



## Quality Policy

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**Almondsbury Care is committed to providing quality services for residents by caring, competent, well trained staff in a homely atmosphere.**

This will be achieved by:

- a. Staff development programme.
- b. Recruitment of staff who share our values and will create a homely atmosphere.
- c. Providing such resources as may be required to ensure that training takes place and is effective.

**Our Home will provide services based upon consultation and assessment of the residents' needs.**

This will be achieved by:

- a. Listening to staff, residents and others with an interest in the Home.
- b. Ensuring that assessments are made which balance risks and needs.
- c. Promoting a level of responsible risk-taking in daily living activity.
- d. The operation of an effective care planning system.

**Our Home will involve residents in the planning and review of the services that are provided for them to ensure that their needs are met.**

This will be achieved by:

- a. Enabling and empowering residents to influence the services provided in the Home by giving each resident a real say in how services are delivered.
- b. Encouraging residents to become involved in all decisions which are likely to affect them, either now or in the longer term.

**Our Home will consult people about their satisfaction with the service and suggestions for improvement.**

This will be achieved by:

- a. Residents' consultation and satisfaction surveys.
- b. Residents' and staff meetings.
- c. Management review of our Quality Management System.

**Our Home will provide catering services which meet the expectations of residents.**

This will be achieved by:

- a. Planned, structured menus which include residents' wishes, choices and preferences.
- b. Menus which are nutritionally balanced, and where necessary formulated by a dietician.
- c. Menus which allow residents to change their food choices.

**Our Home will ensure that residents are fully informed about all matters which might affect their well-being.**

This will be achieved by:

- a. Residents' meetings.
- b. Key worker support.
- c. Provision of notice boards or other displays which inform residents.

**Our Home will afford all residents and staff an equality of opportunity in respect of living or working in the Home.**

This will be achieved by an Equal Opportunities Policy.

## Quality Policy continued

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### **Our Home will ensure that the Home is a safe and secure place to live.**

This will be achieved by:

- a. Ensuring that the physical environment meets all Health and Safety standards.
- b. Providing each resident with their own room door key unless there are agreed reasons for not doing so.
- c. Providing each resident with a safe and secure place to store their valuables.

### **Our Home will offer a range of social activities which meet the needs of the residents.**

This will be achieved by:

- a. Ensuring that activities are offered to each resident which are appropriate to their needs, abilities or expressed wishes.
- b. Ensuring that the Home considers their social, spiritual, cultural, emotional and physical needs in the services it offers to residents.
- c. Ensuring that residents feel comfortable to decline any or all of the activities offered by the Home.