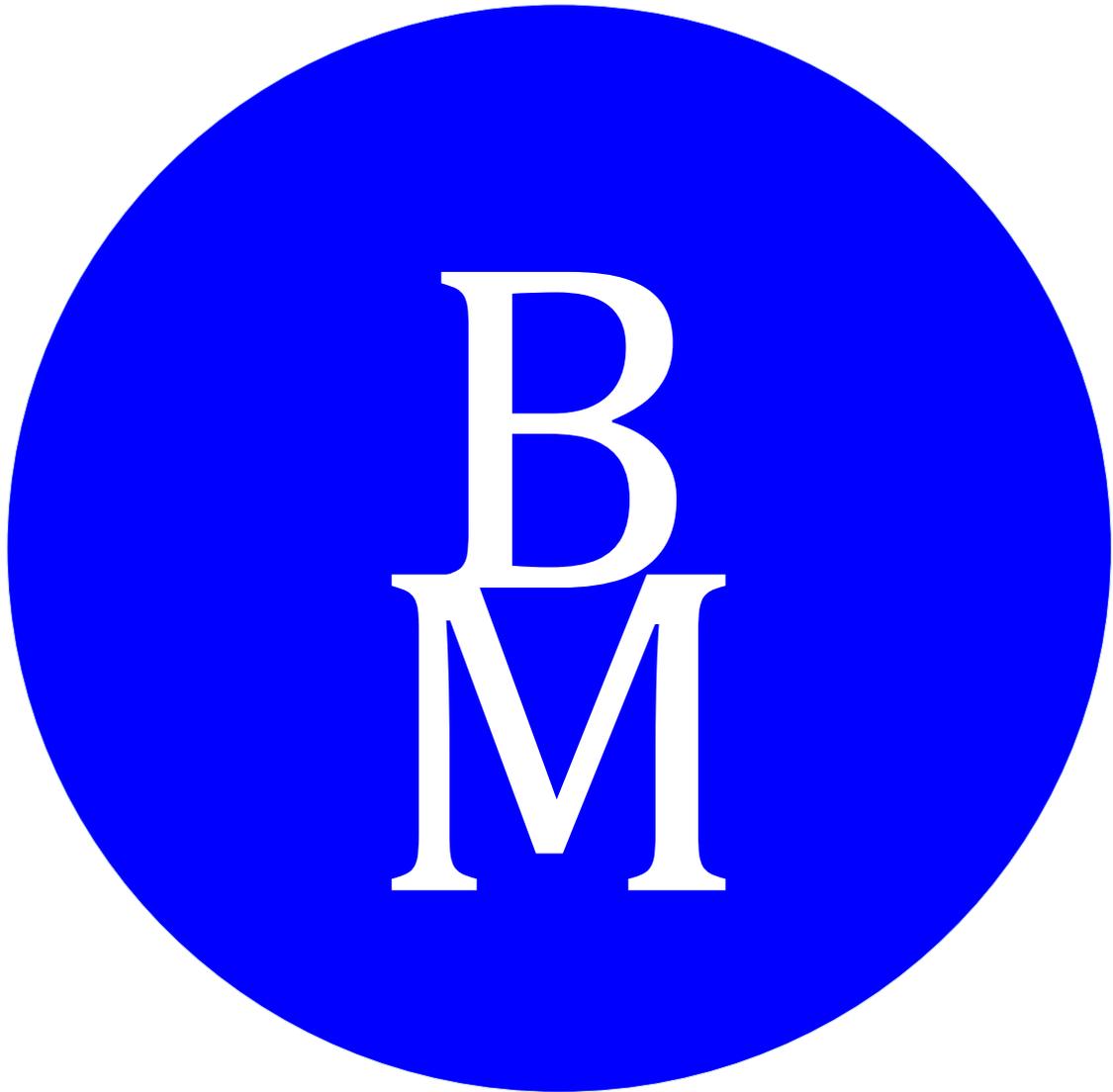


Mission and Quality Statement



Beverley Martins Mission Statement

1. To provide Clients with a qualified and experienced workforce and to promote the welfare of service users by providing a high standard of service backed up by regular monitoring and feedback from our Service Users.

