



## ADS Operational Policies and Procedures Ref 8: Quality Assurance Policy

### POLICY STATEMENT

This policy is intended to set out the values, principles and policies underpinning ADS's approach to maintaining and improving quality and high standards. ADS places a strong emphasis on providing the highest quality service possible for all of its service users. It works on the basis that no matter how good its present services, there is always room for improvement.

ADS believes that having the highest quality treatment and support is the absolute right of all of our service users. The continuing aim of the organisation is to provide a professional and efficient service to meet all of the requirements of its service users and the long term goal is to obtain the highest possible level of satisfaction from service users and their families/ carers.

**This document updates and supersedes all previous policy statements.**

### ADS MISSION AND VALUES

Alcohol and Drugs Support South West Scotland [ADS] seeks to limit the effects of substance misuse on individuals, their families and the community. To achieve this we aim to provide a range of high quality recovery services that are non-judgemental and accessible to all.

### ADS Values and Principles

- ⊙ **People:** we will always put people first.
- ⊙ **Teamwork:** we will work together in dynamic teams and partnerships with other organisations.
- ⊙ **Improvement:** we will encourage learning, innovation and flexibility.
- ⊙ **Diversity:** we will value people for diversity and contribution.
- ⊙ **Service User Involvement:** we will encourage our service users and their families to be actively involved in all aspects of their recovery journey, and in the development and delivery of ADS recovery services.

- Ⓢ **Best Value:** we will deliver effective recovery services that provide value for money.
- Ⓢ **Integrity:** we will build trust by acting with honesty, transparency and fairness.

## EXTERNAL QUALITY AWARDS

ADS holds valid accreditation with the following bodies:

- Investors in People
- D&G ADP Recognised Partner
- Befriending Network Scotland – Quality in Befriending
- D&G Council – Approved Provider
- COSCA [Professional Body for Counselling] Organisational Member
- Care Inspectorate Registered
- Mentoring Network Scotland- Approved Provider Standard

### In progress

- Reaching completion of LGBT Charter Mark
- Reaching completion of PQASSO external accreditation [Charities Evaluation Services] – PQASSO is the leading quality standard developed for the third sector
- COSCA Recognition Scheme

## SERVICE USER OUTCOMES

All service users of ADS should:

(a) expect the highest quality service possible

(b) be given a say in the running of the organisation through routine evaluations of their time in service, and a larger survey of service user opinion carried out on an annual basis. This survey is confidential but the results are published and distributed to all service users and purchasers. Comments and feedback are also sought from service users' relatives, carers, friends, advocates and other stakeholders. We invite service users to take part in staff recruitment, induction and ongoing development.

(c) be free to complain about any aspect of the running of the services provided and to have their complaints welcomed and acted upon promptly. To this end the agency operates a robust complaints procedure. (See the agency's Complaints Policy and Procedures for details on how this works.)

## **ADS STAFF AND VOLUNTEERS**

Every member of staff of the agency from the top to the bottom is expected to demonstrate a total commitment to quality and quality improvement in every aspect of their working day. In particular:

- (a) the leadership team bear the responsibility for establishing, maintaining and implementing the quality management system for the agency – PQASSO. This system helps to set standards and to make changes to achieve the standards. The process is reviewed regularly
- (b) every employee is responsible for the quality of their work and is trained to perform their duties to our specified quality standards, including SSSC, National Care Standards, National Standards for Substance Misuse Services, COSCA Code of Ethics and QIB, depending on the service
- (c) contractors employed for specific functions are required to meet our specified standards
- (d) the organisation has a quality assurance cycle which runs over a two year period. In year one the service completes a comprehensive evidence based self-assessment tool called PQASSO . In Year two, the accreditation etc. Year 3 – repeat etc.
- (e) the organisation is consistently listening to its service users and stakeholders and conducts annual user satisfaction and feedback surveys using a standardised questionnaire and follow up interviews with a random sample of its service users, representatives and stakeholders. The findings are analysed and incorporated into its development plan
- (f) the agency's leaders monitor closely the quality of its staff's work by regular supervision, which includes direct observation of people's practice and occasional unannounced visits to service users' homes when staff are expected to be there

## **TRAINING**

The leadership team are committed to the idea that in order to provide a quality service, the organisation requires high quality staff that are suitably trained, supervised and supported. In particular we are committed to ensuring that:

- (a) each member of staff has a personal development plan in which their training needs are identified and a plan made as to how such needs will be met.

The agency's leadership undertake to ensure through instruction, practical example and training that quality is the aim of all members of staff and that each employee has a proper understanding of the importance of the quality system and its direct relevance to the success of the business.

*Dr Angela Roberts*  
*Chief Executive*

**Review Date: October 2019**