Quality Management Plan 2023

Area reviewed	Comments	Actions/how we have improved
Spot checks	Spot checks were conducted monthly throughout the year unannounced. There were no concerns identified during spot checks.	The spot check form has been updated covering more aspects of the service.
Training	New training has been added to the core training that all staff have to complete.	Care certificate has been added for all new staff to complete. Staff who joined the company before implementation of care certificate. All staff will complete the new certificate when their current training needs to be refreshed. New training added to mandatory training for all staff. Additional training added for managers.
Tapestry	Tapestry quality continues to be a good standard, times Tapestry uploaded for services users varies.	Actions: Target to send out all Tapestry upload notifications within 48 hours of the day the session was attended.
Recruitment	48 Staff members recruited this year to date.	Support worker ads are reviewed and updated. Interview questions reviewed and updated.
Building	Regular cleaning by staff and professional cleaner. Artwork created by service users displayed on walls. Carpets cleaned Monthly. Maintenance log up to date and work completed in a timely manner. Building risk assessments in place and up to date. Building in good condition	Target: Paint staircase, bathrooms, hallway and activity and changing space. Completion date October 2023.

Fire safety	Testing of alarm up to date Fire alarm service up to date Emergency lighting service up to date Fire extinguisher service up to date Fire safety equipment maintenance and checks are conducted by FTM dance staff and external companies to ensure equipment will function in an emergency. Practice evacuations have been conducted. Fire risk assessment up to date.	St Johns ambulance fire marshal training completed by all managers.
Referrals	Dedicated referrals officer who is able to manage the process with a fast response to referrals. Waiting list managed appropriately, and trials booked.	Target: Reduce waiting times for trials.
Complaints	No official complaints have been received to date this year.	Target: respond to all complaints in line with FTM Dance complaints policy
Policies	All polices have been reviewed and updated in line with FTM Dance policies and procedures.	New policies for education services.
Health and safety	Daily health and safety checks are conducted and recorded consistently.	Health and safety advice now added to daily briefings. New IPC form implemented.
Outcomes	New activities have been added to support goals and sense of achievement for service users	New outcome monitoring form implemented.
Activities	Facilitators have been trained to ensure service users are being supported to learn and engage in activities. Lesson plans and activities are created and personalised to ensure inclusivity.	Target: Improve quality of activities through ongoing feedback and monitoring outcomes.
Equipment	All beds and hoists serviced and maintained in line with policies and procedures.	Changing bed purchased
Structure	Management team has been increased: Area Manager Care Manager 2 Team Leaders	The additional mangers will provide support to improve performance and outcomes.

Name	Role	Quality responsibility
Leanne Evans	Director	Structure, spot checks
Dan stone	Area Manager	Policies, Audits, health and safety, equipment, outcomes, complaints, fire Safety, training, building and referrals.
Danielle Bridges	Deputy Manager	Activities
Tammy Steers	Care Manager	Referrals, training, fire safety, complaints, building , audits, equipment

Review Date 20/6/23