

## CONTINUOUS QUALITY IMPROVEMENT POLICY & PROCEDURE

**POLICY:** Quality Assurance and Continuous Quality Improvement are processes used by Forsight Australia to assess compliance against Standards in specific terms and to develop improved methods of achieving desired outcomes and problem solving. By documenting and assessing against the new 6 NSW Disability Services Standards and Forsight Australia Quality Standards each 12 months, Forsight Australia is ensuring that acceptable levels of Person-Centred practice are maintained in service provision through Action planning, providing a means by which problems may be identified and interventions managed, and with an Evidence Base against which outcomes may be assessed.

### OVERVIEW:

All employees will be made aware that they have the control and authority to maintain acceptable standards of services, environmental safety and a person-centred approach. There are three aspects that are important in meeting the challenge of Continuous Quality Improvement (CQI) and maintain the quality of service delivery.

- 1) **Structure:** the aspects which enable services to be delivered (staffing levels, group home ecology and maintenance, policies, resources)
- 2) **Process:** relates to how the PCP services are planned, delivered and how they are performed
- 3) **Outcome:** is the effect on the resident or resident group, including family members, advocate and guardian who may also be considered as consumers of services

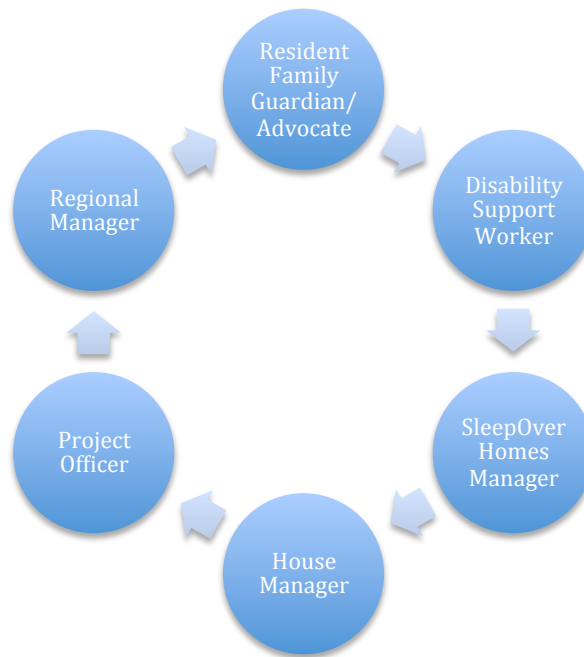
Forsight Australia (Forsight) will utilise Continuous Quality Improvement (CQI) and Quality Assurance (QA) processes to document and assess KPI's derived from the Forsight Australia Quality Standards used to measure outcomes in its group homes, and to provide a structured basis for the management of identified problems, the planning and development of services, and the ongoing training of both employees and residents.

The 6 NSW Disability Service Standards have been integrated into the Forsight Australia Quality Standards. On completion of the annual evaluation, a Forsight Action Sheet will be completed including areas that are to be rectified within the group home. A nominated person will be responsible for completing items in the Action Plan and timeframes for completion.

The outcomes and results of this process will be communicated to the Homes' Committee Chairman through the Regional Managers and Sleep Over Homes' Manager. Additionally, information related to resident satisfaction surveys will be referred to the Homes' Committee Chairman through these managers.

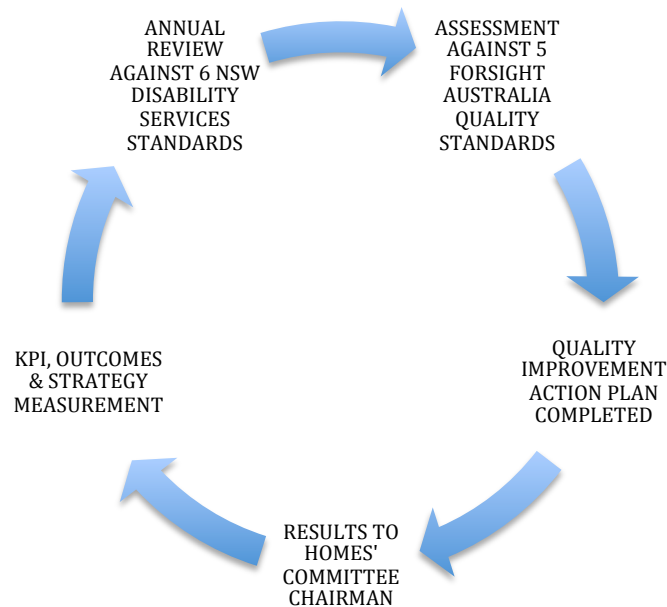
## REPRESENTATION OF QUALITY CIRCLES APPROACH

Each circle represents an intersection between the roles of Regional Managers, Sleep Homes' Manager, House Managers and DSW's and during the assessment of group homes.



