



BEYOND LIMITS

Beyond the limits of conventional support

QUALITY ASSURANCE POLICY

This policy sets out how Beyond Limits intends to achieve continuous improvement in all services. The policy should be followed by all employees in recognition that all staff have a unique contribution to make to ensure the consistent delivery of safe, effective care that results in a positive experience for everyone connected to Beyond Limits.

February 2024

Review: February 2025

INTRODUCTION

Beyond Limits provides tailor made services of a high standard and quality that enable those supported to live their lives in ways that make sense to them and that are safe. To make this happen Beyond Limits has a quality monitoring and assurance system in place, which all employees, people we support, families and professionals we work alongside will be asked to contribute to. This is in line with best practice that the NICE guidance [“People’s experience in adult social care services: improving the experience of care and support for people using adult social care services”](#).

Beyond Limits is an organisation that believes in continual learning and development. Our commitment to the people we work with is that we will listen and we take all feedback very seriously. We will learn from our mistakes and when we get things wrong we will offer apologies and work in partnership with others to make things right.

It is the expectation of Beyond Limits that all staff are able to give and receive feedback. We know that we learn best and are able to change behaviours when people are encouraged to learn from mistakes. We strive to provide an environment that is [‘psychologically safe’](#) and we see feedback as a learning experience for all. All employees will be provided with appropriate training and learning opportunities which support the development of this.

POLICY

Beyond Limits will ensure that there is effective governance, including assurance and auditing systems and processes. These will assess, monitor, and drive improvement in the quality and safety of the services provided, including the quality of the experience for the people we support.

Beyond Limits is committed to ensuring that we continually seek to improve our governance and auditing practice. The organisation’s aim is to delivering safe, caring, efficient and high-quality care and support services which fully integrates quality, performance, and governance.

Beyond Limits recognises that a quality service is one that understands the needs and circumstances of each person we support, team, community, and external stakeholders. We fully appreciate that a quality service is one that is appropriate, safe, and effective for all and that this includes protected characteristic groups so that staff can thrive and deliver excellence.

To ensure the people we support get the highest quality service, we will:

- Identify, monitor, and manage the safety of the people we support and employees
- Identify, provide, and monitor the training and support employees receive
- Take account of comments, compliments, and complaints
- Identify and learn from accidents, incidents and near misses
- Identify, provide, and monitor the team structure and hours of support provided
- Monitor and improve the quality of support through Working Policy reviews
- Have robust decision-making processes in place, especially for people who lack capacity
- Actively encourage feedback from the people we support, families and professionals
- Actively encourage feedback from our employees
- Act on outcomes of allegations of abuse or poor practice
- Monitor compliance with Care Quality Commission (CQC) regulations
- Monitor changes in legislation and local policy which may inform our own policies

PROCEDURE

All employees have responsibility for monitoring the quality of service at Beyond Limits. They will be asked on a regular basis (at least annually) to formally give feedback. This will normally be done by responding to a survey which is distributed on our behalf by Tiny Pulse. Additionally we will involve the people we support, their families, professionals, critical friends, and self-advocates to evaluate our service at different times.

Additionally we have events built into our annual calendar which facilitate feedback and encourage open dialogue. The Big Chat is an open invite to all staff to join in with discussion about a certain topical subject, recent ones have included discussions on equality and diversity and health and safety. Our Meet the Director events are an opportunity to hear about updates in the organisation and to give feedback about what is and what isn't working in the organisation. All staff are encouraged to attend and participate.

The people we support all have a person-centred service design and working policy. These two documents contain information on how to support the person well and they should be followed in their entirety. As the person grows and develops and their needs change, the working policy must be updated to reflect this. The person supported should be at the heart of any planning days, service design days (if they choose) or with their consent, a family member or someone who can advocate on their behalf. Beyond Limits will ensure that the people we support know how to raise concerns and share their views and we will listen and respond to all feedback. Beyond Limits will ensure that

principles of privacy, dignity and respect underpin all care delivery and this will be audited on a quarterly basis.

