Medicare People

HEALTHCARE STAFFING

Quality Assurance Policy

Policy title	Quality Assurance Policy
Organisation	Medicare People Limited
Service	Healthcare staffing
Policy owner	Managing Director
Version	2.0
Date	01/11/2026
Next review	November 2027

1. Purpose

Medicare People is committed to delivering high-quality services that meet the needs and expectations of our clients, staff, and stakeholders. This policy outlines our approach to quality assurance, ensuring continuous improvement and excellence in everything we do.

2. Scope

This policy applies to all areas of operation, including service delivery, recruitment, training, administration, and client support. It is relevant to all employees, contractors, and volunteers.

3. Policy Statement

We aim to provide services that are safe, effective, person-centred, and responsive. Quality assurance is embedded in our culture and processes, and we strive to exceed standards through regular monitoring, feedback, and improvement via our bespoke platform Sync.

4. Objectives

- To ensure compliance with relevant legislation, regulations, and professional standards
- To maintain consistent, high-quality service delivery across all functions
- To promote a culture of accountability, transparency, and continuous improvement
- To actively seek and respond to feedback from clients, staff, and stakeholders

5. Key Principles

- **Client-Centred:** Services are tailored to meet individual needs and preferences
- **Evidence-Based:** Decisions and practices are informed by data, research, and best practice
- **Inclusive:** Quality standards apply equally to all, promoting fairness and accessibility
- **Transparent:** Processes are clear, documented, and open to scrutiny
- **Responsive:** We act on feedback and adapt to changing needs and environments

6. Quality Assurance Activities

We ensure quality through:

- Regular audits and inspections of policies and procedures
- Performance reviews and staff appraisals
- Client satisfaction surveys and feedback mechanisms
- Incident reporting and analysis
- Staff training and professional development
- Compliance checks against regulatory frameworks (e.g. CQC, RQIA, GDPR)

7. Roles and Responsibilities

- **Senior Management** oversees quality strategy and ensures compliance
- **Quality Assurance Lead** (or designated officer) coordinates audits, reporting, and improvement plans
- **Managers** are responsible for implementing quality standards within their teams
- **All Staff** are expected to uphold quality principles and report concerns or suggestions

8. Continuous Improvement

We use a Plan-Do-Review approach to drive improvement:

- **Plan:** Identify areas for enhancement and set clear objectives
- **Do:** Implement changes and monitor progress
- **Review:** Evaluate outcomes and refine processes

9. Reporting and Feedback

Quality issues, concerns, or suggestions can be raised through:

- Line managers
- Anonymous feedback channels via our platform Sync
- Formal complaints procedures

All reports are taken seriously and used to inform improvements.

10. Review of Policy

This policy will be reviewed annually or in response to changes in legislation, service delivery, or stakeholder feedback.

Version history

Version	Summary
1.0	Original policy
2.0	1 November 2026 – restyled to the Medicare People brand, structure standardised, legal references updated