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PROMOTE AND MANAGE A QUALITY PROVISION

Unit overview

Elements of competence

436a	Develop systems to ensure that quality standards are implemented and achieved
436b	Implement policies to maximise quality of care, protection and appropriate control
436c	Ensure residents are involved in setting up and monitoring quality systems
436d	Monitor and review quality systems, policies and procedures

About this unit

For this unit you need to develop and implement quality systems and standards in accordance with regulation and service requirements.

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436a Develop systems to ensure that quality standards are implemented and achieved

Performance criteria

You need to show that:

- 1 You ensure agreed quality standards of practice are maintained and developed
- 2 You identify and act on unprofessional, harmful or dangerous practice through supervision, staff development and training of **individuals** and the team
- 3 You ensure good practice in the identification and use of relevant adaptations and equipment, the administration of medication, moving and handling and control techniques necessary to meet the needs of individuals and groups
- 4 You ensure that practice complies with fire, safety, food hygiene and infection control regulations
- 5 You ensure you have adequate training and support to carry out your responsibilities
- 6 You record and report on quality standards within the provision in accordance with legal, regulatory and service requirements

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Implement policies to maximise quality of care, protection and appropriate control

Performance criteria

You need to show that:

- 1 You build relationships individually and within the group, that:
 - demonstrate active listening, respect for their views, concerns and needs, including when their behaviour is challenging
 - enable individuals to raise issues, express their concerns and ask questions when they need clarification
 - provide accurate and accessible information about their contribution
 - respect and promote the residents' rights to privacy, protection and confidentiality, their history, gender, culture, ethnicity, sexuality and spiritual needs
 - enable residents to access complaints procedures
 - enable residents to understand their rights, responsibilities and the consequences of their actions
- 2 You support those who use services to negotiate their role and contribution to quality assurance systems
- 3 You provide supervision and support to staff to work effectively within quality standards and policies
- 4 You record and report on the quality of care, protection and control within the provision in accordance with legal, regulatory and service requirements

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436c Ensure residents are involved in setting up and monitoring quality systems

Performance criteria

You need to show that:

- 1 You ensure there are agreed, written policies and procedures for monitoring and reviewing quality systems that are accessible to all the stakeholders
- 2 You ensure that ground rules for participation are in place to promote a culture of participation, honesty, openness, respect and confidentiality
- 3 You ensure that policies and procedures are implemented, agreements and differences of opinion are recorded, the findings reviewed and a programme agreed to implement the necessary changes
- 4 You record and report on the extent and the effectiveness of the involvement of residents in setting up and monitoring quality systems

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436d Monitor and review quality systems, policies and procedures

Performance criteria

You need to show that:

- 1 You identify monitoring and review requirements for quality systems, policies and procedures
- 2 You ensure that staff, and those in the provision are:
 - aware of the requirements
 - involved in the monitoring and reviewing of quality systems, policies and procedures
- 3 You implement, monitor and review procedures and report on outcomes to appropriate people and organisations in accordance with legal, regulatory and service requirements for the provision
- 4 Where quality systems, policies and procedures are weak or need changing you take action to review and change them, or report the needs to those responsible for this
- 5 Implement, promote, monitor and review an effective complaints procedures

Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

Values

- 1 Approaches to managing diversity

Legislation and organisational policy and procedures

- 2 The philosophy, scope and application of relevant legislation for working in social care
- 3 Employment legislation, policies, regulation and standards of practice for quality assurance, and for maintaining a healthy, safe and productive work environment
- 4 Regulatory frameworks for the service and the workforce
- 5 Key government initiatives about:
 - service standards
 - the regulatory framework
 - quality assurance
- 6 Guidance, policies and procedures on complaints
- 7 Lessons learned from both serious failure of service and practice, and from successful interventions
- 8 Approaches to quality policies and complaints procedures which are enabling, make them accessible, and take account of feedback to inform and improve practice
- 9 The need to communicate to all involved the results of quality reviews and plans for change
- 10 The impact that the organisation's culture, and staff competence has on the effectiveness of quality systems
- 11 Approaches to developing a safe, positive and nurturing environment which enables people to participate in the development, monitoring and review of quality systems and practices
- 12 Approaches to managing resistance to change and development
- 13 The impact of stress and conflict on organisational performance, safety and quality
- 14 The impact of the external environment on quality
- 15 Systems of internal and external accountability for maintaining quality
- 16 Organisational procedures and practices for reporting and recording on quality policies, outcomes and developments
- 17 Working with external management and governance on implementing, monitoring and providing feedback on quality systems, procedures and policies

Theory and practice

- 18 Principles, methods and techniques for:
 - establishing, implementing, monitoring and reviewing quality systems, complaints and complaints procedures
 - managing innovation and change
 - implementing and managing quality control systems
 - monitoring the implementation and impact of quality policies
 - involving and consulting with staff and **others** on quality programmes
 - communicating to all involved the results of quality reviews and plans for change
 - identifying and evaluating the strengths and weaknesses of the provision in relation to the quality assurance
 - monitoring and controlling resources to maintain consistency and quality in the provision

Knowledge specification for the whole of this unit (continued)

- 19 Theories, models for practice and techniques, grounded on research of what works best, which for this unit will focus on:
- managing quality
 - empowerment
 - retention
 - supervision
 - motivation
 - individual and team development
 - stress management
 - risk assessment and management
- 20 A workforce development approach focused on workforce analysis and workforce planning, underpinned by an understanding of:
- induction and continuous professional development
 - the use of occupational standards for human resource purposes

Evidence requirements for this unit

- Direct observation by assessor and/or an expert witness is required for some of the performance criteria for every element in this unit.
- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria, and ALL the knowledge requirements and the relevant parts of the SCOPE as applicable to your workplace.
- The evidence must, at all times, reflect the policies and procedures of the workplaces as linked to current legislation and valued and principles for best practice within the Health and Social Care Sector. This will include the National Service Standards for your area of work or client group.
- All evidence should relate to real work activities for ALL elements of this unit.
- Simulation is NOT permitted for this unit.

Competences can be demonstrated using a variety of types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role eg, minutes of meetings, supervision notes, outline of training plans, procedures and policies for quality systems, management, monitoring and review records and reports; inspection reports, etc.
- **Assignment/project:** you may have already completed a project or assignment (for example from HNC, NC, VRQ, BTec courses, D32, 33, 34, A1 and V1). You could also use evidence of previous in-house training course/programmes you have completed showing professional development.
- **Reflective Accounts:** you describe your actions in (a) particular situation(s) and reflect on the reason(s) for you practicing in that way, in relation to the management and development of a quality provision.
- **Questioning/professional discussion:** you and your assessor may agree on questions or discussion to demonstrate your knowledge, to supplement the knowledge demonstrated through observations, products and reflective accounts. These can be oral or written but evidence of this must be recorded.

NB Confidential records are not required in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If they are included they must be anonymised.