

Clinical Governance Policy

Summary Statement

We aim to deliver the best services possible to our customers and stakeholders e.g. Commissioners, Health and Social Care professionals. We are committed to promoting a culture where customers receive high quality care and support which is safe, effective and a positive experience. Our colleagues are extremely valuable to us and we will support them in their development to ensure they have the necessary knowledge, skills and appreciation of customer need.

Our policy standards set out our commitment to:

Standard 1; Providing safe customer care and support

Providing high quality services where customers are treated with care, kindness and compassion and are kept safe from avoidable harm, where risks are identified and action taken to mitigate them

Standard 2; Providing effective customer care and support

Providing efficient and effective care and support based on the best available evidence, where customer outcomes are identified, recorded, measured and monitored by regular review of practice (audit)

Standard 3; Providing innovative colleague practice development

Providing our colleagues with up to date guidance, support with reviewing practice, and an opportunity to reflect on their practice alongside training appropriate to their roles and levels of responsibility to embed a culture of continuous learning and improvement

Standard 4; Meeting legislative & regulatory requirements

Meeting all our legal, regulatory and contractual requirements relating to clinical governance activities

Standard 5; Meeting Clinical Governance management arrangements

Ensuring that clinical governance systems and processes are in place to support the continuous improvement of practice and quality of services.

The full Clinical Governance Policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing policy@homegroup.org.uk.