House Managers, Regional Managers, Sleep Over Homes' Manager and Project Officer will be involved in the annual assessment of group homes operated by Forsight Australia. In each 12 months assessment period, all levels of management will be involved in assessing a different group home, allowing over a period for each manager to be involved in assessing all Forsight Australia group homes. This provides for the transfer of Good Practice between homes, constructive peer reviews and consistent improvements in the provision of quality residential services.

## **FORSIGHT AUSTRALIA QUALITY ASSURANCE PROCESS**



## **QUALITY ASSURANCE PROCEDURE**

### **PROCEDURE**

- 1) The Quality Assurance Monitoring will be applied annually at each group home in the assessment
- 2) A Quality Survey will be distributed annually to Stakeholders
- 3) The Quality Assurance Monitoring tool will be allocated to rotating managers for the planned review of each group home. The allocated manager for each group home review will be responsible for ensuring that an Action Plan is completed at the end of the review.
- 4) All Quality Assurance reviews will be completed by the end of the month in which they fall due.
- 5) Reporting will be via the Regional Managers/CEO for reviews. The CEO will report to the Homes' Committee Chairman any results revealing performance ratings that require corrective action.
- 6) Action Plans for each Quality Assurance review will be kept in the group home for at least four years.

## **QUALITY STANDARDS**

The following are Forsight Australia Quality Standards that relate to the Rights, Individualised care of residents and the Ecology in the group homes.

These quality standards will be assessed on an annual basis within each group home utilising a standardised monitoring review to assess client services. The monitoring of the practices in the group homes will demonstrate areas of excellence, or assist in matters of complaints, problem identification, problem solving and remedial action planning

### **1 Person Centred Services and Person Centred Plan**

All residents will have available to them the necessary supports to make daily choices, receive assistance to achieve or maintain their daily living skills, and to develop skills that will protect their rights to enable them to live with the minimum of physical and decisional intervention from others.

A Person Centred Plan will be developed and by the Project Officer with information provided by Disability Support Workers or Key Workers who will assist in the monitoring of progress and measurement of outcomes for the House Manager, Regional Manager and Sleep Over Homes' Manager to evaluate and set new goals if goals have not been achieved.

Family relationships and friendships that provide increased choice making around participation and inclusion in the community will be enhanced using alternative and Augmentative communication modalities. Individual outcomes with are enhanced using Person-centred goals that put the wishes of resident at the centre.

Regional Manager and Sleep Over Homes' Manager will monitor the PCP goals being achieved and assist House Managers and DSW's to ensure goals set are achievable. It is the responsibility of the RM or SHM to make sure the PCP meets the expectations of each resident and their families, Guardian or Advocate and keep the Project Officer up to date.

### **2 Ecology and the Environment**

Meaningful relationships thrive in a happy, comfortable and safe environment in any home. In Forsight Australia group homes, all employees will maintain happy working relationships with communication maintained at the highest professional standard and all co-workers contributing equally to an optimum work and living environment. The Mutual Respect P&P and Code of Ethics and Code of Conduct will be strictly adhered to. Managers will be treated with respect and all instructions will be followed. Regular and timely maintenance of the buildings, equipment, vehicle and grounds through quality reporting will ensure items are repaired promptly or replaced if necessary. Grievances will be dealt with promptly at the local level initially as per the Forsight Australia P&P.

### **3 Six Disability Service Standards**

Services will be provided to residents are in accord with the NSW Disability Service Standards (NSW DSS) to maximise resident rights, choice and participation in decision-making processes. Activities within the community will be planned to enhance community integration and independence. Forsight Australia Policies and Procedures will reflect the NSW DSS.

### **4 Social Network, Community Access and Integration**

Each resident will be assisted to participate in activities leading to enhanced personal image and feeling valued in the group home, with their families and out in the community. Opportunities to integrate in the community socially and recreationally will be included as goals in each person's Person Centred Plan. Forsight Australia will maintain the strong connections with Community and corporate partners to ensure relationships are encouraged.

### **5 Evaluation – Resident Satisfaction Survey**

Each group home will undertake the Annual Resident Satisfaction Survey including family members/advocate and guardian in those cases where a resident is unable to speak for him/herself. The interval for resident satisfaction surveys will be 12 monthly and the results of such surveys will form the basis of priority setting to plan for changes in service delivery that will ensure rights are upheld and needs of the clients in the group home are met.

Any issues that are identified in the Resident Satisfaction Survey will be reviewed by the members of the Forsight Australia Homes' Committee and a report with recommendations to the Board will be completed within an agreed timeframe. The Chairman of the Homes' committee will make recommendations for improvement/change to the Board on behalf of the residents.

Trish Wetton CEO – CQI Policy reviewed September 2014.