Beverley Martins embraces and sustains a culture that is accepting of people's differences e.g, Racial Background, Sexual Orientation, Religious Denominations and Beliefs. We aim to provide a service that is inclusive and Client focused. Based on professional integrity and value for money.

To provide a range of Community based Services for older people and adults through:

- Individually assessed Service User/client needs
- Packages of care in the community
- The very best selection of the right person for the agreed assignment
- Responding effectively and efficiently to client requests for service provision
- User focus assessment of Service User need, empowering the client to express their perceived needs and requirements
- Implementation of health and safety policy and practice in the workplace
- Monitoring, reviewing, supporting staff through supervision and training
- Value for money services to Client.

QUALITY STATEMENT

1. QUALITY

The quality of service delivery is a major concern for Beverley Martins Agency. The Company has adopted a policy of continuous improvement in the quality of the care they deliver. Beverley Martins Agency has set itself a number of quality targets for the future, and welcomes all client responses in the area.

Beverley Martins quality improvement strategy will involve the following:

- * Regular internal & external reviews
- * A systematically operated survey of clients, involving questionnaires sent regularly to staff and their managers
- * Random spot checks staff of performance
- * An internal quality audit and quality consultancy exercise

Beverley Martins recognises that all areas of performance require continual evaluation and improvement, but it has singled out two as priority areas.

Training

Quality of training is always of central importance. The company has a formal programme of staff development in which full and part time staff can identify development needs and opportunities to meet these.

Administration

Beverley Martins Agency is concerned to improve the quality of administration. As well as formal reviews, on both regular and random bases, Beverley Martins Agency intends to agree with each client an explicit Individual Service Agreement to set out a clear statement of what the client can expect, within what time scales, and to what standards.

The Agreement would specify matters such as the following:

- Speed of response to employer and participant enquiries
- An agreed timetable of activities
- A commitment to maintenance of agreed dates for work
- An agreed timescale for reviews
- An agreed mechanism and timescale for dealing with all complaints, either from participants or employers.

Additionally it would contain any other issues as deemed appropriate by the client organisation and/or Beverley Martins Agency.

The company hopes that in this way it can meet the needs of its Service Users more effectively.

2. REVIEW, EVALUATION AND VERIFICATION

2.1. Beverley Martins Agency is committed to the continuous improvement of all its activities. To this end a monthly formal review meeting of care issues takes place between Care- coordinators , care manager and on some occasions, the Operational Director.

At these meetings, Client and worker`s feedbacks are discussed and action plans to redress any shortfall in service agreed.

Specific items, which are standing agenda items include:

- report back on previous recommendations
- analysis of Client satisfaction surveys
- needs of clients: are they fully understood and being met? How can this be improved?
- quality of training
- recommendations for action.
- improvement/promotion of equal opportunities administration

2.2. Beverley Martins Agency encourages clients to enter into an Individual Service Agreement with the Agency. This provides a firm cornerstone of performance objectives against which review and evaluation can take place.

Agreements will typically specify:

- limit timescales for delivery of service
- limit timescales for assessment feedback performance criteria for client satisfaction and progress
- agreed levels of support for line managers, specifying frequency and duration of meetings
- agreed levels of participant support, specifying balance between Beverley Martins Agency`s support and Client and family`s participation.

2.3 THE REVIEW PROCESS

Beverley Martins Agency is committed to total quality management, and to this end intend to continually review and try to improve their activities.

Beverley Martins Agency will undertake a formal review of the work at each client home/ establishment.

The Review will involve:

- Interviews with the Client, their family and other relevant Agencies and advocate
- Interviews with Line Managers
- Consultation with staff team
- Review of Health & Safety issues eg. Client & worker`s safety eg. moving and handling of Client, aids & adaptations and Client`s environment.

A report will be produced on the quality of service delivery to all parties, outlining:

- Any changes to client`s circumstances or care plan
- Provision of additional resources
- Improvement of performance (including staff development)
- Whether initial objectives are being met
- Fulfillment of CQC requirements
- Adequacy of assessment procedures
- Training success
- Relation between Beverley Martins Agency and Clients
- Assessment plans
- Equal opportunities.

The review will conclude with clear and directed Action Plan detailing proposed improvements, who are responsible for carrying them out and by when. Subsequent reviews will take these as their starting point.