

Practical approaches to quality assurance

Quality assurance involves the monitoring and evaluation of the service to ensure that the quality is being met. The following recommendations are aimed to supporting services to deliver effective quality assurance and evidence care that meets regulatory expectations.

This information may be useful to newer frontline managers and other staff who have limited experience of quality assurance processes.

Ensure that your systems and processes are effective	Your quality assurance systems and processes need to be easy to manage and quick to demonstrate. Online solutions can save time and avoid an abundance of paperwork. Our Guide to improvement includes what to consider when choosing systems and processes (pages 21 to 27). Whether you are using an off-the shelf system or one you have developed internally, ensure those using your system understand how to use it.
Ensure you understand what good governance looks like	CQC regulated providers need to be able to demonstrate that they meet Regulation 17 focused on Good Governance. This will require both awareness of the regulation and ensuring staff involved in your quality assurance processes understand how to effectively check that quality care is being delivered. Our GO Online: Inspection toolkit provides some examples of good governance and quality assurance.

Involve more

wider community, and different levels of your staff team from frontline carers to senior managers and trustees.

quality assurance processes	some of the frequency and variance across adult social care on quality assurance. Internal auditing daily, weekly, monthly Mock inspections or equivalent monthly, bi-monthly, quarterly, every 6-months, annually
Build the confidence of your staff to talk confidently about quality	Ensure that your staff team are capable and confident to be able to share practical examples of the quality of care that is delivered. Provide opportunities for them to understand that the CQC and others may be looking for as part of their development. Use supervisions and team meetings to check their understanding.
Evidencing your quality	Ensure findings from your quality assurance processes are clearly documented, and actioned where required. Look at Skills for Preparing for CQC inspection website section. Consider how your audience (from trustees to your CQC inspector) will want to view the evidence and ensure it can be easily collated and presented.
Corroborate your evidence	It is important that the evidence provided can be corroborated by different staff and the people who you care and support.
Maintain quality	Take steps to ensure you can maintain quality and compliance whenever issues arise.