Families and Professionals will be asked to contribute to Service Design and Working Policy reviews for people and in doing so help develop the service for the person they are involved with. Families and professionals will be asked regularly for feedback on the service provided and will be invited to attend annual planning days, if appropriate. Families will be encouraged to be partners with Beyond Limits in discussions and negotiations around contracting and other matters with the Council. We have developed a Family Charter, which outlines our commitment to work with families in a positive way. The six statements are highlighted below:

Beyond Limits promises families we will:

- Value you and treat you with unconditional positive regard and respect
- Work together with you and be your eyes, ears, and voice
- Listen to you and be honest with you, even when it's tough
- Support you and represent your interests in the best interests of your family member
- Recognise sometimes we make mistakes, when we do, work hard to make it right
- Never give up

Quality Checkers: When possible Beyond Limits will seek external 'experts through experience' to carry out ad hoc checks on the service. These checks will be carried out by people with learning disabilities.

Team Leaders: Will report any concerns from the person they supporting, their family, professionals, and others to the Senior Service/Service Leader. They will also be responsible for working policy reviews and reflective team support and supervision. They are also responsible for maintaining overall quality of the service and raising any concerns they have to the Service Leader before the quarterly Individual Service Fund (ISF) meetings. Team Leaders will also monitor and report on the practice of members of their team, recruitment needs and training and development requirements.

STAFF RECRUITMENT

The recruitment of staff is value based and robust to ensure the right people are recruited for the right job. There is a 2-stage interview process with the person who needs support involved in the process, or their representative if appropriate.

There is a formal induction process for all staff (including volunteers) to ensure they are provided with the skills and knowledge to gain competence to fulfil their roles. Beyond Limits will ensure that all pre-employment checks are undertaken, including Right to Work checks and that these are undertaken and held in line with Data Protection requirements.

Each newly recruited person undergoes a 6-month probation period during which time their practice will be observed during shadow shifts. The probationary portfolio will be completed by the team leader with certain competences having to be completed within a key timeframe. The team leader should be able to satisfy themselves that the person is a match for the person supported and that they have completed all their initial training before probation is signed off as complete.

CULTURE

Beyond Limits aims to operate within a culture of openness and honesty and operates with transparency in a way that is safe and caring.

- All staff are given the opportunity to take part in surveys that are anonymised. This are collated and the information used to determine trends, engagement, and potential 'hot spots'.
- The processes that Beyond Limits implements are designed to support a person-centred, 'fair blame' culture (for more information on this please see our Just Culture and Fair Blame Policy) that actively encourages the people we support and/or their families to report their concerns
- Whistleblowing and Safeguarding Policies and Procedures are available and linked to Council procedures
- A learning culture is promoted, with audit and investigation outcomes shared with staff so that lessons can be learnt and measures put in place to ensure mistakes are not repeated
- Any audits that result in actions identified will be implemented in a timely supportive manner

AUDITS

Every quarter an audit takes place of each service, this is carried out by an individual with significant experience and who is external to services. Feedback is given to the Service Leader and Team with the reports utilising a traffic light system, any red (urgent) actions requiring immediate attention.

These quarterly audits include the following umbrella terms:

- Financial transactions
- Health and Safety
- Accidents and Incidents
- Safeguarding
- Daily Notes
- Medication

Results will be analysed and used to:

- Develop action plans to enable achievement of improvement
- Inform the strategic quarterly quality meeting. Reports are discussed and evaluated by senior management
- Inform training and performance management where necessary

CORPORATE SOCIAL RESPONSIBILITY

Beyond Limits is a socially responsible business and we recognise the active role we can play in helping to build happier and healthier communities.

Beyond Limits will do this by:

- Ensuring ethical purchasing with due diligence carried out on our supply chains
- Adhering to Modern Slavery and Human Trafficking laws as part of our purchasing and recruitment strategy
- Complying with local waste reduction and recycling
- Striving to be a responsible neighbour in the community we operate by ensuring the safety and security of the office premises

Beyond Limits (Plymouth) Limited
Registered in England and Wales under
Company Number: 07998863

