. (Adjust list for local requirements.)

Subject area	Key policies	Example of management tools
1. Promotion of an open, transparent, person-centred culture	Governance, Leadership and Management	Statement of purpose

		Information for people receiving care
		Website
2. Nominated individual's oversight of governance arrangements	Fit and Proper Person Requirement for Directors	Nominated individual management and supervision checklist
3. Assessing quality, safety, and promoting continuous development and improvement (see (a) and (e) above)	Quality Assurance and Management	Monthly Audits
	Responding to the Experiences of People Receiving Care	Questionnaires and survey forms
	Complaints and Compliments	Complaints register
	Making Unannounced Calls or "Spot Checks" (Domiciliary Care)	Compliments register
4. Assessing and controlling risks to welfare and safety (see (b) above)	Safeguarding People Receiving Care from Abuse and Harm	Risk assessment and management forms (related to different risk areas to be Assessed)
	Mental Capacity, Human Rights and Deprivation of Liberty	Critical incident reporting and reviewing forms
	Health and Safety	Medication audit forms
	Infection Prevention and Control (including for Covid-19)	
	Medication Administration and Management	
	Risk Assessment and Management for People Receiving Care	

5. Keeping records and record keeping systems (see (c) and (d) above)	Records and Record Keeping	Care records auditing forms
	People Who Use Services' Access to Records	
	Records Kept in People Who Use Services' Homes (Domiciliary Care)	
	/Information Governance Under the GDPR	
6. Responding to the CQC's requests for information	Statutory Notifications	Completion of PIRs on request
		Completion of forms issued by the CQC
7. Partnership working including commissioners, safeguarding, health services and the CQC	Working with Other Providers and Agencies	Stakeholder feedback form and questionnaire

Monitoring and auditing (adjust as applicable)

An appropriate person will carry out continuous and at least weekly checks on:

- care practices and recording
- catering arrangements
- administration of medicines
- use of equipment and devices used in the delivery of care
- checking of location premises for health, safety and security, including fire safety
- checking of infection control and hygiene measures (including for Covid-19)
- current safeguarding and complaints' issues, including any alerts to the local safeguarding authority

There is/will be a rolling schedule of audits on a one to three-month basis to carry out full checks on the above areas together with:

- checks on staffing availability and performance
- continuity of care: travel and care time.
- risk assessments and control measures, including mental capacity issues
- staffing complements, staff supervision and training
- all health and safety issues
- infection prevention and control issues.

Review

Signed: _____

Date: _____

Review date: _____