

Company Name: Integrative Supported Living Care

Policy No: 03-1018	Authorised: Pellagia Margolis	Date: 15/01/2020
GOOD GOVERNANCE POLICY		

This Policy will summarise the Organisation's philosophy towards promoting a culture of Good Governance. This is in accordance with the requirements of Part 3; Section 2; Regulation 17; of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014:

1. DEFINITION:

- 1.1 For the purposes of the Organisation, *Good Governance* is the holistic approach taken by the management to the Organisation's policies and procedures that collectively ensure the delivery of excellent and ethical standards of service, and their continuous improvement.
- 1.2 The Organisation's values, behaviours, decisions and processes will be open to scrutiny as safe and effective evidence-based practices are developed. *Good Governance* is defined as recognising accountability, acting upon lessons learned, and being open and honest in seeking the best possible outcomes and results for service users.

2. POLICY IMPLEMENTATION

(To be read in conjunction with Policy No 1022 – Management of the Service – Essential Policy Documentation):

The implementation of *Good Governance* will depend upon implementation of the established policies and procedures, and the maintenance of supporting records, which are relevant to the modules of the Organisation's Quality Management System.

The Policy Series numbers at the end of each of the clauses below refer to the appropriate sections of the Organisation's Policy Manual where relevant policies and procedures can be located. Relevant record forms and worksheets are referenced at the end of each policy, and these may be found in a separate Library or Manual:

- 2.1 *Human resources* - to include organisation of staff and leadership, recruitment, training, supervision, management, performance appraisal, and the on-going professional development of all staff members involved in the delivery of the regulated activity.

Reference: *Policy Series: 1200 1300 1400*
- 2.2 *Risk management* - to include the assessment, monitoring, and mitigation of any risks relating to the health, safety and welfare of service users and others who may be at risk through delivering the regulated activity. This will include practices such as Lone Working, and undertaking Environmental Risk Assessments of the service user's home.

Reference: *Policy Series: 3000 4000 4100*
Form No 3-006 (for assessing risks involved in daily living activities in the service user's home environment)
- 2.3 *Care Plans and Care Records* - to maintain an accurate and complete record of the planning (through Baseline Assessment of Needs) and delivery of care to each service user, including decisions taken which are relevant to the care and treatment provided, including service user consent to this care and treatment. This will include integrated working with other care providers or specialist agencies where relevant.

Reference: *Policy Series: 3000*
- 2.4 *Accessible, Flexible and Responsive Services* - seeking and acting upon feedback from service users and other interested parties on the care services provided, with the objective of continually evaluating and improving these services. This will include the review and analysis of complaints and compliments.

Reference: *Policy Series: 2100*
- 2.5 *Process Quality Audits* - continually auditing the Organisation's Quality Assurance System of self-assessments and

Company Name: Integrative Supported Living Care

Policy No: 03-1018	Authorised: Pellagia Margolis	Date: 15/01/2020
GOOD GOVERNANCE POLICY		

policies against appropriate Regulations and Standards. This will include the evaluation of data generated in clauses 2.1 to 2.4 inclusive, with the objective of maintaining compliance to these Regulations and Standards, and the improvement of policies, practices, and the overall delivery of the care services provided. It is planned that each policy and related record forms will be reviewed through audit at least annually to verify their on-going validity.

Reference: *Policy Series: 2000*
Form No 2-006 (for quality auditing of the 5 Fundamental Standards of Care - K.L.O.E)