

Quality Policy



Aims

The Pioneering Care Partnership's (PCP) mission statement is 'Health, Wellbeing and Learning for All' and we aim to improve health, wellbeing and quality of life and reduce inequalities in health for the communities we work with.

Scope

PCP is fully committed to providing high quality services and projects. Our overriding objective is to put the people that use our services first, in every aspect of our organisation. By regularly reviewing and updating our policies, procedures and services and responding to customer feedback, we endeavour to offer services that meet the highest standards of quality and reliability to meet the people who use our service's requirements and expectations.

Definitions

The organisation is committed to:

- Achieving and maintaining nationally recognised Quality Standards relating to performance, staff and services
- Developing and improving our Quality Management System (QMS).
- Ensuring positive customer satisfaction, across the organisation.
- Developing, implementing & evaluating effective Governance Standards (Clinical, Information and Quality)

Policy

PCP's Board of Trustees are committed to realising this and it is the role of the Senior Management Team to measure our performance and ensure continuous improvement across all aspects of PCP. This is accomplished by setting realistic and measurable quality objectives, as set out and documented in our Business Plan, performance plans and reports. Measuring the achievement of targets, set against our aims and objectives, ensures that Managers and Trustees have the means to continually evaluate the organisations performance. We also monitor the effectiveness of our systems and services through reviewing customer feedback, and both internal and external auditing of our services and regular management team reviews.

Responsibility

PCPs Quality Policy is embraced by the Board of Trustees, employees and volunteers. Understanding of Quality is part of the induction and ongoing policy training programme ensuring that policy and its application is communicated and understood within the organisation.

Monitoring and Review

This Policy will be reviewed by Human Resources on a regular basis to ensure that it remains compliant. A full formal review will also take place annually by Senior Management Team as part of the Policy Review Cycle.