



For children and adults  
with **support needs** and  
**learning disabilities**  
and their carers

If you have any comments, ideas or suggestions about Quality at The Action Group, please get in touch on

0131 475 2315

Or email [Quality@actiongroup.org.uk](mailto:Quality@actiongroup.org.uk)

THANK YOU

# The Action Group Quality Department

## Service Guide and Service Promise

## The Action Group Mission:

**To value, listen to and involve people so that our every action is judged to be the best.**

### The Quality Team

#### Who We Are:



Helen Walton  
Senior Manager:  
Quality and  
Development



Dale Goodfellow  
Quality and  
Investigations Officer  
/ Training Manager



Paul McCrory  
Quality and  
Investigations  
Officer

#### How to contact us:

**We are based at The Action Group Edinburgh Office**

**You can call us on: 0131 475 2315**

**Or email us at [Quality@actiongroup.org.uk](mailto:Quality@actiongroup.org.uk)**

**Address: The Action Group  
Norton Park Centre  
57 Albion Road  
Edinburgh  
EH7 5QY**

- ◆ We will achieve Investors in People GOLD standard during 2015
- ◆ We will gain autism accreditation in two of our services (RJ and Playscheme).
- ◆ We will retain Advice Services Accreditation under the National Advice Standards when they are re-launched.
- ◆ We will consider the value of another External Quality award after completion of IIP Gold and Autism Accreditation.
- ◆ We will develop our practice in self-directed support and personalisation, to continue to extend expertise and best practice across all departments
- ◆ Over 2015 – 18, We will monitor compliance in all other areas, such as Health and Safety, SSSC, legislation and best practice, and respond promptly to changes or issues as they arise.
- ◆ Develop best practice in care and support to our service-users as they grow older. (includes specifically processes and procedures to support dementia care and palliative / end of life care)
- ◆ We will ensure all our policies; procedures and work practices become more 'Outcomes focussed'.
- ◆ [In support of Quality] improve Communications with users, carers and staff, through developing and implementing a clear communication strategy which makes use of a range of tools to communicate with all key stakeholders.
- ◆ [In support of Quality] we will develop our IT systems and resources to maximise both efficiency and quality across the organisation

**Quality service  
Development plan for 2015-18  
(from the organisation's Business Plan)**

**Quality : We will work to ensure our services are consistently judged to be of high quality, first and foremost by users and carers, and by funders and regulators.**

***We will achieve this by carrying out the following:***

- ◆ We will carry out annual 'customer satisfaction' evaluations across all services and departments and publish these results, together with action plans for ongoing quality improvement
- ◆ We will carry out quality / compliance audits in all services each year and support teams to maintain high standards of paperwork and processes
- ◆ We will continue to track and monitor formal complaints, grievances and disciplinaries to identify themes for organisational learning and improvement
- ◆ We will continue to review all policies and paperwork systems and update these as needed
- ◆ We will develop a 'user and carer involvement strategy' which will set out how we will maximise involvement at all levels and with all stakeholder / customer groups
- ◆ Over 2015-18, We will seek to achieve Care Inspectorate quality grades of 5 or above across all services.

**Overview: The Action Group's Quality Cycle**



**What we do:**

*Our aim is not only to meet expectations, but to exceed them*

Our role is to work across the organisation to ensure that we deliver services that we can be proud of AND that are valued by the people who use those services.

We work with service users, staff and managers to ensure that we have **policies and procedures** that provide a framework on how to deliver a high quality service. We keep all policies up to date with current legislation and best practice.

Our goal, working in partnership with the **Learning and Development department**, is to ensure that staff are equipped and supported to deliver services and are clear in what is expected of them.

Ultimately, it is about individuals who use The Action Group being satisfied so that they chose us (and hopefully choose us again!).

Our philosophy is founded on the principles of good **customer care** and our role as the Quality team is to promote, monitor, encourage and proactively support the

We are committed to working together positively and constructively to improve Quality across The Action Group:

Signed.....

Print.....

Job title.....

On behalf of The Quality Team

Signed.....

Print.....

Job title.....

On behalf of HACSS team 1.1

## What we need from you...

- To engage openly and honestly with us
- To provide us with the information we ask for as promptly as you can
- To turn up, on time, to meetings we arrange with you
- To respond promptly to emails or phone calls from us
- To work positively with us in following up on any agreed actions from investigations, audits, evaluations, or other quality work.
- To have a positive attitude towards seeking to continuously improve the service or department you are part of, including being open to constructive feedback and suggestions.
- To bring to our attention concerns you have regarding the quality of any Action Group service or department, or the wider organisation
- To pass on to us any ideas or suggestions you have to improve the quality of any service or department, or The Action Group as a whole.

highest standards of customer care to all our stakeholders - service users, relatives, staff members, and external parties.

We support services to regularly **seek feedback**, in the form of **annual evaluations**, to reflect on how well we are doing.

We carry out periodic **Quality audits** on the services offered by the organisation.

We also, at times, work directly with service users, staff or external organisations (such as the Care Inspectorate) to deal with specific issues if someone believes that something has gone wrong or could be improved in the future. This includes **formal complaints and staff disciplinary issues**. We will work with those involved to try and get an agreeable outcome, and to use this learning to avoid such instances in the future.

We believe that Quality is an ongoing process, and we work across the organisation to build on lessons learnt, whilst also being aware of the changing landscape in providing social care services.

## Our promise to you

### Introduction:

We aim to support all the service users, carers, workers and managers across the organisation by helping to check and improve quality and by helping to put things right when they go wrong. Our approach is to find out what needs to be changed, by listening to and working with our stakeholders, and then to help find solutions—wherever possible doing all we can to help make those solutions happen.

We will work hard to be :

- **Collaborative (working with you),**
- **Understanding (listening carefully and with empathy)**
- **Thorough (stepping back and fully analysing situations),**
- **Creative (helping to think of new ways and ideas)**
- **Hands on (positive and practical help and support).**

### **Standard One** **The Quality Service is open and accessible**

This means we will:

- Have lots of ways you can contact us - in person, by phone /email, through the website, using a third party (relative / advocate / staff member / manager / the union etc), and others
- Meet you at times and locations that work best for you
- Arrange an interpreter or other support when we meet with you if you need / want this
- Always try to be friendly, welcoming and approachable

### **Standard Seven** **The Quality Team make a positive difference to you**

This means we will:

- Work towards achieving The Action Group's vision, mission and business plan objectives in everything we do
- Help and actively support all services and teams within The Action Group be the best they can
- Be the solution to the 'problem' and not just identify the 'problem'
- Work with you to 'value listen to and involve people so that our every action is judged to be the best'.

### **We will check that we meet our service promise by...**

- Actively seeking feedback and comments throughout everything we do
- Recording your comments, compliments and concerns and analyzing these every year to identify development or improvement opportunities
- Monitoring complaints
- Asking you to take part in our evaluation surveys
- Taking part in external audits wherever relevant
- We will report on our findings regularly to the senior management team and also at least once a year to all our stakeholders.

### **What to do if you don't think we are keeping our promises...**

- We have a formal complaints / appeals process for service users and we will advise you of your right to make a complaint or appeal against any decisions.
- We have a formal grievance / appeals process for members of staff and we will advise you of your right to use these processes if you are not happy with any aspect of our service

**Standard Five**  
**The Quality Team treat you with respect**

This means we will:

- Be polite and respectful
- Allow you to make decisions
- Agree all work with you before we start it
- Discuss sensitive issues in a private meeting place
- Not give personal details to other people without your knowledge and agreement (except where we have a legal duty to do so)
- Keep all personal or sensitive information secure and confidential (either in a locked cabinet or safely on the computer)

**Standard Six**  
**The Quality Team communicate well with you**

This means we will:

- Listen to you
- Try to explain things to you in a way that you can understand
- Explain any formal processes that affect you and keep you up to date with what is happening
- Be realistic, open and honest with you
- Be impartial, fair and consistent, basing any findings on clear analysis of the facts involved

**Standard Two**  
**The Quality Service meets your needs at the right time**

This means we will:

- Be available during office hours (8.30-5) Monday to Friday.
- Be on time for any appointments and let you know if we are running late
- Respond to phone calls within 24 hours and email enquiries within 3 days
- Deal with complaints, disciplinarys and other formal investigations as quickly as possible and within the timescales given in the relevant policies
- Work hard to respond to other work requests as quickly as possible, communicating clearly about timescales and any issues that might occur in meeting them.

**Standard Three**  
**The Quality Service is always trying to do things better**

This means we will:

- Practise what we preach by seeking feedback and checking the quality of our work against clear standards
- Have a clear service development plan and share this with all stakeholders
- Work hard to keep up to date with best practice in the area of quality improvement and put in place any new ideas or changes that might improve our service to you.
- Put things right when we get them wrong

**Standard Four**  
**The Quality Team are able to meet your needs**

This means we will:

- Regularly attend training and use other sources of information and learning to make sure we are skilled and knowledgeable about our work
- Ensure that our work is of a good standard, accurate and up to date
- Link in with other people and resources that will help meet your needs where we can't
- Help and equip you, through coaching, mentoring, and other tools, to develop your own practice and skills as much as possible.